

Establishing and maintaining tenancies

Anti-social behaviour policy

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Section name: Establishing and maintaining tenancies

Document name	Anti-social behaviour
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1 Purpose

- 1.1 To outline actions that may be taken by Mission Australia Housing (MAH) to address and prevent anti- social behaviours occurring at properties and offices.
- 1.2 To outline consequences for tenants where they or their household member/s become involved in serious and/or repeated episodes of anti-social behaviour.

2 Related policies

- 2.1 This policy should be read in conjunction with the:
 - 2.1.1 Good Neighbour Policy, which outlines the standards of neighbourly conduct expected of all tenants of MAH
 - 2.1.2 Referrals to Agencies Policy, which details the approach taken by MAH in order to assist tenants with specific needs or tenancy management issues to connect to services that may be able to assist them.
 - 2.1.3 Work, Health and Safety Policy, which outlines measures staff should take to protect their health and safety and that of tenants.

3 Scope

- 3.1 This policy applies to staff responsible for managing tenants and properties of MAH.

4 Guiding principles

- 4.1 MAH informs all tenants of expected standards of conduct and of their rights and responsibilities.
- 4.2 MAH supports tenants to manage issues which may place their tenancy at risk.
- 4.3 MAH takes action to address serious and/or repeated anti-social behaviour in the interests of staff.
- 4.4 Tenants are given opportunities to appeal organisational decisions and to complain about the services of MAH.
- 4.5 MAH upholds accountability and transparency through its record keeping practices.

5 Policy

- 5.1 MAH does not tolerate anti-social behaviour directed toward staff, tenants, neighbours or property. Staff will be required to take action where they witness, or receive a report of, anti-social behaviour occurring in offices and properties of MAH. Anti-social behaviour includes but is not limited to:
 - Written abuse
 - Verbal or physical abuse
 - Threatening behaviour
 - Deliberate negligent property damage
 - Intimidation
 - Sexual harassment.
- 5.2 Housing applicants who direct anti-social behaviour toward staff, tenants or property may have their housing application cancelled as per the [Housing Applications Policy](#).
- 5.3 All tenants will be informed of expected standards of conduct toward staff, other tenants, neighbours and their property when they sign a lease or rooming accommodation agreement for their property as per the [Start of Tenancy Policy](#).
- 5.4 Tenants identified to have been involved in anti-social behaviour at an office or property will be in breach of tenancy and staff will remind them of their responsibilities as per the [Breach of Tenancy Policy](#).
- 5.5 Where appropriate, staff will work with tenants to address behaviour which may put their tenancy at risk, including by making referrals as per the [Referral to Agencies Policy](#).
- 5.6 Where support has been ineffective, or where tenants become involved in repeated and/or serious anti-social behaviour, MAH may:
 - Issue notice to end their tenancy as per the Ending Lease and Rooming Accommodation Agreements Policy

- Employ special security measures in offices and where undertaking tenancy management functions such as inspections
- Charge for any repair or maintenance work required at a property where deliberate negligent property damage has occurred as per the Debt Management Policy
- Phone the Police or other emergency services as required.

- 5.7** Tenants will be responsible for any anti-social behaviour involving their household members and visitors and tenants may be subject to [5.6](#) where the behaviour of a household member or visitor warrants.
- 5.8** MAH is committed to supporting tenants who have experienced anti-social behaviour in their neighbourhood and those who have been the target of anti-social behaviour as per the [Good Neighbour Policy](#).
- 5.9** MAH is committed to working with the Police and other community partners to address and prevent anti-social behaviour.
- 5.10** Staff will inform tenants of their right to complain about the services of MAH and to appeal organisational decisions as per the [Appeals and Complaints Policy](#).
- 5.11** Staff will store any information about anti-social incidents involving housing applicants, tenants and/or their household members in the tenancy management system.

6 Definitions

Anti-social behaviour is behaviour which violates the right of another person to security and peace. These behaviours range from minor offences to criminal conduct.