



All tenants have the right to the peaceful enjoyment of their property and to live in harmony with their neighbours. Tenants have an obligation to abide by the conditions of their Residential Tenancy Agreement, including being responsible for their own conduct as well as for the behaviour of other occupants of the household and visitors to their property.

Antisocial behaviour

Antisocial behaviour is when a person's behaviour affects another person's peace, comfort or privacy.

If you feel a person living in or visiting a Unity property is interfering with your peace or privacy, there are a number of things you should do:

- Contact police or relevant authority
- Keep an Incident Diary with dates, times and details of incidents
- Contact Unity to report and provide copies of your Incident Diary and police report numbers

Please remember that Unity is not always the most appropriate place to call if you are having a problem with neighbours, as our ability to do something about the problem may be limited.

What if my complaint is about illegal activity?

Unity is here to help you but will not carry out a criminal investigation. Suspected illegal activity should be reported to the police.

Call 131 444 and report the incident to police.

In an emergency situation you should call: 000

What will Unity do when they receive a complaint about a neighbour?

Unity does not tolerate unacceptable behaviour and will respond in accordance with provisions of the Residential Tenancies Act.

Unity will follow up all complaints, even if not supported by one or more of the following: Police Report numbers, Incident Diary or written complaint, but these are very helpful if made available.

All complaints are treated confidentially. The tenant being investigated will be advised of the complaint made but will not be given details of the complainant. Even so, you should consider that the complainant may be able to work out who has complained about them.

If the alleged behaviour is substantiated and found to be in breach of the Residential Tenancy Agreement, Unity may:

- Survey neighbours to determine the impact of the reported behaviour on surrounding residents;
- Request records of police attendances related to the reported incidents;
- Monitor the tenancy for further issues;
- Refer tenants to external support agencies for advice and assistance;
- Work with tenants and external agencies to identify strategies to manage the tenancy;
- Apply to SACAT to terminate the tenancy (**Please note:** Unity will only seek to terminate a tenancy as a last resort).

You have the option of applying to SACAT yourself, to seek eviction of your neighbour – refer to Consumer and Business Services Fact Sheet – Section 90 applications – terminating a tenancy.

What can you do to assist?

People affected by antisocial behaviour are requested to keep a record of incidents including details such as:

- The date and time of the incident
- The nature of the incident
- How long it lasted
- If police attended
- Police Report numbers
- How it impacted on your peace and privacy, and
- How it made you feel (scared, intimidated, etc).

Your Housing Officer can provide you with an Incident Diary form to use for this.

If a complaint does not constitute a breach of the tenancy agreement, Unity will encourage the parties to try to resolve the dispute through mediation. Mediation SA offers free and confidential advice aimed at resolving disputes without having to take legal action.

If you would like more information on resolving a neighbourhood dispute by mediation, please contact Mediation SA on (08) 8350 0376 or 1300 850 650.

Why have some Unity tenants not been evicted for their antisocial behaviour?

All reported incidents are followed up, however we can only take action where incidents of antisocial behaviour can be substantiated and where the behaviour is a breach of the Residential Tenancy Agreement. In some cases, a complaint may not be able to be substantiated.

Unity will also take into account other issues affecting the tenant and the tenancy. In these cases, we may take a range of other actions to assist the tenant to change their behaviour and maintain their tenancy including referral to a support worker or agency, closely monitoring the tenancy or investigate the option of a transfer where appropriate.

Where can I get more information?

- Speak with your Housing Officer
- Local Council
- Mediation SA: **(08) 8350 0376** or **1300 850 650**
- Tenants' Information and Advisory Service (TIAS): **1800 060 462**
- SA Civil and Administrative Tribunal (SACAT): **1800 723 767**