

## H14. DURING A TENANCY - BEING A GOOD NEIGHBOUR

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	2.0
Section:	Housing
Applies To:	Board, Management and Staff of all IAC Services
Date:	October 2015 (Review October 2018)

### Background and Purpose

The IAC's Housing policies articulate our aims, goals and philosophies in providing housing services for Aboriginal tenants and their families. They explain how the Illawarra Aboriginal Corporation works with its staff and other agencies to ensure that our tenants are afforded the best and most appropriate services and that we meet all of the requirements of the Aboriginal Housing Office and the Office of Community Housing.

### Being a Good Neighbour

The IAC is committed to a fair and discrimination free living environment for all tenants and will not tolerate harassment or discrimination towards any tenant or tenant 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.

Early intervention practices and referral to support services where appropriate can minimise the escalation of disputes between neighbours. However, sometimes complaints have escalated substantially before the IAC is notified. The IAC will not intervene in a neighbourhood dispute or investigate allegations unless it is a breach of the tenancy agreement. Additionally, it is not the role of the IAC to carry out criminal investigations. The IAC will encourage tenants to try and resolve problems with other tenants themselves, or with the assistance of mediation services. The IAC will refer tenants to Community Justice Centres for assistance when appropriate and the parties agree to attend.

### COMPLIANCE

*This policy complies with:*

- NSW Housing Act 2001
- NSW Residential Tenancies Act 2010

### Being a Good Neighbour (cont)

Where appropriate, the IAC may also seek information from other agencies, such as the NSW Police, about complaints involving breaches of the tenancy agreement.  
*See the Privacy and Information Sharing Policy*

If the IAC is able to substantiate that a complaint is a breach of the tenancy agreement, the IAC will take appropriate action against the tenancy. This may include placing a visitor sanction on the tenancy. A visitor sanction requires the tenant to apply for approval from the IAC if a visitor wishes to stay at the property for more than 3 days. The IAC will tell the tenant in writing if a visitor sanction has been applied and the reason why the sanction has been applied.

*See the During a Tenancy - Occupants and Visitors Policy*

The IAC may also take other actions in accordance with those outlined in the During a Tenancy - Breaches policy.

*See the During a Tenancy - Breaches Policy*

### REFERENCES

*This policy should be read with:*

- **Housing NSW** "During a Tenancy Policy"
- **National Regulatory Code** - 1. Tenant and housing services