

Factsheet



SGCH tenants have the right to live in the peace, comfort and quiet enjoyment of their home. SGCH will not tolerate anti-social behaviour towards any individual or group.

Anti-social behaviour includes verbal, physical or any other form of harassment, discrimination or threatening behaviour related to racial, religious, cultural or personal differences. As per the conditions of each tenancy agreement, tenants are responsible for their own behaviour, and for the behaviour of the people who live in or visit their property.

What are the different types of anti-social behaviour?

Antisocial behaviour is when a person annoys, harms, offends or inconveniences their neighbours and interferes with their peace, comfort or privacy. Examples of antisocial behaviour include:

- excessive and persistent noise
- pets that regularly annoy or inconvenience others
- loud and unruly behaviour
- verbal abuse
- vandalism
- Illegal activity
- serious harassment
- threats to the health and safety of a person
- physical assaults and acts of violence.

How do I report anti-social behaviour?

SGCH takes antisocial behaviour very seriously and will investigate complaints. You should first report the behaviour to your Tenancy Manager to talk about what you are experiencing. It is helpful if you keep a record of when the anti-social behaviour started and what type of behaviour is happening. This information will help us decide what steps we can take to resolve the issue.

All complaints will be treated confidentially and SGCH will not reveal your identity to other tenants, unless we need to do so by law, or if you give us your consent to do so.



What if my complaint involves illegal activity?

SGCH is here to help but we will not carry out a criminal investigation. Suspected illegal activity should be reported to the Police by calling 131 444. They will log an incident report for you and give you an 'Event Number'. Please contact SGCH to give us this number. In an emergency, you should call "000."

Type of Action	What it is	When it can be used
Local resolution	Tenancy manager meets with the person making the complaint to discuss how they may be able resolve the conflict themselves.	When there is very low level anti-social behaviour that could probably be resolved through direct communication between the people involved.
Negotiation	Tenancy manager meets with the tenant accused of anti-social behaviour to discuss their behaviour and how it can be resolved.	Where there is low level anti-social behaviour that can be resolved without more formal action.
Mediation	A trained third party helps everyone involved find a solution they can all accept. Mediation can only work when everyone is willing to cooperate.	In agreed circumstances, SGCH will make a referral to a Community Justice Centre for free mediation services.
Breach of Tenancy Letter	A letter to the tenant accused of anti-social behaviour saying they have breached their Residential Tenancy Agreement. The letter explains the breach and acts as a formal warning that SGCH may take further action if the anti-social behaviour continues.	When there is serious and ongoing anti-social behaviour. This action is used when local resolution is not appropriate, or when negotiation or mediation have failed.
Specific Performance Order (SPO)	An application to the NSW Civil and Administrative Tribunal (NCAT) requesting a formal order for the tenant to stop the anti-social behaviour.	When there is a serious, ongoing breach of the Residential Tenancy Agreement that other methods could not resolve.
Termination and Possession Order	An application to NCAT requesting a formal order for SGCH to terminate a tenancy because the tenant has breached the Specific Performance Order. A Termination Order from NCAT may lead to the tenant being evicted from the premises by the Sheriff.	When the tenant has breached a Specific Performance Order. Applying for termination order can take a long time and requires a lot of solid evidence to present to NCAT. A termination and eviction order is mostly used as a last resort, when all other attempts to stop the anti-social behaviour have failed.

Where can I get more information?

- SGCH tenancy manager,
1800 573 370
- Local council
- Community Justice Centre,
1800 990 777
- Office of Fair Trading,
www.fairtrading.nsw.gov.au or call
133 220
- Law Access, 1300 888 529
- Tenants NSW for Tenants Advice and
Advocacy Services,
www.tenants.org.au
- Information and Privacy Commission
NSW, 1800 472 679



CONTACT US
1800 573 370
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