

Good Neighbours

Being a Good Neighbour

- ☑ Respect your neighbours and consider their right to feel safe and enjoy a peaceful environment in their own home.
- ☑ Please keep any noise to a reasonable level and ask your visitors to be aware of respecting your neighbours as well. A lot of disputes with neighbours come up because of noise. Being aware of this and respecting your neighbours is the best way to avoid any disputes about noise.
- ☑ We all have different ways of doing things. Accepting that people come from different backgrounds and cultures and respecting their lifestyles is one of the most important ways you can be a good neighbour.
- ☑ Get involved in community activities and look out for each other while also respecting each other's privacy.

*FAQ:
Respectful Communities*



What do you do if you have a problem with neighbours?

- ✓ If your neighbour comes to see you about an issue that is upsetting them, take the time to listen and work with them to find a solution that is reasonable for everyone.
- ✓ If you need to talk to your neighbour about an issue, please make sure you stay calm and be respectful. Talk to your neighbour and let them know how you feel and try to work things out together.
- ✓ If this doesn't work and you need some help please talk to your Housing Officer. They can give you information about having an independent person (a mediator) help you and your neighbour resolve the issues. This service is free to community housing customers.
- ✓ If your problem is more serious and involves a continual breach of the Tenancy Agreement by a neighbour such as harassment, aggressive and threatening language, or intimidation please contact your Housing Officer.
- ✓ Keep a record of what is happening if you are experiencing a serious problem. Include the date and time and details of the incident as this will help CHL take action to help resolve the situation.
- ✓ CHL can support you if you experience a serious and repeated issue like abuse or harassment. This might include taking action that may result in the person responsible being evicted.
- ✓ If a problem involves criminal activity like violence or drugs, you should contact the Police immediately by calling 000 and also let CHL know. Any illegal or criminal activity should be referred directly to the Police.
- ✓ CHL aims to create safe and enjoyable housing and connected communities for all tenants. We hope that these guidelines will help to make your new tenancy safe and enjoyable.

We all have the right to live in a safe and peaceful environment in our homes and communities.

We can all contribute to building great communities by being respectful and kind towards each other.

Any Questions?

If you have any questions about the information in this Fact Sheet or on any other housing related matter, please contact your nearest Community Housing Limited Office or visit our website www.chl.org.au