

POLICY NUMBER: 7.12  
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AUTHORISED BY: BAH Board

## **NEIGHBOURS POLICY**

### **1. PURPOSE**

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The purpose of this policy is to outline Baptcare Affordable Housing's (BAH) approach to managing relations between BAH renters and neighbours, particularly where there are instances of anti-social behaviour.

### **2. SCOPE**

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This policy applies to all properties owned and/or managed by BAH. It includes renters, household members and their visitors as well as neighbours of BAH properties.

### **3. PRINCIPLES**

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BAH is committed to the development of communities where all residents can participate fully in life. To achieve this mission, BAH is also committed to ensuring that all tenancies are sustainable and that renters and their neighbours can live harmoniously in their communities.

To this end, BAH ensures that all renters fully understand their rights and responsibilities when they first become renters through the provision of Renter Information Packs.

BAH expects that all renters will:

- Respect others' rights and privacy
- Take responsibility for their actions and those of their family and visitors
- Respect communal areas and others' right to appropriately use these spaces
- Be considerate and tolerant of others
- Ensure the premises are not used for illegal purposes

The rights of renters to the quiet enjoyment of their houses are enshrined within the Residential Tenancies Act 1997 a renter, members of their household or their visitors may not use the premises in any manner that causes an interference with the reasonable peace, comfort or privacy of any occupier of neighbouring premises.

Examples of such behaviour include:

- Vandalism

- Threatening language or behaviour
- Excessive and persistent noise
- Nuisance caused by pets, such as dogs barking
- Intimidation, abuse or harassment

#### 4. HOW BAH RESPONDS

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When notified of instances of anti-social behaviour or interference with quiet enjoyment BAH will:

- Record all details
- Investigate the complaint in accordance with BAH's Complaints and Appeals Policy
- Take appropriate action
- Keep all parties informed of the progress made.

BAH will work with renters and neighbours to resolve all reports of anti-social behaviour in the following ways:

- Encourage and support all renters and neighbours to work co-operatively to resolve any disputes that may arise between them in the first instance
- Take action under the Residential Tenancies Act 1997 where there is evidence that a renter has breached their tenancy agreement with BAH
- Work co-operatively with the police where the behaviour reported involves allegations of illegal activity
- Assist the parties to access mediation services, where appropriate and agreed
- Assist renters to access support services to address underlying issues.
- Keep all parties informed of progress made

#### 5. RELATED DOCUMENTS, STANDARDS AND LEGISLATION

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BAH Renter Recharge Policy  
BAH Ending Tenancies Policy  
BAH Property Inspections Policy  
BAH Strategic Asset Management Plan  
Residential Tenancies Act 1997 (Vic)  
Residential Tenancies Regulations 2021 (Vic)  
Housing Act 1983 (Vic)  
Victorian Housing Registrar Performance Standards

#### 6. MONITORING AND REVIEW

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This policy will be reviewed every two years or earlier if the legal, regulatory and contractual environment requires.

#### 7. TRANSPARENCY AND ACCESSIBILITY

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This policy will be available on the BAH website: [www.baptcare.org.au/services/housing/affordable-housing](http://www.baptcare.org.au/services/housing/affordable-housing)

## 8. RIGHTS AND RESPONSIBILITIES

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As a renter your rights and responsibilities under protected under the Residential Tenancy Act and other acts of parliament.

It is important for you to know and understand your rights and that along with your right come responsibilities. At the beginning of your rental you would have been given a series of documents including a "Right and Responsibilities". This booklet describes both the renters and the rental providers rights and responsibilities. If you have misplaced this then please ask a worker for a replacement copy.

You can also obtain information and support through Consumer Affairs Victoria and the Tenants Union of Victoria.

### **Consumer Affairs Victoria**

- Phone 1300 55 81 81
- <https://www.consumer.vic.gov.au/>

### **Tenants Union of Victoria**

- Social Housing Tenants 1800 068860