

Purpose

This policy is designed to promote and uphold the peace, quiet and enjoyment of properties for our customers and their neighbours, and to encourage stronger communities to reduce the potential for conflict. These guidelines also support our commitment to offering a consistent, equitable service.

Scope

This policy applies to our general Social Housing, Affordable Housing, Supported and Transitional Housing.

It does not apply to Temporary Accommodation crisis or refuge accommodation or Housing for People with Disability.

Policy Statement

We respect the right of all customers to the peaceful enjoyment of their home.

We also have obligations under the law and to the community to make sure our properties are used safely and appropriately.

Customer rights

All customers are entitled to the peaceful enjoyment of their home.

There are some problems with neighbours or household members that might stop you from enjoying living in your home. In most cases, the best way to resolve noise or other neighbour disputes is for residents to speak to one another and agree on how all parties can act more reasonably.

If informal discussions to resolve issues are not effective, customers have a right to inform us if another customer is preventing them from having peaceful enjoyment of their home.

Customer responsibilities

Customers have certain responsibilities under their tenancy agreement. These are designed to promote community and personal safety and protect the property. They are:

- live at the property in a way that doesn't cause a nuisance (e.g., noise, smells, rubbish etc)
- avoid interfering with the reasonable peace, comfort, or privacy of neighbours
- use the property for legal purposes only
- be responsible for the conduct of occupants and visitors
- cooperate if a neighbour asks them to reduce noise
- be tolerant of the different cultures or lifestyles of neighbours
- comply with strata by-laws or building rules where these apply
- attempt to resolve issues between neighbours informally

Our responsibilities

We are responsible for taking all reasonable steps to ensure that the conduct or actions of our customers do not interfere with the reasonable peace, comfort or privacy of another person or property.

We will investigate issues fairly, without discrimination and with the aim of resolving issues and sustaining tenancies.

We will investigate complaints in line with our Responsible Conduct Procedure and The Residential Tenancies Act NSW 2010.

Making a complaint about a Neighbourhood Issue

Customers can speak to us about a Neighbourhood Issue by contacting their Neighbourhood Officer or the Customer Service Centre.

When raising a Neighbourhood Issue, we request customers give us the following information:

- their name and contact details and the name of the person they are complaining about
- details of the incidents or incidents, including dates, times, and anyone else who saw what happened
- what they have done to try and resolve the issue with the person
- whether there has been any involvement by Police, Department of Communities and Justice, local council, or another agency
- what outcome they are seeking

Neighbourhood Issues that are about illegal activity should be reported to police, such as:

- threats or acts of violence
- excessive noise or disturbance
- criminal damage to property
- harassment or intimidation
- drug use, manufacture, or distribution
- graffiti or vandalism

Customer should request an event number and provide this to us for future follow-up if required.

How we investigate Neighbourhood Issues

Hume will manage the complaint by first categorising the complaint.

Hume uses the following descriptions to categorise complaints:

Minor- breaches including noise, litter, rubbish dumping, use of common area, parking complaints infrequent noise and nuisance

Moderate-Frequent disturbances, excessive noise and nuisance, recurring drug, or alcohol incidents

Severe-Criminal Damage, criminal behaviour, illegal use of the property, violence towards or harassment of neighbours, landlord or contractors' agents. We aim to investigate Neighbourhood Issues in a way that respects the privacy and rights of both the complainant and the person who is the subject of the complaint.

We will ensure we act in accordance with our [Privacy Policy](#) at all times. This means we will not use or disclose personal or sensitive information unless the person has consented, or the use/disclosure it is directly related to the reason we have collected the information. In some cases, we must share information: if it requested by a Court, if it is relevant to a police investigation or if we have concerns about a risk of serious harm to children

under 16. In cases where we have concerns about a serious criminal offence, we must also report the matter to police.

It is also important that we give procedural fairness to the person who is the subject of the Neighbourhood Issue. This means they need to be provided with information about the nature of the issue in enough detail to allow them to respond.

Unreasonable complainants

We recognise the right of customers to raise issues with us that affect their tenancy. However, we will not accept complaints that constitute harassment, vilification, or abuse of another customer on the basis of their cultural identity, race, gender, or gender-identity, sexuality, age, or disability.

Working with customers to sustain their tenancy

It is important to us that customers can sustain their tenancy.

We will work with customers to overcome issues that led to the neighbourhood issue. For example, we have support partners who can assist customers with alcohol and other drug support, mental health support, domestic and family violence support etc. For more complex circumstances we may offer the assistance of our Tenancy Sustainment Coordinators.

Where the parties cannot reach an informal agreement to resolve the neighbourhood issue, we will offer to refer them to mediation.

If we are concerned that the neighbourhood issue relates to domestic and family violence, we will act in accordance with our [Domestic & Family Violence Policy](#).

Breaches of the tenancy agreement

If a customer has not acted in accordance with their responsibilities and the conduct has occurred repeatedly or is serious, it may be a breach of the tenancy agreement. We are authorised under the Residential Tenancies Act 2010 to take certain actions in response to breaches.

Formal responses to Neighbourhood Issues

If a Neighbourhood Issue has been raised about a customer, we will send the customer a letter outlining the nature of the complaint and inviting them to one of our offices to discuss the issue. We will aim to agree with the customer on actions to resolve the matter.

If the conduct continues, we will provide a formal final warning letter and may initiate action in the Tribunal. Hume can request a specific performance order which is an order from the Tribunal. Breach of this order will be considered a breach of your tenancy.

Termination

In some instances, we may seek to terminate the tenancy. We may issue a Notice to Terminate to the customer and lodge an application with the Tribunal seeking an Order for Termination and Possession.

We will continue to work with customers to sustain their tenancies right up until the Tribunal hearing.

Review and appeal rights

Decisions made under this policy may be reviewed or appealed. Please see our [Compliments, Complaints & Appeals Policy](#) for more information.

If you have concerns that you have not been treated fairly, we encourage you to raise this with your Neighbourhood Officer or through our Customer Service Centre.

If you would like more advice on your tenancy rights, please contact the NSW Tenants Union (<https://www.tenants.org.au/all/taas>) Or your local Community Legal Centre (<https://www.clcsw.org.au/find-legal-help>).

Responsibilities

Role or responsibility	Position or delegation level
Developing processes to support this policy	General Manager, Housing & Impact
Ensuring policy aligns with compliance obligations	Manager, Risk and Compliance
Approving Policy	Executive Housing & Impact
Implementation	Housing & Impact Team
Determining outcome of investigations	Manager, Housing & Impact
Authorising notices of termination	General Manager, Housing & Impact

Reporting

No additional reporting is required.

Records management

Employees must maintain all records relevant to administering this policy in SDM.

Definitions

Affordable housing: properties made available to customers on low to moderate incomes with capped rent to ensure customers are not paying more than 30% of their income on rent.

Housing for People with Disability: Specialist housing provided to people who receive a NDIS package that includes supported disability accommodation

Neighbourhood Issue: is a complaint or incident raised by a customer or another person about one of our customers. It may relate to a customer's use of their property, their conduct or the conduct of a person who is visiting the property. Feedback or complaints about our services can be raised in accordance with our [Compliments, Complaints and Feedback Policy](#) which is located on our website.

Social housing: properties made available to customers on low to moderate incomes and managed by Community Housing Providers or Department of Communities and Justice. Rent subsidies are available to customers to reduce their weekly rent payments

Supported housing: properties that are made available to customers who have a support plan in place with a service provider to assist them maintain the tenancy

Transitional housing: housing for people who have been in housing stress or homeless, offered as a 12-month tenancy to support customers to return to the private rental market

Tribunal: means the NSW Civil and Administrative Tribunal

Related Legislation and Documents

[Children & Young Persons Care & Protection Act 1998 \(NSW\)](#)

[Crimes Act 1900 \(NSW\)](#)

[Residential Tenancies Act 2010 \(NSW\)](#)

[Residential Tenancies Regulation 2019 \(NSW\)](#)

[Responsible Conduct Procedure](#)

Feedback and questions

Customers can provide feedback at any time by contacting the Customer Service Centre on 1800 004 300

Hume employees may provide feedback about this document by emailing feedback@humehousing.com.au

Approval and Review Details

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