



NEIGHBOURS DISPUTES & NUISANCES AND ANNOYANCE FACTSHEET

Affordable Community Housing Limited (ACHL) tenants have a right to the peaceful enjoyment of their property and to live in harmony with their neighbours.

Tenants have an obligation to abide by the Nuisance and Annoyance conditions of their Residential Tenancy Agreement, including being responsible for their own conduct as well as for the behaviour of other occupants of the household and visitors to their property.

I'm having a problem with my neighbour. What can I do?

ACHL encourages tenants to first try to solve their problems by talking with their neighbour or through mediation. We can provide you with information on resolving disputes and/or refer you to a local Community Justice Centre, where an independent mediator may help you and the other tenant to resolve your dispute. (ACHL will not act as an advocate or third party.)

Depending what your dispute is about, you could also seek assistance from:

- the local council e.g. if you think the other person has breached council by-laws on loud music, barking dogs, overgrown trees, parking issues, etc
- the police, if you feel at risk or you think the other person may have broken the law
- the body corporate, if you live in a strata unit not managed by ACHL.

I need ACHL to investigate my problem

ACHL will investigate your dispute if it involves possible breaches of the tenancy agreement by another ACHL tenant, and if you have first tried to resolve the problem yourself. If the complaint involves behaviour that is persistent or intentional, represents a serious nuisance and annoyance and causes interference with the peace, comfort, or privacy of others, the tenant may be in breach of their tenancy agreement with ACHL.

Put your complaint to ACHL in writing and include:

- Your name and address
- Details of the person you have a dispute with
- Details of the complaint and any supporting documentation, including what you have done to try to solve the problem
- The date of the incident complained about

ACHL will investigate the complaint promptly and seek proof of your claims. All complaints will be treated as confidential and we will not divulge your identity to the other tenant unless you give us your written permission to do so.

We will tell you about the outcome within 28 days. If your complaint is upheld, ACHL will usually first give the other tenant the opportunity to change their behaviour. ACHL may consider legal action through the Consumer, Trader and Tenancy Tribunal to remedy a breach of the tenancy agreement. We may also consider rehousing you and/or the other tenant if the situation is serious.

My complaint is about a non-ACHL tenant

ACHL is usually unable to investigate complaints about non-ACHL tenants. However, you can lodge a written complaint and ACHL will consider if it has responsibility as a landlord to intervene.

Where can I get more information?

For further details or answers to any questions, visit or call your local Affordable Community Housing Office:

- ACHL Silverwater: (02) 8622 1500
- ACHL Bankstown: (02) 8760 8500
- Website: www.achl.org.au
- Community Justice Centre: 1800 990 777, free call

Providing secure, affordable housing to those most in need.

Unit 6, 63-79 Parramatta Rd, Silverwater NSW 2128 Phone: 02 8622 1500 Fax: 02 8622 1599 Web: www.achl.org.au