

# FACTSHEET

## Antisocial behaviour and tenant rights



As a social and affordable housing landlord, Venture Housing is responsible for ensuring our tenants and their neighbours feel safe and can live undisturbed and have quiet enjoyment in their homes.

### How do I report Antisocial Behaviour and what will I need to provide?

You can report Antisocial Behaviour by:

- ✓ Calling the police and alerting them to the issue, ensure you ask for the PROMIS number and write it down so that you can provide it to us to follow up.
- ✓ Completing the online feedback form available at <https://venturehousing.org.au/contact-us> or by scanning the QR Code on this form.
- ✓ Contacting your Tenancy and Engagement Officer (business hours)
- ✓ Contacting Venture Housing office Monday-Friday 8:30am-4pm
- ✓ Email us [feedback@venturehousing.org.au](mailto:feedback@venturehousing.org.au)

### What can a Tenant do if a complaint is received about them?

You should:

- ✓ Cease any antisocial behaviour immediately
- ✓ Contact Venture Housing immediately
- ✓ Follow the directions set out in the letter you have received
- ✓ Attend any scheduled meetings with Venture Housing
- ✓ Provide any evidence to Venture Housing

Venture Housing can assist in referring you to support. Accessing support may assist you to meet your tenancy obligations and reduce the risk to your tenancy.

### Where can you get Independent and free advice?

**Darwin Community Legal Services** operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 to access free legal information or to make a telephone or face-to-face appointment with one of their tenancy lawyers.

**North Australian Aboriginal Justice Agency** Toll free on 1800 898 251

### Are all your questions answered?

If all your questions have not been answered contact Venture Housing on (08) 8981 9804

