

Management of Antisocial Behaviour (QLD)

1. Purpose

To define how HOME in PLACE (Queensland) Limited (HOME in PLACE QLD) will manage reports and incidents of antisocial behaviour within the HOME in PLACE QLD portfolio.

2. Scope

This policy applies to all tenancies and properties managed by HOME in PLACE QLD in its Queensland portfolio.

3. Policy Statement

HOME in PLACE QLD is committed to successful tenancies and sustainable communities and will utilise a range of early intervention strategies to assist tenants to maintain their tenancies.

HOME in PLACE QLD manages tenancies in accordance with the provisions of the Residential Tenancies and Rooming Accommodation Act 2008. Reports of alleged antisocial behaviour are managed as tenancy issues and will be managed by the relevant branch to action in the first instance.

HOME in PLACE QLD recognises that the majority of tenants are good neighbours and member of their communities. Tenants who continue to meet their obligations under the tenancy agreement will not be affected by this policy.

However, HOME in PLACE, will not tolerate continued antisocial behaviour that disturbs the peace and risks the safety of neighbourhoods. Where tenants engage in unacceptable behaviour, HOME in PLACE QLD will take action to assist tenants to address and cease the behaviour. Where behaviour is considered to be dangerous, severe or illegal, HOME in PLACE QLD will take immediate action to end the tenancy.

HOME in PLACE QLD will endeavour to balance the needs and rights of other tenants, neighbours and the broader community with the need to support tenants to sustain their tenancies. It is not the role of HOME in PLACE QLD to conduct criminal investigations, such investigations are the responsibility of the Queensland police.

Categories of antisocial behaviour

HOME in PLACE QLD describes antisocial behaviour under the following categories:

- Minor/moderate
- Serious
- Dangerous/severe

Minor/moderate antisocial behaviours

This behaviour involves activities that disturb the peace, comfort or privacy of other tenants or neighbours.

This includes, but is not limited to:

- Noise causing a nuisance, e.g., loud parties, excessive shouting or excessive noise from music or television;
- Leaving large amounts of rubbish in the home, garden or common areas;
- Inappropriate use of parking areas;
- Behaviour that limits other tenant's access to common facilities, e.g., preventing other tenants from accessing common gardens or laundry facilities;
- Bullying or harassment towards neighbours;
- Using obscene language towards neighbour and/or visitors

Serious antisocial behaviours

This behaviour involves the following types of activity that:

- Severely disturbs neighbours;
- Places the safety or security of a tenant, other household members, neighbours of HOME in PLACE QLD staff or contractors at risk; or
- Causes damage to HOME in PLACE QLD property/facilities.

These types of behaviours may be illegal and may include, but are not limited to:

- Threats, abuse, intimidation or harassment towards neighbours, visitors, HOME in PLACE QLD staff or contractors;
- Provoking pets to attack;
- Using aggressive or obscene language;
- Damaging HOME in PLACE QLD property
- Hate and other threatening behaviour towards members of identified groups because of their perceived differences, e.g., race & ethnicity, gender, age, religion, sexual orientation, mental health or disability.

Dangerous/severe antisocial behaviour

These are activities that pose a risk to the safety or security of residents or property and illegal or alleged illegal activity at the property and may result in police charges/convictions or significant damage to property. Examples of dangerous/severe antisocial behaviour may include but is not limited to:

- Committing injury to a neighbour, visitor, staff member or contractor;
- Domestic and family violence;
- Intentionally or recklessly causing serious damage to a HOME in PLACE QLD property/facilities;
- Use of the property for the manufacture, cultivation, sale or supply of any prohibited drug;

Principles

HOME in PLACE QLD will be guided by the following principles in the implementation of this policy:

- Tenants are provided with clear information on their rights and responsibilities pursuant to their tenancy agreement at the commencement of their tenancies;
- Reports of alleged antisocial behaviour will be taken seriously and actioned appropriately;
- The process for managing/investigating reports of alleged antisocial behaviour will ensure the principles of procedural fairness are applied;
- Tenants will be given the opportunity to respond to reports of alleged antisocial behaviour;
- When reports are substantiated, tenants are given the opportunity to remedy the breach; and
- Tenants will be provided with information on complaints, appeals and QCAT processes.

Review of Decisions

If a tenant is dissatisfied with a decision made by HOME in PLACE QLD they should discuss with a Tenancy Relations Officer in the first instance. If they are still dissatisfied in some circumstances they may be able to request a review of the decision.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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