

# Fact Sheet

## ANTISOCIAL BEHAVIOUR

As a landlord, Homes North is responsible for ensuring our tenants and their neighbours feel safe and can live undisturbed.

### WHY IS CALLING OUT AND PREVENTING ANTISOCIAL BEHAVIOUR IMPORTANT?

We want your tenancy to be successful so we will always act when anti-social behaviour is reported to us. It's the law!

### WHAT IS ANTISOCIAL BEHAVIOUR?

Antisocial Behaviour may unreasonably disturb the peace, comfort, privacy or safety of other tenants or neighbours, or any other person living in the vicinity of the premises.

It is behaviour that breaches the provisions of the *Residential Tenancies Act 2010*. This may include violence, harassment, criminal and illegal activities by tenants, other household occupants and visitors that cause deliberate or reckless damage to a Homes North property, or place the safety of others at risk.

### TYPES OF ANTISOCIAL BEHAVIOUR

Antisocial behaviour can be defined as 'significant antisocial behaviour', serious antisocial behaviour' or 'severe illegal antisocial

behaviour'. These three definitions are explained further in the dot points below:

- Significant antisocial behaviour involves activities which disturbs the peace, comfort or privacy of other tenants or neighbours.
- Serious antisocial behaviour involves activities that severely disturb neighbours; place the safety or security of a tenant, other household members, neighbours or Homes North staff at risk; or cause damage to a Homes North property.
- Severe illegal behaviour which poses a risk to the safety or security of residents or property and may result in criminal charges and/or conviction; or significant damage to a Homes North property.

### WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED?

- If Homes North receives a complaint relating to antisocial behaviour, Homes North will investigate the matter.
- Homes North may contact the complainant to gather evidence of the claims being made and may speak with other witnesses and agencies, including NSW Police.
- The tenant accused of the antisocial behaviour will be provided the opportunity to reply to the allegations made against them

and Homes North will determine whether or not the complaint is substantiated, based on the investigation and evidence provided.

Homes North will then respond to both the complainant and the accused tenant notifying them of the action Homes North has taken.

In all instances, Homes North will work to ensure that mitigating factors, such as mental health and domestic and family violence or any other social factors are considered in dealing with antisocial behaviour.

## TYPES OF ANTISOCIAL BEHAVIOUR

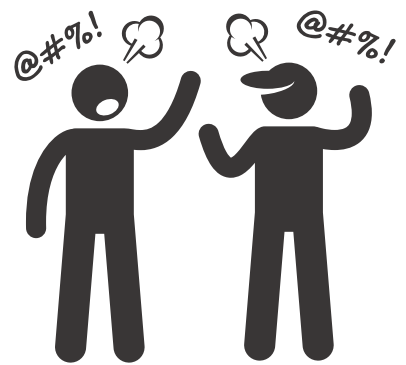
### LOUD MUSIC



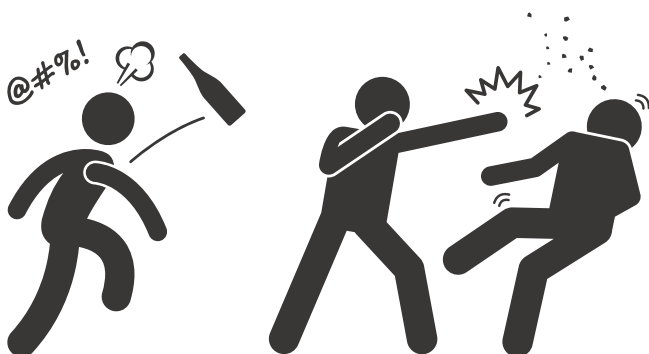
### SMOKING



### VERBAL ABUSE



### THROWING OBJECTS & ASSAULT



### NEED TO CONTACT HOMES NORTH?

Armidale  
(02) 6772 5133

Glen Innes  
(02) 6732 3652

Gunnedah  
(02) 6742 0363

Inverell  
(02) 6722 5137

Moree  
(02) 6752 4440

Tamworth  
(02) 6766 6897

Coledale  
(02) 6765 8879

[www.homesnorth.org](http://www.homesnorth.org)