

Anti-Social Behaviour



Sometimes behaviour reaches a point where it negatively impacts neighbours, and this is referred to as anti-social behaviour or ASB. Dealing with ASB can be very stressful for everyone involved and often tenants feel scared to report it because they fear for their safety.

We can only manage ASB in relation to a tenancy that we manage. We don't have powers like the Council does to require someone to turn off loud music or the Police who can arrest someone if they are harassing a neighbour. In cases of ASB, we will work with tenants so they understand that their behaviour breaches their tenancy and is causing distress or inconvenience to neighbours. We will ask them to address these issues in the hope they don't get worse and result in their tenancy being at risk.

If a situation ever occurs where you feel unsafe, you should always call the Police. If it is a police matter, it needs to be handled by them. Having police reports also helps us deal with the tenancy aspects so you should also let us know what has happened.

Where the neighbour creating the ASB is not a Foundation Housing tenant, there is no formal action we can take as we have no influence over that person. It becomes a matter for that person's landlord, the Department of Housing if it is State Housing, the Council, or the Police. Foundation Housing can advocate to the Housing Department if their tenant is causing nuisance to you, but ultimately that will become a matter for the department to manage with their tenant and with you (if you are willing to provide further information or a statement to them).

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If you are experiencing ASB, please speak with your Housing Coordinator.

EXPERIENCING ASB?

Your Housing Coordinator can provide advice about how the case can be managed, depending on the specifics of what you are experiencing.

Steps you can take

You can take the following steps if you are concerned about something happening in your home or community:

1

TALK TO YOUR NEIGHBOUR

Quite often people do not realise how loud they are being and will stop the noise when they realise it's causing a problem.

2

LET US KNOW

Tell us about the issue so we can investigate and try and support you. What action we can take will depend on whether the neighbour is a Foundation Housing tenant or not.

3

CONTACT YOUR LOCAL COUNCIL

They can investigate and even serve noise prevention notices if the noise is excessive or outside acceptable hours. Many Councils have after hours security and ranger services and will attend late night parties to ask for the noise to be stopped.

4

REQUEST MEDIATION

There are a range of organisations that can provide mediation between neighbours and work with you to fix the problem.

5

CONTACT THE PERSON'S LANDLORD

If the issue is coming from a State housing tenant, the Department of Communities can be contacted to address the issue with their tenant. If it is a private rental, try and contact the managing agent or landlord so they know what is happening and can speak to the tenant about it.

6

CONTACT THE POLICE

You should always contact the Police if you feel unsafe or if the ASB involves any type of illegal activity. Make a report and ask for a police report number which you can also provide to your Housing Coordinator if the offending neighbour is also a Foundation Housing tenant.