

# Good Neighbour Policy

## 1. Policy

Uniting Vic.Tas (Uniting) supports and encourages good relations between neighbours of managed properties and responds in accordance with relevant legislation and Uniting policy when a renter, approved household occupants, visitors and former renters breach the rental agreement by interfering with the reasonable peace, comfort or privacy of other renters or neighbours. This is also called anti-social behaviour.

This means a renter must not:

- cause or permit a nuisance
- interfere, cause or permit interference with the reasonable peace, comfort, or privacy of any neighbour
- use the residential premises or cause or permit the premises to be used for any illegal purpose and intentionally or negligently cause or permit any damage to the residential premises.

Furthermore, Uniting will not tolerate any form of harassment, discrimination or abuse towards any renter, visitor or approved household occupant, or Uniting worker. This includes, but is not limited to, verbal, physical or any other form of harassment, discrimination or threatening behaviour related to racial, religious, cultural, or sexual orientation, gender identity, expression, or sex characteristics.

In this document		Victoria	Tasmania
Renter	shall mean	Renter	Tenant
Rental agreement	Shall mean	Rental agreement	Tenancy agreement

## 2. Scope

This information applies to rental properties owned or managed by Uniting.

## 3. Procedure

### 3.1. Support good neighbours

**Uniting representatives will:**

- provide renters and others in the community with information about the rights and responsibilities of renters, including information about making a complaint and reporting incidents
- organise meetings, on request and with the participants' consent, to discuss matters affecting the neighbourhood
- ensure renters have access to support services to assist them to meet their tenancy obligations and sustain their tenancies.
- provide renter engagement programs and initiatives.

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### 3.2. Manage neighbour disputes, incidents, and complaints

#### Uniting representatives will:

- manage neighbour disputes and anti-social behaviour in a manner that is thorough, and fair to all parties, and take proportionate action early to support renters to resolve these matters
- manage complaints, including complaints about Uniting’s service, in accordance with the Uniting **Feedback Compliments and Complaints Procedure**
- manage incidents in accordance with the **Incident Reporting and Management Procedure**
- manage breaches of a rental agreement in line with the **Breach of Tenancy Policy** if a breach of the rental agreement is proven
- maintain complete and accurate records

### 3.3. Early resolution of minor breaches of the rental agreement and anti-social behaviour

Minor breaches include matters like noise or rubbish dumping or use of common areas.

#### Uniting representatives will:

- remind renters of their rights and responsibilities under their rental agreement and potential consequences
- provide renters the opportunity to change the behaviour and comply with the rental agreement.
- encourage tenants to resolve any issues through discussion between themselves, if appropriate
- work closely with renters, service providers and external mediation services to resolve any issues as quickly as possible.
- maintain complete and accurate records.

### 3.4. Manage serious breaches of the rental agreement and anti-social behaviour

Serious breaches include matters like repeated minor breaches of the rental agreement, intentionally or recklessly causing serious damage to the property, threatening or intimidating behaviour to Uniting or its agents, or using or allowing others to use the property for an illegal purpose.

#### Uniting representatives will:

investigate alleged breaches and manage proven breaches of the rental agreement in accordance with the **Breach of Tenancy Policy**

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- refer criminal matters to the police
- maintain complete and accurate records.

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## 4. Legislation/Regulations

### National

Age Discrimination Act 2004 (Cth)  
 Disability Discrimination Act 1992 (Cth)  
 Sex Discrimination Act 1984 (Cth)  
 National Rental Affordability Scheme Act 2008 (Cth)  
 National Rental Affordability Scheme Regulations 2020 (Cth)

### Tasmania

Community Housing Providers National Law (Tasmania) Act 2013 (Tas)  
 Family Violence Act 2004 (Tas)

### Victoria

Housing Act 1983 (Vic)  
 Residential Tenancies Act 1997 (Vic)  
 Residential Tenancies Regulations 2021 (Vic)  
 Equal Opportunity Act 2010 (Vic)  
 Public Health and Wellbeing Act 2008 (Vic)  
 Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 (Vic)  
 Noise (Residential) Accommodation Services  
 Environment Protection (Residential Noise) Regulations 2018 (Vic)  
 Environment Protection Act 2017 (Vic)  
 Environment Protection Regulations 2021 (Vic)  
 Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)  
 Charter of Human rights

## 5. Related Documents

Relief Due to Hardship Policy  
 Eligibility and Allocations Policy  
 Rent Policy  
 Rent Arrears Policy  
 Changing Needs Policy  
 Uniting Asset Management Policy

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