

Tenant Accountability Policy Statement

Tenant Responsibilities



Look after the property

- Keep your home clean and in good condition.
- Maintain outdoor areas.
- Tenants are responsible for damage caused by themselves or visitors.
- Routine inspections help identify issues early.



Pay the rent

- Rent must be paid on time.
- If arrears occur, tenants are to enter an Agreement to Pay.
- If arrears are not resolved, formal breach action and termination may follow.



Be good neighbours

- Anti-social behaviour is not tolerated.
- Tenants are accountable for their own behaviour and that of their visitors.
- Serious or repeated incidents can lead to enforcement action, including eviction.



Community Expectations

Everyone has the right to live in public housing in peace and privacy. Most issues can be resolved early by speaking respectfully with your neighbour or seeking support.

If problems continue, support and reporting options are available.

Most tenants do the right thing. Support is available to help tenants stay on track.

Recognition and reward mechanisms will be strengthened for tenants who consistently meet their responsibilities.

How to get help or report Antisocial Behaviour

Antisocial behaviour includes:



Excessive noise



Property damage or vandalism



Verbal abuse or threats



Aggressive behaviour or assaults



Behaviour that affects others' safety or peace

To report antisocial behaviour in public housing: Call **1800 685 743** or **131 444** (24 hours)
For emergencies or immediate danger, always call **000**.

What information to provide when reporting.

Providing clear information helps us respond quickly. Please include:

- The date and time of the incident or issue
- A description of what happened
- How it affected your safety, peace, or property
- Police reference number (if reported to Police)

What happens after a report?

Department of Housing, Local Government and Community Development investigates all reports. Where antisocial behaviour or serious breaches are confirmed, actions may include:

- Warnings or demerit points
- Acceptable Behaviour Agreements
- Referral to support services
- Tenancy termination for serious or repeated breaches

Housing applies rules fairly and consistently to protect tenants and the community.

Support is available

Most tenants meet their responsibilities and want safe, stable Housing. Housing can connect tenants with practical support to help resolve issues early and maintain successful tenancies.

- ✓ Keep areas clean and accessible, bins closed and rubbish bags inside.
- ✓ Only use fire equipment in emergencies.
- ✓ Be mindful of noise, especially late at night and early morning.
- ✓ Avoid disturbances or trespassing on neighbours' property.
- ✓ Park respectfully; there are no designated spots.
- ✓ Use clotheslines; avoid hanging personal items publicly.

Need help with something else?

Rent payments or arrears, Scan this QR code to find your nearest office.

To report repairs and maintenance Call the **1800 104 076** hotline.
Antisocial behaviour call reporting line. To report criminal activity, call Police

SCAN ME!

