

## Antisocial Behaviour Factsheet

All tenants have the right to live in the peace, comfort and quiet enjoyment of their home. CENSW and Housing Co-operatives will not tolerate harassment or discrimination by its tenants towards any individual or group.

This includes verbal, physical or any other form of harassment, discrimination or threatening behaviour related to racial, religious, cultural, or personal differences.

***Tenants have an obligation to abide by the conditions of their tenancy agreement, including being responsible for their own conduct as well as for the behaviour of other occupants and visitors to their property.***

### What is antisocial behaviour?

Antisocial behaviour is when a person causes or permits a nuisance and interferes with the reasonable peace, comfort or privacy of neighbours. This includes:

- Excessive and persistent noise
- Nuisance pets
- Loud and unruly behaviour Verbal abuse
- Vandalism
- Illegal activity
- Serious harassment
- Threats to the health and safety of a person
- Physical assaults and acts of violence

### How do you report antisocial behaviour?

You can report antisocial behaviour by:

- immediately contacting the police on '000' for any serious or violent incidents
- contacting your Co-op Development Officer or the Housing Co-op Chair to report the incident once the immediate threat has subsided.
- contacting your Co-op Development Officer or the Co-op chair to talk about any other antisocial behaviour, over the phone, in person or in writing.
- completing an Antisocial Log Form for each new incident – record the details of the antisocial behaviour, including when it started, and who was involved. This information will help us to decide what steps we can take to resolve the antisocial behaviour.

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### How will incidents of Antisocial Behaviour be addressed?

All complaints will be treated confidentially, and CENSW/ Housing Co-op will not divulge your identity to other tenants, unless we are required to do so by law, or if you give us your consent to do so.

If the complaint involves illegal activity, we will not carry out a criminal investigation, however we can support you in reporting to the police.

All suspected illegal activity will need to be reported to the Police. You will need to provide CENSW/ Housing Co-op with the 'Event Number' and the details of the Officer involved

### What action can CENSW or the Co-operative take?

- Depending on the seriousness of the antisocial behaviour CENSW and/or Housing Co-op can take several actions. These may include:
- facilitating a local resolution or negotiation between parties.
- Offering formal mediation
- Issuing a warning letter
- Issuing a strike notice
- Applying to NCAT seeking either a Specific Performance Order or Termination and Possession, depending on behaviour.

### Where can you get more information?

Contact the CENSW office

(02) 9356 9200

[feedback@commonequity.com.au](mailto:feedback@commonequity.com.au)

[www.commonequity.com.au](http://www.commonequity.com.au)

### For independent and free advice, you can call:

- Local council
- Local Tenant's Advisory Service
- Community Justice Centre 1800 990 777 (free call)
- The Department of Fair Trading, Renting Services on 133 220
- Tenants' Union of NSW advice line on (02) 8117 3750 or 1800 251 101 or look at their website at [www.tenant.org.au](http://www.tenant.org.au)
- Law Access on 1300 888 529.
- Information and Privacy Commission NSW 1800 472 679