

This policy and related procedures are applicable to the CHL group of companies (CHL) in Australia, including: Community Housing Ltd, Community Housing (Vic) Ltd, Community Housing Investment (VIC) Ltd, Community Housing (Tas) Ltd, Community Housing (Qld) Ltd, Community Housing (WA) Ltd, Community Housing Investment (WA) Ltd, Community Housing (SA) Ltd, Horizon Housing Realty Ltd, Australian Affordable Housing Securities Ltd, Community Housing Investment (QLD) Ltd, Community Housing Investment (NSW) Ltd, Community Housing (NT) Ltd, Community Housing (Subi East) Ltd, Community Housing (Homes For Regions) Ltd, Building Communities Housing Ltd and any other entities within CHL which adopt this policy.

Purpose and scope

This policy outlines CHL's approach to responding to and managing anti-social behaviour in its properties. It aims to balance the rights and responsibilities of all tenants, their neighbours and the broader community with the need to support people to sustain their tenancies. This policy applies to all tenancies.

Definitions

Anti-social behaviour: Behaviour by a tenant, household member or visitor that unreasonably interferes with or disturbs the peace, comfort, privacy, safety or quiet enjoyment of other tenants, neighbours or the surrounding community. These actions may include nuisance behaviour, harassment, violence, illegal activity and reckless or malicious damage.

Tenant: is used as a general term and includes Renter in Victoria, in line with Residential Tenancies Act 1997 (Vic) as amended.

Trauma informed approach: understanding and respecting the impact of different life experiences have on tenant wellbeing, and designing an approach that supports respect, resilience and capacity for the tenant.

Unreasonable conduct: Any behaviour by a person which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for CHL, its staff, or other service users. This may include aggressive or abusive behaviour, unreasonable persistence or demands, and lack of cooperation.

Policy statements

- 1.1. CHL is committed to ensuring tenants, neighbours, the wider community, as well as staff and contractors have the right to live and work free from behaviour that unreasonably interferes with safety, peace, comfort or privacy.
- 1.2. Tenants are responsible for any anti-social behaviour involving their household members and visitors they allow onto the premises.
- 1.3. All reports of alleged anti-social behaviour are taken seriously and will be actioned appropriately.
- 1.4. CHL's approach to managing anti-social behaviour will be proactive and will seek to minimise concerns at the earliest opportunity through:
 - providing tenants with clear explanation of their rights and responsibilities, defining expectations of behaviour, and the consequences of engaging in anti-social behaviour
 - access to appropriate services, support agencies, or mediation to minimise the escalation of anti-social behaviour and working together towards sustaining tenancies
 - use of positive behaviour agreements that clearly define the obligations of the tenant.
- 1.5. In managing anti-social behaviour, CHL will:
 - adopt a person-centred, trauma-informed approach to incidents that may involve mental health, cultural safety concerns, or family and domestic violence in accordance with relevant CHL policies
 - prioritise the safety and wellbeing of those affected by anti-social behaviour including tenants, neighbours and staff
 - fully investigate reports of anti-social behaviour – in accordance with the *Feedback, Complaints and Appeals Policy* – before taking any action that may put a tenancy at risk
 - liaise with relevant authorities and community partners in cases involving serious anti-social behaviour or illegal activity.

- 1.6. Responses to allegations of anti-social behaviour will be proportionate to the seriousness, frequency and impact of the behaviour.
- 1.7. Immediate tenancy action, including termination, may be taken in substantiated cases of serious anti-social behaviour or illegal activity, including:
 - intimidation, violence or threats of violence, victimisation, including racial or sexual vilification
 - dangerous behaviour that poses a safety or security risk to others
 - intentional or reckless behaviour causing harm or serious property damage to a CHL property
 - repeated or ongoing anti-social behaviour where the matter is unable to be resolved and alternative strategies have been exhausted.
- 1.8. CHL may, in consultation with the tenant, consider alternative housing options if the tenant has been adversely affected by the serious or ongoing anti-social behaviour of someone outside CHL's control – i.e. a private neighbour – and all other avenues to resolve the matter have been exhausted.
- 1.9. Tenants have the right to request a review or appeal of a decision made by CHL relating to their anti-social behaviour, in accordance with the *Feedback, Complaints and Appeals Policy*.
- 1.10. Behaviour linked to family and domestic violence will be responded to in accordance with the *Domestic and Family Violence Policy*.
- 1.11. Behaviour deemed unreasonable conduct due to its nature and frequency, and which raises health, safety, resource and equity issues for CHL, its employees, and/or other tenants will be managed in accordance with the *Unreasonable Customer Conduct Policy*.

Accountability

Chief Operations Officer – accountable for authorising submission to the Executive Team for final policy endorsement by the Chief Executive Officer.

Head of Quality and Improvement – responsible for reviewing and maintaining the policy, overseeing its effective implementation and providing advice.

All Employees – responsible for complying with the policy, actively supporting its implementation, and contributing to the achievement of its objectives. Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

Related documents

- Aboriginal and Torres Strait Islander Cultural Safety and Inclusion Policy
- Children and Vulnerable Persons Safety (Safeguarding) Policy
- Culturally and Linguistically Diverse Peoples Policy
- Domestic and Family Violence Policy
- Feedback, Complaints and Appeals Policy
- Sustaining Tenancies Policy
- Unreasonable Customer Conduct Policy
- Appeals Management Procedure
- Feedback and Complaints Management Procedure

Legislation

Applicable legislation, regulatory requirements and standards are maintained within CHL's [Legislative and Regulatory Obligations Register](#).

Approved by

Approved by Alicia Follent, Acting Chief Executive Officer on 03/06/2026.

Version number: 3.0

Version date: 3/06/2026

Last review date: 3/06/2026

Next review date: 3/06/2029

This document is uncontrolled when printed.

Community Housing Ltd owns the copyright to this material. No part of this document may be reproduced or reused for any commercial purposes whatsoever, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of Community Housing Limited, except in the case of brief quotations and certain other non-commercial uses. For permission requests, submit request addressed "Attention: Public Relations Department Community Housing Ltd" [info@chl.org.au].