

FACTSHEET

Antisocial behaviour

Larrakia Nation runs a free call number for local Aboriginal people to get help directly, without going through the police. 1800 PATROL (1800 728 765)

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.

What is Antisocial Behaviour?

- ✓ Antisocial Behaviour may unreasonably disturb the peace, comfort, privacy or safety of other tenants or neighbours, or any other person living in the vicinity of the premises.
- ✓ It is behaviour that breaches the provisions of the Residential Tenancies Act 1999 (NT).
- ✓ This may include violence, harassment, criminal and illegal activities by tenants, other household occupants and visitors that cause deliberate or reckless damage to a Venture Housing property or place the safety of others at risk.

Categories of Antisocial Behaviour

Venture Housing has defined antisocial behavior in the following three categories:

- 1. Significant antisocial behaviour** involves activities which disturbs the peace, comfort or privacy of other tenants or neighbours.
- 2. Serious antisocial behaviour** involves activities that severely disturb neighbours; place the safety or security of a tenant, other household members, neighbours or Venture Housing staff at risk; or cause damage to Venture Housing property
- 3. Severe illegal behaviour** which poses a risk to the safety or security of residents or property and may result in criminal charges and/or conviction, or significant damage to a Venture Housing property.

Why is responding to Antisocial Behaviour important?

We want all tenants to feel safe in their homes and for your tenancy to be successful, so we will always act when antisocial behaviour is reported to us.

You should 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 Venture Housing office Monday-Friday 8:30am-4pm
- ✓ Email us feedback@venturehousing.org.au

What happens when a complaint is received?

If Venture Housing receives a complaint relating to antisocial behaviour, Venture Housing will investigate the matter immediately as follows:

- ✓ Venture Housing may contact the complainant to gather evidence of the claims being made and may speak with other witnesses and agencies, including NT Police.
- ✓ The tenant or visitor accused of the antisocial behaviour will be provided the opportunity to reply to the allegations made against them and Venture Housing will determine whether the complaint is substantiated, based on the investigation and evidence provided
- ✓ Venture Housing will then respond to both the complainant and the accused tenant notifying them of the action Venture Housing has taken
- ✓ In all instances, Venture Housing will work to ensure that mitigating factors, such as mental health and domestic and family violence or any other social factors are considered in dealing with antisocial behaviour.