



Antisocial Behaviour Housing Policy

Policy Reference: C105

Version:	1.2	Created Date:	1/09/2015
Created By:	Pauline Samantha	Approved By:	CEO
Last Modified By:	Caitlin Lee	Last Modified Date:	16/12/2024

1. Purpose

Yilli Rreung Aboriginal Housing Corporation (YRAHC) is committed to fostering safe and peaceful communities. This policy outlines our approach to managing antisocial behaviour to protect tenants' rights to quiet enjoyment and ensure the safety and comfort of all residents.

2. Scope

This policy applies to all YRAHC tenants, household members, and visitors across all properties managed by YRAHC.

3. Definitions

Antisocial Behaviour: Actions that disturb the peace, comfort, or safety of others. This includes but is not limited to:

- Excessive noise
- Verbal or physical abuse
- Vandalism or property damage
- Harassment or intimidation
- Illegal activity

4. Policy Statement

1. Zero Tolerance Approach: YRAHC does not tolerate antisocial behaviour and will take appropriate actions to address such incidents.

2. Tenant Responsibilities: Tenants are responsible for their own behaviour and that of household members and visitors. Tenants must not interfere with neighbours' peace or use properties for illegal purposes.



3. Reporting and Records: Tenants should report antisocial behaviour to YRAHC promptly. Reports must include the date, time, and details of the incident. Anti-social or suspected illegal active is required to be reported to Territory Police and the PROMIS (Police Report Number) forwarded to YRAHC

5. Managing Complaints

1. Initial Action: YRAHC encourages tenants to resolve minor issues directly with neighbours where safe and appropriate. For unresolved or serious matters, tenants can lodge a formal complaint with YRAHC.

2. Investigation: - YRAHC will investigate complaints in line with the Northern Territory Residential Tenancy Act - All investigations will respect tenant privacy and confidentiality.

3. Response: - Minor issues may result in a written reminder. - Serious or repeat anti-social behaviour may result in a breach being issued against a tenancy, which could result in termination of the tenancy agreement.

6. Addressing Antisocial Behaviour

Antisocial behaviour that breaches tenancy agreements will be addressed through appropriate actions, which may include: - Issuing written warnings. - Charging for repairs due to property damage. - Referring incidents to police or other authorities if necessary. - Initiating eviction proceedings if breaches persist or are severe.

7. Support for Tenants

YRAHC may refer tenants involved in antisocial behaviour to support services, mediation, or relevant programs to sustain tenancies. Assistance is available for tenants experiencing antisocial behaviour from neighbours.

8. Tenant Eviction

YRAHC reserves the right to terminate tenancy agreements for breaches involving serious or ongoing antisocial behaviour, in accordance with the Residential Tenancies Act 1999 (NT). Eviction will only be pursued after other measures fail, except in extreme circumstances such as threats to safety or illegal activities.

9. Monitoring and Record-Keeping

All complaints and actions will be documented in tenant files for accountability and transparency. Record-keeping will comply with the Information Act 2002 (NT), which governs the management of personal information by public sector organisations, and the



Residential Tenancies Act 1999 (NT), which requires landlords to maintain proper records of rent and tenancy-related matters. Additionally, YRAHC will adhere to the Privacy Act 1988 (Cth), ensuring the protection of personal information in accordance with national standards.

10. Appeals

Tenants may appeal a decision or lodge complaints about YRAHC's response to antisocial behaviour through the organisation's formal complaints process.

Contact

Yilli Housing Office

Phone: (08) 8935 0100

Email: property@yillihousing.com.au