

Antisocial Behaviour

(Policy)

Version 2.0

This policy has been adopted by:

Name of Company	Adoption Date
Community Housing Ltd (CHL)	30 th December 2024
Community Housing (Vic.) Ltd (CHVL)	30 th December 2024
Community Housing (TAS) Ltd (CHTL)	30 th December 2024
Community Housing (QLD) Ltd (CHQL)	30 th December 2024
Community Housing (Homes for Regions) Limited	30 th December 2024
Community Housing (Subi East) Limited	30 th December 2024

And any other entities within CHL which adopt this policy.

TABLE OF CONTENTS

1. Introduction.....	2
2. Aim.....	2
3. Principles of CHL’s Antisocial Behaviour Policy	2
3.1. Antisocial behaviour.....	2
3.2. Expectations and standards	3
3.3. Family violence.....	4
3.4. Customer feedback and appeal of decisions.....	4
4. Related Resources	4
4.1. CHL Group References	4
4.2. External References	4
5. Monitoring and review	5

1. INTRODUCTION

Community Housing Limited Group of Companies (CHL) is committed to developing and maintaining communities free from antisocial behaviour and is proactive in reducing the risk and incidence of antisocial behaviour, through quality building design and maintenance, recruitment and ongoing training of high-calibre employees, increasing social inclusion, community-building strategies, and facilitating access to support for tenants with complex needs to increase their capacity to sustain their tenancy and/or meet their obligations to CHL.

2. AIM

This policy aims to support CHL customers, communities and staff to identify and understand expectations of antisocial behaviour incidents that may occur within its property portfolios. CHL aims to enhance the wellbeing of our tenants and the wider communities we operate in and is proactive in reducing the risk and incidence of antisocial behaviour. CHL believes that tenants and their neighbours are entitled to quiet enjoyment of their homes, and that all people are entitled to be treated with dignity and respect.

3. PRINCIPLES OF CHL’S ANTISOCIAL BEHAVIOUR POLICY

3.1. Antisocial behaviour

Antisocial behaviour is behaviour that unreasonably disturbs a person or unreasonably interferes with a person’s ability to go about their lawful business. Antisocial behaviour can include but is not limited to:

- Loud noise, particularly late at night or early hours of the morning
- Abuse, intimidation, or harassment, including sexual harassment
- Racial vilification and/or discrimination
- Aggressive and threatening language and behaviour
- Vandalism and/or malicious damage to property
- Noise or nuisance caused by vehicles
- Noise or nuisance caused by pets
- Any type of criminal activity

- Physical assaults or acts of violence
- Unreasonably interfering with the peace, comfort or privacy of neighbours

Antisocial behaviour within a CHL property, including common areas such as driveways, foyers and corridors, may constitute a breach of the tenancy/rental agreement and may be grounds for remedy and/or rectification action and/or cessation of tenancy, even if the antisocial behaviour is by their guest.

Antisocial behaviour outside the CHL property and common areas is beyond CHL's management and may be a matter for police.

3.2. Expectations and standards

3.2.1. Neighbours and/or other tenants/renters

Tenants/renters are encouraged to be understanding and accepting of diverse lifestyles and behaviours. Tenants/renters may see or hear things that they think are inappropriate, but it would only be considered antisocial behaviour if the behaviour causes an unreasonable disturbance.

3.2.2. Staff and Contractors

CHL will not tolerate any abusive, threatening, or inappropriate verbal or physical behaviour towards our staff. Our employees have the right to end any conversation or interaction if such negative behaviour is encountered. We strive to maintain a respectful and safe environment for both our staff and customers.

3.2.3. Investigation and substantiation

CHL will strive to identify early when neighbourhood disputes are occurring and assist those who are affected or victims of antisocial behaviour. We will provide tenants/renters with the necessary support or help them obtain the services and assistance they require to establish and maintain their tenancies.

CHL takes all reports of antisocial behaviour seriously, investigates them impartially, maintains the confidentiality of all parties and keeps accurate records. Where antisocial behaviour occurs, CHL's priority is the safety of other tenants/renters and household members, neighbours and CHL employees. If violence (whether real or threatened) is reported, CHL will notify the police in the first instance.

CHL provides customers with clear information about what we can do in response to a complaint or a dispute and provides advice regarding assistance that can be provided by other agencies and support organisations.

3.2.4. Actions taken if allegations are substantiated

CHL may take action against a tenant/renter if they have breached their tenancy/rental agreement or residential tenancies law, and antisocial behaviour may be cause for cessation of services provided by CHL to a tenant/renter.

If a CHL tenant/renter is significantly adversely affected by the antisocial behaviour of someone outside CHL's control (e.g. a private neighbour), and all other reasonable options and actions have been attempted with no resolution, CHL may, in consultation with the tenant/renter, discuss options of transfer to another CHL property if practicable.

3.3. Family violence

If the antisocial behaviour is an act of a perpetrator of family and/or domestic violence, and CHL receives reports of the antisocial behaviour in forms of noise disturbances or concerns from neighbours or information from other service providers and/or direct reports from the parties involved, CHL will recognise the presence of observable signs and indicators of family and/or domestic violence.

CHL's Family and Domestic Violence Policy and Procedures will be followed in any instances and household safety will remain CHL's primary concern.

3.4. Customer feedback and appeal of decisions

CHL has effective and appropriate policies and procedures in place to deal with complaints that ensures accurate information and records of investigations are maintained. CHL will ensure that privacy and natural justice principles are followed at all times and customer confidentiality is maintained throughout the incident management process. CHL encourages its customers and those affected by CHL services to use its customer feedback system to report and resolve any issues they may be experiencing regarding antisocial behaviours.

CHL welcomes its customers to query any decisions it makes and/or ask questions about our work practices. If a customer wishes to provide feedback to CHL and/or believes a decision made by CHL is incorrect, they can lodge customer feedback and/or an appeal using the CHL Customer Feedback Policy or the CHL Appeals Policy.

4. RELATED RESOURCES

4.1. CHL Group References

CHL National Housing and Homelessness Policies and Procedures
CHL Customer Promise
CHL Customer Feedback and Complaint Policy and Procedure
CHL Appeals Policy and Procedure
CHL Family and Domestic Violence Policy and Procedure

4.2. External References

National Regulatory Community Housing Standards
Victorian Community Housing Regulatory Framework
Western Australian Community Housing Regulatory Framework
Housing Assistance Act 1996 (COM)
State Housing Acts (NSW 2001, NT 1982, QLD 2003, SA 1995, TAS 2022, VIC 1983, WA 1980)
State Residential Tenancy and Rooming Acts (NSW 2010, NT 1999, QLD 2008, SA 1995, TAS 1997, VIC 1997, WA 1987)
Community Housing Providers National Law Acts 2013 (NT, NSW, QLD, SA and TAS)
The National Affordable Housing Agreement
NRSCH National Regulatory Code
Consumer Charter for Community Managed Housing and Homelessness Services (VIC)
NDIS Quality and Safeguarding Framework
National Disability and Insurance Scheme Act 2013
NDIS Code of Conduct
The Human Rights and Responsibilities Charter Act 2006 (VIC)
Human Rights Act 2019 (QLD)
Privacy Act 1988 (COM)

5. MONITORING AND REVIEW

This policy is maintained and managed by the CHL Group's Chief Operations Officer.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed three years. This document remains valid until such time that a new version is published

Review History

Document reference	Date Approved	Version	Reason for review	Review frequency	Owner	Approver(s)
POLHOUAUSNATASB202402	30 December 2024	2.0	Scheduled review	Every three years	Chief Operations Officer	Executive
POLHOUAUSNATASB202401	March 2024	1.2	Reformat	Existing	Chief Operations Officer	Executive
POLHOUAUSNATASB202301	June 2023	1.1	NT inclusion	Existing	National Manager Operations	Managing Director
POLHOUAUSNATASB20201	June 2022	1.0	New policy	Every two years	National Manager Operations	Managing Director