

ANTI-SOCIAL BEHAVIOUR POLICY

HOUSING & HOMELESSNESS

Purpose

This policy explains how we will manage anti-social, disruptive or dangerous behaviour.

This includes:

- Defining anti-social behaviour;
- Our approach to dealing with anti-social behaviour;
- The actions we will take to address anti-social behaviour;
- The role of other agencies in addressing anti-social behaviour;
- The role of the complainant and witnesses in addressing anti-social behaviour;
- Details of the support we can offer to people who suffer as a result of anti-social behaviour; and
- How we will work with our tenants engaging in anti-social behaviour, to ensure it stops.

Definitions

Anti-social behaviour

Anti-social behaviour is behaviour which violates the right of another person to security and peace. The behaviour ranges from minor offences to criminal conduct. Anti-social behaviour includes:

- Disruptive Behaviour; and
- Dangerous Behaviour.

Disruptive behaviour (less serious offences)

Disruptive behaviour is an activity that:

- Causes a nuisance;
- Unreasonably interferes with the peace, privacy or comfort of people in the immediate vicinity of the property; and/or
- Includes any form of intimidation or persecution of a person or group of people.

You are responsible for the disruptive behaviour of you and anyone else on your property, including visitors (invited or uninvited).

Dangerous behaviour (serious offences)

Dangerous behaviour is an activity that:

- Is a risk to the safety or security of people or property;
- Results in an injury to a person in the immediate vicinity of the property;
- Involves written, verbal or physical abuse;
- Involves threatening behaviour;
- Results in property damage; and/or
- Involves intimidation or sexual harassment.

You are responsible for the dangerous behaviour of you and anyone else on your property, including visitors (invited or uninvited), where there are subsequent Police charges or conviction.

Everyone has the right to their chosen lifestyle if this does not spoil other people's quality of life. This means that being tolerant, considerate and respectful of others is important.

Guiding Principles

We commit to:

- Informing all tenants of expected standards of conduct and of their rights and responsibilities;
- Supporting tenants to manage issues which may place their tenancy at risk;
- Acting to address serious and/or repeated anti-social behaviour;
- Providing tenants with opportunities to appeal organisational decisions and to complain about the services they have received from us; and
- Accountable and transparent record keeping practices.

Policy

- Anti-social behaviour directed toward staff, tenants, neighbours or any other person will not be tolerated.
- Anti-social behaviour directed toward property will not be tolerated.
- We will act where anti-social behaviour performed by our tenant (or anyone else on the tenant's property) is witnessed or reported.
- We will investigate all complaints of anti-social behaviour performed by our tenant (or anyone else on the tenant's property).
- We will contact the complainant as soon as possible after receiving the report of anti-social behaviour.
- Our Disruptive Behaviour response time will not exceed five working days. Our Dangerous Behaviour response time will not exceed 24 hours. Within these timeframes we will provide the complainant with the following information:
 - Collect Information
Please collect as much information as possible so that we can make an informed decision on what action to take. Examples might include: time/date of alleged offense; injury to people; damage to property etc.
 - Talk/Negotiate
If you feel comfortable, you can speak to our tenant directly. Sometimes the problem can be resolved simply by explaining (calmly and politely) the effect of the behaviour on you and other neighbours. We can speak to our tenant on your behalf if you would like us to do this..
 - Mediation
In less serious circumstances mediation between you and the alleged offender may be preferable. Mediation is voluntary, confidential and can potentially avoid legal action.

- Support
We will provide advice and support to address the anti-social behaviour.
We can:
 - Talk to our tenant to explain the angst that the behaviour is causing you and your neighbours;
 - Explain our eviction policy and procedures to our tenant;
 - Offer other types of support services to our tenant (e.g. alcohol and other drugs programs); and/or
 - Facilitate support services from other organisations for our tenant (e.g. mental health services).
- Contact the appropriate agency
If our tenant is engaging in Dangerous Behaviour or is simply an intimidating or unfriendly person, please contact:
 - Accordwest
 - Police
 - Ambulance (accident or injury)
 - RSPCA (animal cruelty)
 - Local government (noise)
- We will keep you informed
We will keep in contact with for the duration of the complaints process, until the anti-social behaviour ends, and everyone is comfortable.
- Housing applicants who direct anti-social behaviour towards staff, tenants or any other person will have their application cancelled.
- All tenants will be informed of the expected standards of conduct toward staff, other tenants and all other people when they sign a Tenancy Lease or License to Occupy.
- Tenants involved in anti-social behaviour will be in breach of their tenancy.
- We will act to protect the wider community from our tenant's anti-social behaviour.
- We will support our tenant to change anti-social behaviour where this is a reasonable option. This includes:
 - Talking to our tenant to explain the angst that the behaviour is causing neighbours;
 - Explaining our eviction policy and procedures to our tenant;
 - Offering other types of support services to our tenant (e.g. alcohol and other drugs programs);
 - Facilitating support services from other organisations for our tenant (e.g. mental health services); and/or
 - Case managing the situation, through to resolution.
- Where support for our tenant has been ineffective, or where our tenant has become involved in repeated and/or serious anti-social behaviour, we will:
 - Employ special measurers regarding that tenancy;
 - Charge for any repairs or maintenance work required at a property where deliberate negligent property damage has occurred;
 - Contact the police or other emergency services as required; and/or

- Issue a notice to end the tenancy.
- Our tenants are also responsible for the anti-social behaviour involving other household members and/or visitors. In response to any anti-social behaviour from household members and/or visitors, we will (dependant on the specific circumstances):
 - Employ special measures regarding that tenancy;
 - Charge for any repair or maintenance work required at a property where deliberate negligent property damage has occurred;
 - Contact the police or other emergency services as required; and/or
 - Issue a notice to end the tenancy.
- Our tenants have a legal responsibility to:
 - Ensure the property is not being used for illegal purposes; and
 - Ensure that the tenant (and the tenant's family, pets and visitors) are not a nuisance to neighbours or anyone else in the community.
- We are committed to working with the Police and other community partners to identify and stop anti-social behaviour.
- We will inform tenants of the right to complain about our services and how to appeal organisational decisions.
- We will inform complainants of anti-social behaviour of the right to complain about our services and how to appeal organisational decisions.
- All information pertaining to anti-social behaviour and complaints, and any associated procedures followed and decisions made, will be documented in the Housing & Homelessness database.

Appeals Process

If you do not agree with any of our decisions or actions, you can appeal using our *Appeals Policy (HHPP006)*.



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Office hours
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If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
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