



### For more information

If you have any questions about applying for housing assistance:

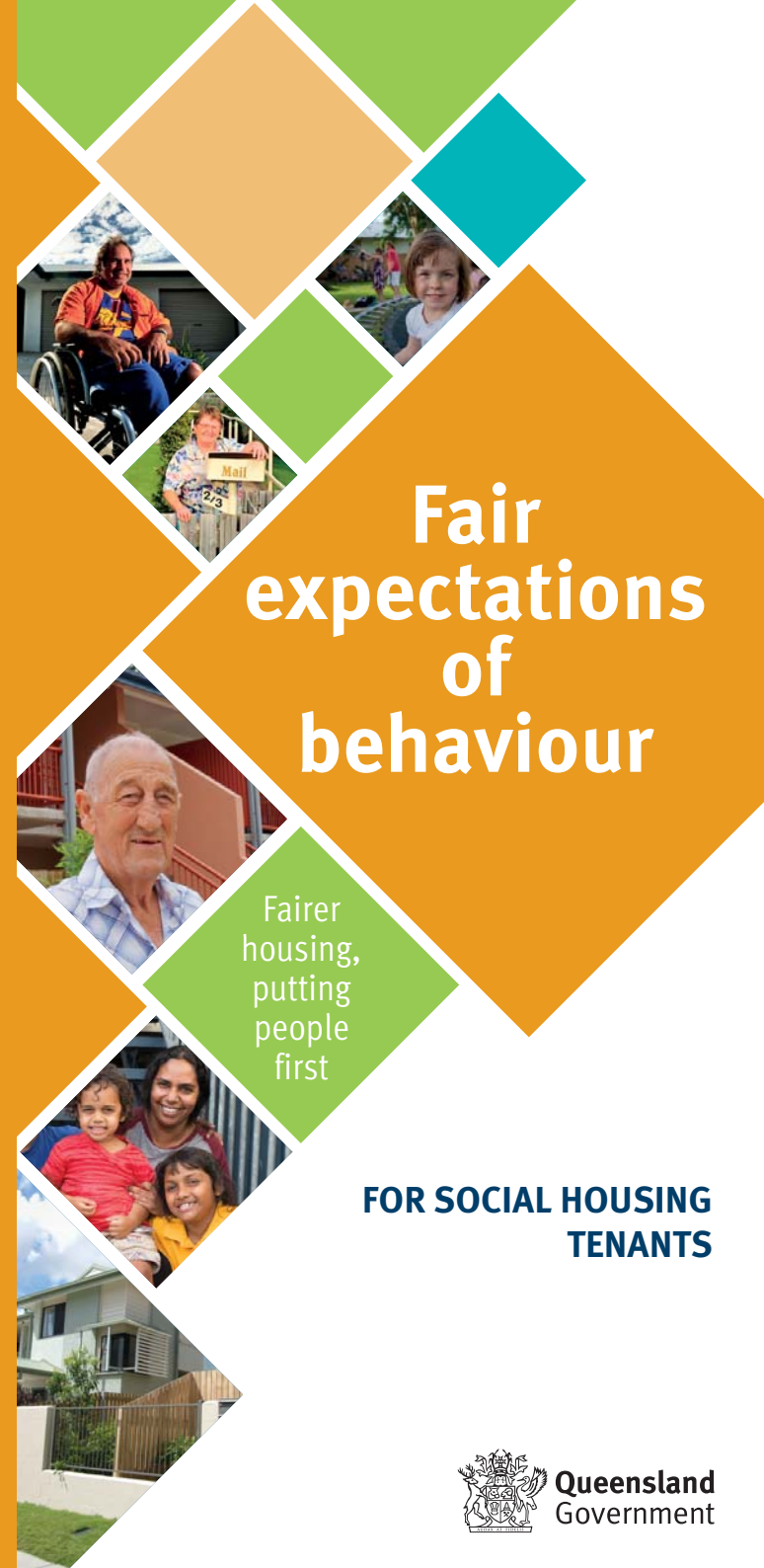
call the Qld Government call centre on 13 QGOV (13 74 68)

call or visit your nearest Housing Service Centre

visit the Homes and Housing website at [www.qld.gov.au/housing](http://www.qld.gov.au/housing)

Department of Housing and Public Works

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# Fair expectations of behaviour

Fairer housing, putting people first

**FOR SOCIAL HOUSING TENANTS**



Everyone has the right to enjoy reasonable peace, comfort and privacy in their home.

As a responsible tenant you play an important role in maintaining this peaceful environment in your neighbourhood.

## Your role

When you signed your tenancy agreement, your tenancy manager would have explained that you have certain rights and responsibilities as a tenant. These include:

- considering your neighbours and respecting their right not to be disturbed (for example, by loud music or yelling)
- ensuring other household members and visitors behave appropriately
- obeying the law and reporting any illegal activity you see or suspect
- telling your tenancy manager if you need support to meet your tenancy responsibilities
- working with your tenancy manager to resolve any issues as soon as possible.

## Your tenancy manager's role

Most tenancy issues can be easily fixed and your tenancy manager is available to talk to you when issues arise. Your tenancy manager can:

- work with you to resolve tenancy or neighbourhood issues as quickly as possible
- refer you or other tenants to services that can help such as mediation, healthcare or counselling services or your local council
- help you resolve behavioural problems that may be placing your tenancy at risk.

## Unacceptable behaviour

Unacceptable behaviour includes any activity that disturbs the reasonable peace of others in your neighbourhood. If we receive a complaint about behaviour at your home, you can expect a fair response.

Your tenancy manager will investigate the complaint and if confirmed, will talk to you about how you can fulfil your role as a responsible tenant. This may include referring you to support services that can help you.

A formal warning or a Notice to Remedy Breach may be issued to you if the disruptive behaviour continues. If the behaviour is serious or dangerous, you may be given a Notice to Leave.

Your tenancy manager can take steps to end your tenancy if you or members of your household continue to disrupt your neighbourhood. If you need help to prevent this happening you must let your tenancy manager know.

The Department will not accept domestic violence and will offer support and referral where appropriate.

## Illegal behaviour

Illegal or criminal behaviour at your home has no place in social housing and your tenancy manager will immediately seek to end your tenancy should these activities take place at your home.

## Reporting disruptive or illegal behaviour

If your social housing neighbour's behaviour is disturbing your right to live in peace, please report this to their tenancy manager who will investigate your complaint. You should also advise the tenancy manager if you suspect your neighbour is involved in illegal or criminal behaviour, however, this sort of activity should first be reported to police.

# Case Study

## Noise complaints: Helping Debbie

After Debbie's neighbours made complaints about loud swearing coming from her property at night, her tenancy manager made an appointment to discuss these incidents. When her tenancy manager asked if she needed support to help her meet her tenancy obligations, Debbie said that she had some unwanted visitors at her home fighting amongst themselves, and needed help to ask them to leave.

After Debbie accepted her tenancy manager's referrals to support agencies, and was assisted to get in contact with Police, there were no more complaints. Neighbours confirmed the loud swearing had stopped, so no further action was taken.

**For more information, please visit [www.qld.gov.au/housing](http://www.qld.gov.au/housing).**