

# WHAT IS ANTISOCIAL BEHAVIOUR?

Antisocial behaviour is when a person causes or permits a nuisance and interferes with the reasonable peace, comfort or privacy of neighbours. AnglicareSA Housing tenants have the right to live in the peace, comfort and quiet enjoyment of their home. AnglicareSA Housing will not tolerate harassment or discrimination by its tenants towards any individual or group. This includes verbal, physical or any other form of harassment, discrimination or threatening behaviour related to racial, religious, cultural or personal differences. Tenants have an obligation to abide by the conditions of their tenancy agreement, including being responsible for their own conduct as well as for the behaviour of other occupants and visitors to their property.

## What are the different types of antisocial behaviour?

Examples of antisocial behaviour include:

- Excessive and persistent noise
- Nuisance pets
- 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 antisocial behaviour?

AnglicareSA Housing takes antisocial behaviour very seriously and will investigate issues raised. You should contact your Tenancy Officer in the first instance to talk about what you are experiencing. It is helpful if you keep a record of when the antisocial behaviour started and what type of behaviour is happening.

This information will help us to decide what steps we can take to resolve the behaviour.

All information will be treated confidentially and AnglicareSA Housing will not divulge your identity to other tenants, unless we need to do so by law, or if you give us your consent to do so.

## What if my issues involves illegal activity?

AnglicareSA Housing is here to help but it will not carry out a criminal investigation. Suspected illegal activity should be reported to the Police. You can call 131 444 and log an incident report with the Police and then let AnglicareSA Housing know the 'Report Number'. In an emergency situation you should call "000".

## Where can I get more information?

For more information please call our friendly customer service team on **1800 688 000** or visit

**Holden Hill** – Level 1, 560 North East Road

**Elizabeth Grove** – 60 Fairfield Road

**Kilkenny** – 3/10-14 Regency Road

**Mount Gambier** – ac.care 70-72 White Avenue

**Berri** – ac.care 5 Kealley Street

**Tenants Advice Residential Tenancies** – 131 882

**TIAS – Tenant Information & Advocacy Service** – 1800 060 462

# What action is required?

Type of action	What it is	When it can be considered
Local resolution	AnglicareSA staff meets informally with the person/s making the allegations of antisocial behaviour to discuss how they may be able to try and resolve the conflict themselves.	Where there is very low antisocial behaviour which is likely to be resolved through direct communication between the parties in dispute.
Negotiation	AnglicareSA staff meets informally with the tenant/s allegedly committing the antisocial behaviour to discuss the effect their behaviour is having and to identify how this can be resolved.	Where there is low-level antisocial behaviour, which can be resolved without the need for more formal action.
Mediation	A way of resolving conflict & disputes where a trained & impartial third party helps all people involved in the dispute find a mutually acceptable solution. It can only work where there is a willingness by all parties to participate in the mediation process.	In agreed circumstances, AnglicareSA Housing will make a referral to Mediation SA for free mediation services.
Breach of Tenancy Letter	A letter to the tenant/s allegedly committing the antisocial behaviour advising they have breached their Residential Tenancy Agreement. The letter explains what the breach is and it acts as a formal warning that AnglicareSA Housing may take action against the tenancy if the antisocial behaviour continues.	Appropriate for serious and persistent antisocial behaviour. It is used where local resolution is not appropriate and/or where negotiation and/or where mediation has been unsuccessful in addressing the complaint.
Termination of Tenancy Form 2	A notice lodged with the South Australian Civil and Administrative Tribunal (SACAT) seeking tenant/s to cease engaging in antisocial behaviour.	Where there is a serious and persistent breach of the Residential Tenancy Agreement that has not been resolved through any other avenues.
Termination & Possession Order	An application to the SA Civil and Administrative Tribunal (SACAT) seeking a formal order to enforce termination of the tenancy because the tenant/s have breached the conditions of the Specific Performance Orders. A Termination Order from SACAT may lead to the tenant being evicted from the premises by a Bailiff.	Where there is a breach of the Specific Performance Order. Applying for termination order can take a long time & there must be substantial credible evidence to present to the SA Civil and Administrative Tribunal (SACAT). In all but the most exceptional circumstances a termination and eviction order will only be used as a last resort, where all other attempts to stop the antisocial behaviour have failed.

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