



Good Neighbour Policy - Nuisance and Annoyance

Housing Plus will assist clients to live in peace and harmony with their neighbours. This policy is aimed at promoting a more peaceful environment in community housing by dealing with issues of nuisance and annoyance, harassment, violence and criminal behaviour that may occur in our housing.

If a client has breached the Residential Tenancy Agreement we may take action against that person's tenancy. The action taken will depend on the seriousness of the breach but in extreme cases we will seek to terminate the tenancy.

Eviction action will only be taken when all other reasonable options have been exhausted, unless the breach has been extremely serious. Every effort will be made to maintain the tenancy.

Where there is conflict between clients and their neighbours, they will be encouraged to sort out their problems between themselves or through mediation. Clients will also be referred to Community Justice Centres for assistance when required.

Clients have a right to the peaceful enjoyment of their home and an obligation to abide by the conditions of their tenancy agreement. They also have the right to complain about individuals who deny them

that right.

Housing Plus will investigate complaints about clients where there is an alleged breach of the tenancy agreement. If the complaint is substantiated, clients will be given the opportunity to change nuisance and annoying behaviour.

We will support the principles of cultural diversity, and we will not tolerate harassment in the form of racial, homosexual or transgender vilification.

Client Responsibilities

Clients are responsible for their own conduct as well as the behaviour of other occupants and visitors to their property. By signing the Residential Tenancy Agreement, the client agrees to sustain a successful tenancy and to meet all their tenancy obligations, which includes;

- + Not to cause or permit or permit a nuisance
- + Not to interfere, or cause or permit interference with the reasonable peace, comfort or privacy of neighbours, and
- + Not to use the premises or cause or permit the residential premises to be used for any illegal purpose such as distributing or selling illegal drugs.

Like all citizens, clients must resolve their own problems where possible. Housing Plus will refer clients who are in dispute to Community Justice Centres for mediation. This service is an independent body and provides service free of charge.

Unauthorised Occupants

A Tenancy Agreement clearly states how many people are to reside at a property during the term of the tenancy. If any other person moves into a property without the permission of Housing Plus, it is a breach of Clause 15.5 of the Residential Tenancy Agreement. Unauthorised occupants are often the cause of complaints about nuisance and annoyance in the neighbourhood.



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The probable consequences of an unauthorised occupant may include any or all of the following:

- + Cancellation of your current subsidy;
- + The full market rent being charged;
- + Reassessment of previous subsidies and the resulting debt placed on your rental account; and/or
- + Action leading to the termination of your tenancy.

If a request for an additional person is lodged with Housing Plus and approval is given, the income of this person is taken into account in calculating the rent payable by the household.

It is the client's responsibility to manage the behaviour of all people living in the property and any visitors to the property.



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