

Policy Manual
Policy 3.18

Establishing and Maintaining Tenancies
Good Neighbour

Policy Title: Good Neighbour
Policy Number: 3.18
Version Number: 3.18.1
Supersedes Number: 3.16.2 (2011)

Approved by: Wentworth Board of Directors
Approval Date: April 2014
Effective Date: April 2014
Review Date: April 2016

1. Purpose

- 1.1 The Good Neighbour Policy aims to achieve:
- harmonious living environments for Wentworth tenants and their neighbours
 - a high quality of life for Wentworth tenants
 - appropriate and adequate access to support services and/or advocates for tenants with special needs
 - stable communities with residents involved in their neighbourhood
 - greater integration of Wentworth housing into the general community
 - improved management of large estates in partnership with relevant external agencies; and
 - improved landlord management practices
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2. Policy

- 2.1 Wentworth Community Housing supports the development and maintenance of harmonious communities and works with tenants to encourage peaceful communities.
- 2.2 Wentworth is committed to a fair and discrimination free living environment for all tenants and will not tolerate harassment or discrimination towards any tenant or tenant group. This includes verbal, physical or any other form of harassment, discrimination or threatening behaviour related to racial, religious, cultural or personal differences.
- 2.3 Early intervention practices and referral to support services where appropriate can minimise the escalation of disputes between neighbours. However, sometimes complaints have escalated substantially before Wentworth is notified.
- 2.4 Wentworth cannot resolve every neighbourhood disagreement however we can act if a breach of the Tenancy Agreement is able to be substantiated.
- 2.5 If a tenant has breached the Tenancy Agreement we may take action against that person's tenancy. The action we take will depend on the seriousness of the breach and be in accordance with the Residential Tenancies Act 2010.
- 2.6 In some cases tenants may have a Visitor Restriction placed on their tenancy to restrict the length of time guests can stay at the premises. Visitor Restrictions can be placed on an individual tenancy or a group of tenancies in an area. See the policy on [Additional or Unauthorised Occupants](#)
- 2.7 Wentworth may take eviction action at the NSW Civil and Administrative Tribunal (NCAT) if other alternatives are not available or the antisocial behaviour is serious and/or persistent.

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- 2.8 Wentworth will be aware of issues of privacy and confidentiality for people making complaints, or being asked to substantiate alleged breaches. This is particularly important in cases where there is any violence or fear of violence, or where their evidence may be required in the NCAT.
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3. Responsibility

Client Service Officers	Effectively manage reports and complaints of harassment and neighbour disputes.
Housing Services Manager and Client Services Manager	Monitor the effective management of neighbourhood complaints
Housing Services Manager	Prepare consolidated report to Chief Executive Officer.
Chief Executive Officer	Monitor incidences of harassment and nuisance and annoyance and report major neighbourhood disputes to the Board.

4. Definitions and References

RTA	<ul style="list-style-type: none">Residential Tenancy Agreement
NCAT	<ul style="list-style-type: none">NSW Civil and Administrative Tribunal
Legislation	<ul style="list-style-type: none">Residential Tenancies Act 2010Privacy and Personal Information Protection Act NSW 1998Anti-Discrimination Act 1977
Related Policy	<ul style="list-style-type: none">Additional or Unauthorised OccupantsTransfer

may make application to the Consumer, Trader and Tenancy Tribunal.