It is important to Hume that you enjoy your home and feel safe in your community. We recognise that sometimes neighbourhood disputes occur. This is usually due to someone not being aware of the impact of their behaviour on others.

Hume Housing has an anti-social behaviour policy and procedure which guides our staff on how to respond to and investigate anti-social behaviour reports.

**WHAT IS ANTI-SOCIAL BEHAVIOUR?**

Anti-social behaviours are actions that harm or lack consideration for the well-being of others including:

* Noise and nuisance
* Parking disputes
* Inappropriate behaviour in common areas
* Threats or violence
* Damage to property
* Criminal behaviour

Hume classifies and responds to anti-social behaviour depending on the level of risk to safety and impact of the behaviour on others.

Please report any suspected criminal behaviour to your local police. You can also make a report without giving your name through Crime Stoppers 1800 333 000.

**HOW CAN I REPORT ANTI-SOCIAL BEHAVIOUR?**

* If you feel you can, let your neighbour know how the behaviour is impacting on you.

If needed Hume can arrange mediation, this means a trained professional can meet with you and your neighbour to talk through the problematic behaviour and help you agree on solutions.

If you haven’t been able to resolve the matter, please contact your Neighbourhood Officer or Housing Co-ordinator to report anti-social behaviour.

You can do this:

* by telephone,
* face to face
* in writing

Most reports of anti-social behaviour will result in a face to face meeting with your Neighbourhood Officer or Housing Co-ordinator. This enables Hume to gather relevant information, provide you with advice and plan our next steps to investigate. Hume staff members can complete this form for you if you need assistance.

**HOW DOES HUME INVESTIGATE?**

Our investigation process may be short or take more time depending on the type of anti-social behaviour.

Our officers will speak with the person who is causing anti-social behaviour and may also interview neighbours or witnesses. You can assist by providing as much information as possible including what has happened, when it happened and who was involved.

**WHAT HAPPENS AFTER THE INVESTIGATION?**

Hume will consider each case on its merits, however if a customer has breached the tenancy, occupation or accommodation agreement we may act against that person’s tenancy if other alternatives are not available or the antisocial behaviour is serious and/or persistent.

Hume will always aim to resolve anti-social behaviour issues through alternative remedies prior to applying to NCAT and seeking an order to terminate a tenancy. Eviction will only ever be the last resort.

Hume may consider the following actions.

* Support Referral
* Mediation Referral
* Warning letter
* Breach Notice
* NCAT action

Officers will take a holistic approach in assessing the best course of action to resolve matters of anti-social behaviour.

There are many other measures that we will apply such as:

* Mediation
* Acceptable Behaviour Contract
* Periodical tenancy agreement
* Case conference and action plan

**PRIVACY**

Please note that Hume is unable to provide you with details of our conversations or actions without the other person’s permission or where it would result in the other person’s right to privacy being breached.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Reporting Person** | | |
| **Tenant Code** |  | **Name** |  |
| **Address** |  | | |
| **Contact Number** |  | | |
| **Email** |  | | |
|  |  | | |
|  |  | | |
|  | **Who is your complaint about?** | | |
| **Name** |  | | |
| **Address** |  | | |
|  |  | | |
| **Date** | **Anti-Social Behaviour Report** | | |
|  | *Please explain what happened, who was involved and the date of the incident.* | | |

|  |  |
| --- | --- |
| **Date** | **Anti-Social Behaviour Report** |
|  |  |

|  |
| --- |
| **OFFICE USE ONLY**  DATE RECEIVED: OFFICER ASSIGNED:  ASB FILE CREATED: YES/NO EVIDENCE UPLOADED:  ASB REPORT REGISTERED IN SDM COMPLAINTS MODULE: YES/NO |