

ANTI-SOCIAL BEHAVIOUR FACTSHEET

If you believe that your safety or the safety of others is at risk, call the police on 131 444 (or 000 in an emergency).

Anti-social behaviour interferes with the reasonable peace, comfort or privacy of neighbours and residents. It can include, but isn't limited to, threats, harassment, obscene language, assault, property damage, and making excessive noise.

Noise or activity associated with daily life, such as children playing, isn't considered anti-social behaviour. These issues can usually be resolved by talking to the neighbour or contacting a mediation service for help. How to deal with a dispute:

- Be prepared to be reasonable and compromise – you are entitled to live peacefully and so are they
- Don't engage in arguments with your neighbour or their visitors
- Don't threaten or be aggressive towards your neighbour or their visitors
- Don't engage in any illegal activity – e.g. trespass, vandalism.

RESPONSIBILITIES OF CORNERSTONE TENANTS

As part of the lease agreement Cornerstone tenants must respect the rights and privacy of their neighbours and ensure visitors to their home behave properly.

Tenants must not:

- Make excessive noise
- Damage the property or common areas
- Threaten or abuse others
- Use the property for illegal activity.

LODGE A COMPLAINT

Lodge a complaint about a Cornerstone tenant's behaviour with Cornerstone.

If your complaint relates to a property that isn't a Cornerstone – e.g. it's rented privately and is not managed by Cornerstone, Cornerstone cannot deal with your complaint.

You can make a complaint by phoning Cornerstone on 8165 5300 Monday to Friday 9:00am to 5:00pm or lodge a complaint anytime via the website www.cornerstonehousing.com.au

If the behaviour is ongoing keep an *anti-social behaviour complaint diary* detailing each specific disturbance:

- Where it happened and a description of the event.
- How it affected you.
- What action you took – e.g. reported animal noise to your local council.

HOW COMPLAINTS ARE DEALT WITH

Investigation

When Cornerstone receive a complaint, they investigate to see if the conditions of the lease agreement have been broken.

In most cases, Cornerstone will contact the tenant to discuss the complaint. The tenant can give information that will help with the investigation – e.g.:

- Explain any action taken to prevent the behaviour, such as asking visitors to leave
- Explain any mitigating circumstances that Cornerstone should consider, such as domestic abuse
- Accept the allegations and agree to stop the anti-social behaviour.

Cornerstone may also talk to:

- The person who made the complaint
- Neighbours
- Other witnesses to the behaviour
- Agencies such as police or support services

Only relevant information is considered.

Decision

If the investigation finds the complaint is justified, Cornerstone will either:

- Issue a verbal or formal warning and help you put strategies in place to resolve the issue
- Take steps to end the tenancy.

If the decision is to end the tenancy, the tenant will be excluded for 12 months from:

- Registering your interest for Cornerstone
- Living in a Cornerstone property, including as a visitor or other occupant
- Being a caretaker at a Cornerstone property.

Appealing a decision

A tenant may be able to appeal the decision if they don't agree with how Cornerstone has managed a complaint or made a decision.

For information and advocacy phone the Tenants' Information and Advisory Service on 1800 060 462