



safe, secure and affordable housing

Good Neighbours

Everyone is entitled to the quiet enjoyment of their own home.

What are my responsibilities as a good neighbour?

You should:

- respect your neighbours
- allow for reasonable peace, quiet and enjoyment in the neighbourhood
- ensure that your behaviour or your visitors' behaviour does not have a negative impact on other neighbours
- be responsible for your visitors.

What should I do if I am experiencing a problem with a noisy neighbour?

Be clear about the issue and how it is affecting you.

Take note of the event, or events, that have caused the disruption. This may help if you need to take further action.

Discuss the problem with the person involved and try to reach an agreement.

What can Housing Services do to help?

Staff can:

- provide you with information about the process you can follow
- refer you to community based agencies who may be able to help
- refer you to the Housing Services Complaints and Appeals Unit on 08 8999 8853 or toll free 1300 301 167, email: housingcomplaints@nt.gov.au.

If your neighbour is a public housing tenant and engages in antisocial behaviour, Housing Services has procedures in place to try and resolve the problem. See the Antisocial Behaviour fact sheet for more information.

When is it a matter for the police?

The police should be the first point of contact in relation to a neighbourhood disturbance where there is a law and order issue, or where a criminal offence is being committed.

Examples include if a neighbour is being physically or verbally harassed by another neighbour, or illegal substances are being used or sold from a public housing property.

What if there is a disruption in a common area?

Unit complexes have areas known as 'common areas' for the use of all residents. If unwanted visitors congregate in common areas and engage in antisocial behaviour, then you should contact the police.

What should I do if I have a dispute with a neighbour?

If you are involved in a dispute with a neighbour you can contact the Community Justice Centre.

The Community Justice Centre is a free, confidential service aimed at resolving disputes without having to take legal action.

An impartial mediator helps identify options available and the parties to work together to resolve the dispute.

To contact the Community Justice Centre ring toll free 1800 000 473 and ask for a mediation caseworker in your area.

Further Information

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

Related Fact Sheets

- Antisocial Behaviour
- Managing Alcohol - Restricted Premises
- Useful Contacts

Για βοήθεια στη γλώσσα σας τηλεφωνήστε στις Υπηρεσίες Στέγασης (Housing Services) στο 1300 301 167.

"Đề đợc sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư (Housing Services) qua số 1300 301 167"

للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167

Untuk bantuan bahasa hubungilah Dinas Perumahan (Housing Services) di nomor telp 1300 301 167

សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវាលំនៅឋានតាមរយៈលេខ៖ 1300 301 167

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若需語言協助 請撥 1300 301 167 與房屋服務聯絡

Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.

Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.

For language assistance please call Housing Services on 1300 301 167.

Housing Services offices

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