



GOOD NEIGHBOUR **SOUTHERN CROSS HOUSING FACT SHEET**

Good neighbours can play an important role in our community and in our lives.

Sometimes we forget that we are neighbours too. Being on bad terms with your neighbour can make your life frustrating. It is worth taking the time to establish good terms with your neighbours. The community will be friendlier and the neighbourhood will be safer.

At SCH we understand that from time to time people have disagreements with each other. We have noticed that some of the common things that neighbours disagree about are pets, noise, the behaviour of guests and managing rubbish and recycling. We have also noticed that sometimes our tenants experience bullying or harassment by their neighbours or their guests.

Many SCH properties are near each other and as with all communities, there are people with different lifestyles, views and backgrounds living close to you. SCH values diversity and expects all residents to be respectful of people from diverse sexual and cultural backgrounds. We believe that it's important to build positive relationships with your neighbours. Being a good neighbour means being mindful and respectful of others.

TENANT RIGHTS AND RESPONSIBILITIES

As a tenant, you have the right to the peaceful enjoyment of your home. Under the Residential Tenancy Agreement, you are responsible for your own actions and the behaviour of household members and visitors.

How to be a Good Neighbour:

- Be aware of the problems caused by excessive noise, including late night or early morning use of domestic appliances and from visitors to your property.
- Take responsibility for your children. Being a good neighbour applies to your children too. They should show respect to your neighbours and their property, especially in buildings that are shared.
- Keep pets under control if you have been given permission to keep one in your home. Remember to clean up any mess and do not allow your pet to foul in any communal areas inside or outside your home.
- Listen respectfully if a neighbour complains directly to you and try to resolve your own problems by listening carefully to the other persons point of view and reaching a compromise where possible.
- Show tolerance to your neighbours if they have a different lifestyle to yours.



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WHAT KIND OF BEHAVIOUR IS NOT OKAY?

Behaviour that causes, or is likely to cause, harassment, alarm or distress to other people is not okay. This is behaviour that unreasonably interferes with other people's rights to use and enjoy their home and community such as:

- Loud noise, particularly in the evening.
- Abuse, intimidation or harassment.
- Aggressive and threatening language or behaviour.
- Vandalism.
- Noise or nuisance caused by vehicles such as where they are parked or the way repairs are undertaken.
- Noise or nuisance caused by pets.
- Any type of criminal activity.

Be considerate to your neighbours when you are doing something noisy. It is always a good idea to let them know before you start a potentially noisy activity. Try to avoid making noise when people are likely to be sleeping.



WHAT CAN I DO ABOUT NOISY OR DIFFICULT NEIGHBOURS?

Talk to Your Neighbour. If there is a problem with your neighbours, it is always a good idea to talk to them about the problem first – they might be unaware that they are upsetting you. It is important that you listen to your neighbour to understand their point of view and any problems they raise.

These conversations can be difficult, and you may need some help. SCH is more than happy to assist with advice. Alternatively, you can seek independent assistance from the Community Justice Centre to resolve the issues with your neighbour.

Talk to Council. If your complaint relates to dumped rubbish or aggressive or noisy pets, you can contact your local Council who have Rangers that can investigate the problem and take action if needed.

Talk to Police. You should contact the Police if you suspect or witness criminal activity, excessive noise or if you experience violence or feel threatened. You should also inform SCH of any reports made to the police concerning neighbours.

Talk to SCH. If you have attempted to resolve the problem and are still experiencing issues with your neighbours, you can report this to your Housing Officer. Your Housing Officer can investigate the complaint and take action, if appropriate.