



safe, secure and affordable housing

## Antisocial Behaviour

### What is antisocial behaviour?

Antisocial behaviour is when someone affects your peace, comfort or privacy.

Antisocial behaviour can be:

- excessive noise from televisions, stereos or radios
- nuisance pets such as barking dogs
- noisy parties
- loud, unruly behaviour
- verbal abuse
- littering
- vandalism
- domestic disputes.

Serious forms of antisocial behaviour include:

- serious harassment
- threats to the health and safety of a person
- physical assaults
- violent acts
- frightening behaviour
- illegal activity
- arson.

### Steps you can take

Housing Services cannot become involved in civil disputes such as damage to personal property, however we may provide a list of services available from other providers and government agencies who can help.

Please ask for/refer to our Useful Contacts fact sheet, available from all housing offices. If these disputes cannot be settled, you may need to contact the police and/or seek legal advice.

### Managing antisocial behaviour complaints

Housing Services takes all complaints seriously and will investigate any complaint regarding a tenant, household member or visitor.

Tenants are provided with the opportunity to respond to allegations/complaints made against them. Tenants have the right to question decisions which they are not happy with and have those decisions reviewed through an open and accountable appeals process.

Housing Services records full details of all complaints and any action taken or agreement made. These records may be required for ongoing monitoring of the tenancy or possible future eviction proceedings.

### Instances of antisocial behaviour

As part of the conditions of your lease agreement with Housing Services, tenants agree to:

- treat neighbours in a reasonable and courteous manner and not create a nuisance or trespass onto any neighbours' property
- not cause or permit a nuisance or disturbance on the premises, ancillary property or on land adjacent to or opposite the premises
- not cause or permit ongoing or repeated interference with the reasonable peace or privacy of another person
- ensure that any person on the premises with the consent of the tenant complies with all of the above.

If a complaint does not constitute a breach of tenancy, Housing Services will encourage the parties to try and resolve the dispute through such ways as mediation. If the complaint constitutes a breach of tenancy, Housing Services will remind the tenant of their responsibilities and the consequences, which include possible eviction.

### Repeated incidences of antisocial behaviour

If a tenant continues to engage in antisocial behaviour Housing Services can request they enter into an Acceptable Behaviour Agreement.

Where a tenant has concerns about antisocial behaviour caused by friends and relatives drinking alcohol in their home, Housing Services can help have the premises declared a Restricted Premises.

### Acceptable Behaviour Agreements

An Acceptable Behaviour Agreement is a written declaration by the tenant not to engage in antisocial behaviour at their tenancy for the period of the agreement. In most cases the initial period of an Acceptable Behaviour Agreement is three months.

If a tenant does not enter into an Acceptable Behaviour Agreement once requested to do so, or if a tenant seriously or repeatedly breaches the terms of the agreement after it has been signed, Housing Services may apply to a court for termination of the tenancy.

### Restricted premises

Once a restricted premises declaration is in place it is an offence to consume or take alcohol onto the property. See the Managing Alcohol - Restricted Premises fact sheet for more information on how you can make your home a restricted premises.

### Serious antisocial behaviour

If the behaviour of a tenant is regarded as serious, in addition to the interventions outlined, Housing Services may consider terminating the tenancy and evicting the tenant. This step is not taken lightly and the process can be lengthy and require considerable assistance of neighbours affected by the behaviour.

### Further information

If you require further information please contact your local housing office.

### Related fact sheets

- Good Neighbour
- Managing Alcohol - Restricted Premises
- Useful Contacts

<p>Για βοήθεια στη γλώσσα σας τηλεφωνήστε στις Υπηρεσίες Στέγασης (Housing Services) στο 1300 301 167.</p> <p>"Đề được sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư (Housing Services) qua số 1300 301 167"</p> <p>للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167</p> <p>Untuk bantuan bahasa hubungilah Dinas Perumahan (Housing Services) di nomor telp 1300 301 167</p> <p><b>សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវាលំនៅឋានតាមរយៈលេខ៖ 1300 301 167</b></p> <p>အင်္ဂလိပ်စကားနားလည်ဖို့ အကူအညီအတွက် အိမ်ယာဝန်ဆောင်မှုများဌာန ၁၃၀၀ ၃၀၁ ၁၆၇ ကို ခေါ်ပါ။</p> <p>若需语言协助 请拨1300 301 167 与房屋服务联系</p> <p>Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.</p> <p>Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.</p> <p>For language assistance please call Housing Services on 1300 301 167.</p>
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### Housing Services contacts

<b>Casuarina</b> - Ethos House, 270 Trower Rd	p: 08 8922 5526
<b>Darwin</b> - Construction House, Cnr Mitchell and Briggs Sts	p: 08 8999 8814
<b>Palmerston</b> - Highway House, Cnr Broadland St and Palmerston Cct	p: 08 8999 4767
<b>Alice Springs</b> - Cnr Leichhardt and Gregory Tce	p: 08 8951 5344
<b>Tennant Creek</b> - Government Building, Peko Rd	p: 08 8962 4497
<b>Katherine</b> - NT Government Centre, First St	p: 08 8973 8536
<b>Nhulunbuy</b> - Shop 2 Arnhem House, Endeavour Square	p: 08 8987 0533
<b>Client Relations Officer</b>	p: 1300 301 167 or 08 8999 8853