

# Anti-social Behaviour

## Factsheet



### All SGCH Victoria renters have the right to enjoy their home in peace and comfort.

Under the Residential Tenancies Act 1997 (Vic), renters are entitled to quiet enjoyment of their home, and must also respect the peace, comfort and privacy of their neighbours.

SGCH Victoria is committed to creating safe, welcoming communities and encourages all renters to be considerate of others and let us know if they experience any issues.

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 rental agreement, renters 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 Victoria takes antisocial behaviour very seriously and will investigate complaints. You should first report the behaviour to your Property 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 Victoria will not reveal your identity to other renters, unless we need to do so by law, or if you give us your consent to do so.

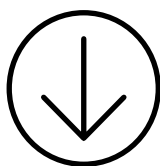
### What if my complaint involves illegal activity?

SGCH Victoria 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 Victoria 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	Property 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	Property Manager meets with the renter 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 Victoria will make a referral to the Dispute Settlement Centre of Victoria for free mediation services.
Breach of Duty Notice	A Breach of Duty Notice to the renter accused of anti-social behaviour saying they have breached their Rental Agreement. The notice explains the breach and acts as a formal warning that SGCH Victoria 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.
Compliance Order	An application to the Victorian Civil and Administrative Tribunal (VCAT) requesting a formal order for the renter to stop the anti-social behaviour.	When there is a serious, ongoing breach of the Rental Agreement that other methods could not resolve.
Termination and Possession Order	An application to VCAT requesting a formal order for SGCH Victoria to terminate a rental agreement because the renter has breached the Compliance Order. A Termination Order from VCAT may lead to the renter being evicted from the premises by the Sheriff.	When the renter has breached a Compliance Order. Applying for Possession Order can take a long time and requires a lot of solid evidence to present to VCAT. A termination and Notice to Vacate and Possession 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 Property Manager,  
1800 573 370
- Local council
- Dispute Settlement  
Centre of Victoria,  
1300 372 888
- Rental Dispute Resolution Victoria  
<https://www.rdrv.vic.gov.au/>
- Consumer Affairs Victoria <https://www.consumer.vic.gov.au/>
- Tenants Victoria  
<https://tenantsvic.org.au/>
- Community legal centres  
[https://www.legalaid.vic.gov.au/  
community-legal-centres](https://www.legalaid.vic.gov.au/community-legal-centres)



**CONTACT US**  
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