



Link Wentworth will not tolerate harassment or discrimination by its tenants towards any individual or group. You have a right to live in the quiet enjoyment of your home.

We are here to support you if you are feeling unsafe or concerned about unwanted behaviour or activity near your home. This fact sheet outlines how to spot anti-social behaviour, what you should do if you are experiencing problems with your neighbour, and how Link Wentworth can help.

What is anti-social behaviour?

Anti-social behaviour is when a person or a group of people affect another person's peace, comfort or privacy. Anti-social behaviour can include:

- Excessive and frequent noise
- Loud and disruptive behaviour
- Verbal abuse and domestic disputes
- Vandalism
- Dumping rubbish
- Nuisance pets such as barking or aggressive dogs
- Any illegal activity
- Serious harassment
- Threats to the health or safety of a person
- Physical assaults and violent acts

What can I do if I experience anti-social behaviour?

You can report it to Link Wentworth. We take anti-social behaviour very seriously and will investigate all reports. We can provide advice and refer you to supports. If we find a breach of the *Residential Tenancies Act 2010*, we will take necessary action.

It is helpful if you keep a record of when the anti-social behaviour started and what type of behaviour is occurring. Link Wentworth can provide you with an anti-social behaviour log. This information will help us decide what steps we can take to resolve the behaviour.

All reports of anti-social behaviour are treated confidentially. Link Wentworth 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 the anti-social behaviour is breaking the law or putting me in danger?

If the complaint involves illegal activity, it should be reported to the police. You can call the police on 131 444 and lodge an incident report. Please let Link Wentworth know the event number or the police officer's name who assisted you. In an emergency, you should call 000.

Where else can I go for help?

There are a variety of community and support services that can assist you alongside Link Wentworth.

- If you are experiencing domestic violence, call 1800 RESPECT.
- If the matter relates to rubbish, dogs barking, pets or noise pollution, you can report it to your local council.
- Office of Fair Trading www.fairtrading.nsw.gov.au or call 133 220
- The Tenants' Advice Service is an independent tenancy advice and advocacy organisation, please contact The Tenants' Advice line on 1800 251 101 or visit <https://www.tenants.org.au/all/taas>
- The Community Justice Centre (CJC) provides mediators to help parties work together to resolve a dispute. If you would like more information on resolving a neighbourhood dispute by mediation, please contact the CJC on 1800 990 777.



Actions Link Wentworth may take to resolve anti-social Behaviour

Type of Action	What it means	When it can be used
Local resolution	Tenancy Manager meets informally with the person/s making the allegations of anti-social behaviour to discuss how they may be able to resolve the conflict themselves.	Where there is very low anti-social behaviour which is likely to be resolved through direct communication between the parties in dispute.
Natural justice	Tenancy Manager sends a letter and meets with the tenant/s allegedly committing the anti-social behaviour to discuss the allegations and identify how it can be resolved.	Where there is low-level anti-social behaviour which can be resolved without the need for more formal action.
Mediation	A recommended way of resolving conflict and disputes, where a trained and impartial third party helps all people 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, Link Wentworth will make a referral to a Community Justice Centre for free mediation services.
Breach of Tenancy letter	Following an investigation, a letter is sent to the tenant/s allegedly committing the anti-social behaviour advising they have breached the <i>Residential Tenancies Act 2010</i> . The letter explains what the breach is and acts as a formal warning that we may take action against the tenancy if the behaviour continues.	Appropriate for serious and persistent anti-social behaviour. It is used where local resolution is not appropriate and/or where negotiation and/or mediation has been unsuccessful in addressing the complaint.
Seeking Specific Performance Order (SPO)	An application to the NSW Civil and Administrative Tribunal (NCAT) seeking a formal order for a tenant/s to cease engaging in antisocial behaviour.	Where there is a serious and persistent breach of the <i>Residential Tenancies Act 2010</i> that has not been resolved through any other avenues.
Seeking Termination Possession Order	An application to NCAT 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 NCAT may lead to the tenant being evicted from the premises by the Sheriff.	Where there is a breach of the Specific Performance Order. Applying for termination order can take a long time and there must be substantial credible evidence to present to the NCAT. A termination and eviction order will only be used as a last resort, when all other attempts to stop the antisocial behaviour has failed.

If you need more information, please contact Link Wentworth on 13 14 21 or email enquiries@linkwentworth.org.au

Do you need a translator?

TIS National provides access to phone and on-site interpreting services in over 150 languages.

Call 13 14 50.