

## Managing Antisocial Behaviour

### Information for people affected by antisocial behaviour

All residents have a right to the peaceful enjoyment of their property and to live in harmony with their neighbours. Tenants have an obligation to abide by the Nuisance and Annoyance 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.

#### What is 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 Compass dwelling 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 the incidents;
- Contact Compass and report and provide them with copies of your incident diary and police event numbers.

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

#### IMPORTANT INFORMATION

##### What if my complaint involves illegal activity?

Compass is here to help you but it will not carry out a criminal investigation. Suspected illegal activity should be reported to the police for assistance. You can call QLD Policelink on **131 444** and log an incident report with the Police and to let Compass know the 'Event Number'.

In an emergency situation you should call "000"

If you feel you are being intimidated and that this will continue to happen, then you may also be able to apply for an Apprehended Violence Order (AVO) through your local court. For further information relating to the application of an AVO, please contact your Local Police Command or Courthouse.

##### What will Compass do when they receive a complaint?

Compass does not tolerate unacceptable behaviour and will respond within established policies and procedures and the provisions of the QLD Residential and Tenancies Rooming Act. However, when an antisocial behaviour complaint is received, Compass will investigate the allegation, when it has been supported by one or more of the following; Police Event Number/s, Incident Diary and a Statutory Declaration.

All complaints are treated confidentially. The tenant will be advised of the investigation but the complainants details will not be provided to them.

If the alleged behaviour is found to be in breach of the residential tenancy agreement, the following steps are taken:

- surveying neighbours to determine the impact of the reported behaviour on surrounding residents;
- requesting records of police attendances related to the reported incidents;
- monitoring the tenancy;
- referring tenants to external support agencies for advice and assistance;
- working with tenants and external agencies to identify strategies to manage the tenancy;
- Applying to the QLD Civil and Administrative Tribunal (QCAT) to terminate the tenancy ; and,
- Please note, Compass will only seek to terminate a tenancy as a last resort.

### **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 Event Numbers
- How it impacted on your peace and privacy , and
- How it made you feel (scared, intimidated etc.)

### **Resolving Disputes**

If you would like more information on resolving a neighbourhood dispute by mediation, please contact **Queensland Government Dispute Resolution Centres**: Ph 1800 017 288.

The **Dispute Resolution Centres** offer free mediation services to help you manage your neighbourhood disputes without going to court. If a complaint does not constitute a breach of the tenancy agreement, Compass will encourage the parties to try and resolve the dispute through mediation

### **Why have some Compass Housing Services tenants not been evicted for their anti-social behaviour?**

All reported incidents are investigated; however we can only take action where incidents of anti-social behaviour can be substantiated and where the behaviour is a breach of the Residential Tenancies and Rooming Accommodation Act. In some cases, a complaint may not be able to be substantiated

We must 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?**

- Ring our Customer Service or Tenancy Relations Team on **1300 333 733**
- Your local Council
- Queensland Government Dispute Resolution Centre **1800 017 288**
- Queensland Civil and Administrative Tribunal [www.qcat.gov.au](http://www.qcat.gov.au) or call **1300 753 228**
- Queensland Residential Tenancies Authority [www.rta.qld.gov.au](http://www.rta.qld.gov.au) or call **1300 366 311**
- Office of the Information Commissioner QLD **07 3405 1122**
- Law Access on **1300 888 529**