

# Baptcare Affordable Housing Policy

## Document Information

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# Overview

## Purpose

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.

## Who Does It Apply To?

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

## Definitions

- a) Neighbour - A person living next door to or very near to the person referred to.
- b) Anti-social behaviour – 'Behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' (Antisocial Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011).

# Policy

## Overview

### Principles

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' rights 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

## How BAH Responds

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.

## Rights and Responsibilities

Renters' rights and responsibilities are protected under the Residential Tenancies Act and other Acts of parliament.

It is important for renters to know and understand their rights, and that along with rights come responsibilities. At the beginning of their rental, renters are given a series of documents including a 'Rights and Responsibilities' booklet. This booklet describes both the renter's and the rental provider's rights and responsibilities.

Information and support can also be obtained through Consumer Affairs Victoria and the Tenants Union of Victoria.

### **Consumer Affairs Victoria**

1300 55 81 81

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**Tenants Union of Victoria**

1800 068860

[www.tenantsvic.org.au](http://www.tenantsvic.org.au)

## Related Documents

- BAH Renter Charges for Damages 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

## Revisions and History

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

<b>Next Review Date:</b>	March 2024	
<b>Revision History</b>	<b>Section</b>	<b>Commencing</b>
Policy no. 7.12; v.1-2.1	Update of Residential Tenancies Act	17/06/2021
v.2.2		21/3/2023

## Document Control

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