

# Good Neighbour Policy

## Purpose

This policy outlines how CatholicCare Victoria Housing Ltd (CCVH) supports positive relationships between neighbours. It also explains how CCVH will respond to antisocial behaviour.

## Scope

This policy applies to all tenancies managed by CCVH. It also applies to neighbours, property owners and stakeholders.

This policy applies to both residential rental agreements (rental agreements) and rooming house agreements. Unless stated otherwise, references to “renters”, “tenancies” and “rental agreements” also applies to rooming house residents.

## Policy Statement

### Guiding Principles

CCVH is committed to:

- Meeting our contractual, legal, and regulatory duties,
- Helping renters understand their legal responsibilities relating to their rental agreement,
- Responding promptly to allegations of antisocial behaviour with a focus on early intervention and support,
- Working collaboratively with households and communities in an inclusive and responsive way,
- Giving due consideration to human rights and considering the impact of any proposed action under the *Charter of Human Rights and Responsibilities 2006*,
- Consistent and transparent decision making with clearly documented evidence of issues, actions taken, resolution or rationale for escalating.

### Supporting Positive Relationships

CCVH is committed to sustaining tenancies and maintaining harmonious communities. We do this by:

- Designing, building, and maintaining housing to a high quality,
- Addressing barriers to social inclusion and participation through community engagement,
- Conducting regular property visits and inspections,
- Working closely with support agencies to sustain tenancies.

## Antisocial Behaviour

All households have the right to reasonable peace, comfort, and privacy of their home. Renters also have an obligation to abide by the conditions of their rental agreement, this includes responsibility for their visitors.

Antisocial behaviour is when a household causes or permits (whether intentional or not) significant alarm, distress, or nuisance. Examples of antisocial behaviour include:

- Physical assaults, acts of violence, verbal abuse, or other threatening behaviour
- Using, causing, or permitting the property to be used for an illegal purpose
- Damaging and/or vandalising property
- Excessive and persistent noise
- Unruly pets.

## Responding to Antisocial Behaviour

CCVH takes appropriate action following any reports of antisocial behaviour or interference with quiet enjoyment, including contacting the police if appropriate and/or interviewing the person who reported the incident.

Where it is safe and practical to do so, CCVH encourages neighbours to speak to each other in the first instance to try and resolve issues as they arise.

If antisocial behaviour is unable to be resolved by the parties involved, CCVH may take the following action as appropriate to the situation:

- Speak to all involved parties
- Conduct a property inspection or site visit (see *Property Inspections Policy*)
- Gather supporting information
- Contact the police
- Recommend or organise formal mediation
- Make a referral to a support service
- Notify the household in writing of the legal implications of antisocial behaviour
- Issue a breach of duty notice and take further action in accordance with the *Residential Tenancies Act 2021/2021 (RTA)* through the Victorian Civil and Administrative Tribunal (VCAT)
- Keeping all relevant parties informed of progress made.

CCVH may receive reports about renter behaviour from other renters, staff, body corporate representatives and members of the public, including neighbours who are not CCVH renters. If a criminal activity has occurred, CCVH encourages the witness to contact the police in the first instance.

CCVH takes all reports of antisocial behaviour seriously and will respond to all reports as per table below:

Category	Type of behavior	Response time
<b>One</b>	Violence or threatened violence towards a person Destruction of property Where there is the potential for real harm to a person or property (for example the storage of explosive or toxic material)	Within 24 hours
<b>Two</b>	Any other issue not covered above such as noise nuisance, pet nuisance, or observed criminal behaviour	As soon as possible, within 5 working days

### Related Information

- CatholicCare Victoria Housing Ltd Family Violence Policy
- CatholicCare Victoria Housing Ltd Allocations Policy
- CatholicCare Victoria Housing Ltd Property Inspections Policy
- CatholicCare Victoria Housing Ltd End of Tenancy Policy
- CatholicCare Victoria Housing Ltd Sustainable Tenancies Policy
- Housing Act 1983 (Vic)
- Residential Tenancies Act 2021 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and Housing Services)
- Charter of Human Rights and Responsibilities (2006)

### Transparency and Accessibility

This policy is publicly available on our website.

### Version Control

<b>Version</b>	1	<b>Review frequency</b>	Approved: June 2023 Next Review: June 2025
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