

THE HAVEN FOUNDATION

NEIGHBOURS POLICY

Policy Summary

The purpose of this policy is to outline the process for ensuring that THF residents have a right to peaceful enjoyment of their property and to live in peace and harmony with their neighbours.

Scope

This policy applies to all THF residents.

Policy

THF will not tolerate any form of harassment, discrimination or abuse towards any resident, visitor or approved household occupant. 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.

THF Responsibilities

THF or its agent is responsible for:

- working closely with tenants, service providers, families and external mediation services to resolve any issues as quickly as possible as the first step
- encouraging residents to resolve any issues between themselves
- ensuring residents are reminded of their rights and responsibilities under their residential tenancy agreement
- making referrals to support services for residents to ensure residents can meet their tenancy obligations or receive assistance to manage the conflict
- reviewing information from a variety of sources to investigate the complaint in a manner that is thorough, and fair to all parties
- keeping all parties informed of the progress of the investigation and resolution, without breaching privacy of any person
- supports residents to access services that help identify and moderate behaviour that may lead to complaints being made against them, especially where a prior and proven history of complaints about their behaviour or neighbourhood issues exists

In any circumstance where a resident, family member, carer, visitor or neighbour feels at risk of violence, abuse or harassment from a neighbour tenant or household visitor, they will be encouraged to contact the Victoria Police.

Where appropriate, THF will encourage the resident making the complaint to keep a diary detailing any disturbances or incidents that occur and to provide this information as evidence of any ongoing complaints.

Neighbourhood impact statements may also be used. Neighbourhood impact statements are statements from a range of individuals about the impact antisocial behaviour has on them. Neighbourhood impact statements may be used or requested in cases where significant, ongoing breaches of tenancy have occurred impacting on multiple tenancies, where there has been limited progress in resolving the issue through mediation or other means.

Breach of Tenancy

Minor breaches and antisocial behaviour

Residents will be given the opportunity to change and address their behaviour. The resident will be reminded of their rights and responsibilities, the nature of the complaint against them, and the evidence of the complaint made against them and action that may be taken if complaints continue.

Serious breaches and antisocial behaviour

If a resident's behaviour seriously or persistently breaches their Residential Tenancy Agreement, THF will take the appropriate action, which may include through the Victorian Civil and Administrative Tribunal.

Harassment of Staff and Contractors

All residents, approved household occupants and visitors can expect to be treated with respect and courtesy by THF staff. THF also expect that THF staff, support staff and contractors will be treated with respect and courtesy. Verbal abuse, harassment and threats will be treated as serious breaches of the tenancy agreement.

Complaints

If a resident is not satisfied with the way that THF or its agent has managed nuisance and annoyance, they can ask for a formal review.

THF acknowledges the policy work undertaken by Bridge Housing is developing this policy.