

Neighbour Complaint Information

Your Complaints & Our Responsibilities

Uniting Housing Australia is a landlord and must act in accordance with the *Residential Tenancies Act (1997)*. The *Act* states that tenants and neighbours are entitled to 'quiet enjoyment' of their own home.

Do you have a complaint about one of our tenants?

If you have a complaint about tenant/s of a Uniting Housing Australia property, contact a member of the tenancy team at Uniting Housing Australia. If your complaint is regarding excessive noise, family violence, threatening, dangerous or illegal behaviour you should always contact the police on 000 when it is occurring.

Who can you talk to about your complaint?

Please call us and state you are a neighbour and the address of the property you are complaining about.

If your complaint relates to a property from the Ballarat Western Vic region, please call the Uniting Ballarat service on (03) 5332 1286.

If your complaint relates to a property from the Wimmera Western Vic region, please call the Uniting Wimmera service on (03) 5362 4000, or email wimmera.info@vt.uniting.org

If your complaint relates to a property from the South Eastern suburbs of Melbourne, please call the Uniting Harrison service on (03) 9051 3000, or email harrison.enquiries@vt.uniting.org

Alternatively, you can contact Uniting Housing Australia. Head office details are:

130 Little Collins Street

Melbourne, VIC 300

Phone: 0418 537644

Email: info@unitinghousing.org.au

We will discuss the issue with you and may request you make your complaint in writing and give you the option of posting or emailing your written complaint. You may drop into a Uniting Housing office to speak to a member of our tenancy team personally however we cannot guarantee that a worker will be available to see you at that time.

What will we do about your complaint?

As stated, Uniting Housing Australia must adhere to the *Residential Tenancies Act (1997)*. If we believe there is enough evidence we can serve a breach notice to our tenant requesting that they cease the behaviour.

A series of breach notices can lead to an application to the Victorian Civil and Administrative Tribunal (VCAT) for a hearing to be held before a Chairperson. Such a hearing may lead to legal orders against an

unsatisfactory tenant and may eventually result in an eviction. The *Residential Tenancies Act (1997)* prevents us from evicting tenants without going through the correct legal processes. If we apply for a hearing, you may be requested to attend the hearing to provide evidence. It is a good idea to keep a written record of what has occurred, the times and dates and what actions you have taken.

This includes any reports you have made to the police, including time, date, reason for report and the name of the officer you spoke to.

A VCAT chairperson is likely to be influenced by

- Police reports or testimonies
- Statements & Attendance at VCAT by eye-witnesses
- A diary of occurrences

Please remember that the onus will be on us to prove the details of the complaint to the chairperson so we will require clear evidence.

What if you are threatened by a tenant?

If you believe that you are threatened by dangerous behaviour you should always contact the police on 000. If you witness acts which you believe break the law or threatens the safety of anyone you should contact the Police on 000. Following the report made to the police, a report should also be made to the tenancy team.

Not satisfied with the result?

If your complaint is not dealt with to your satisfaction, you can contact the DHHS Housing Appeals Office.