



7.17 Good neighbour

Aim

This policy aims to achieve:

- Secure, long term community housing tenancies.
- Peace and harmony for SGCH tenants and their neighbours.
- Appropriate and adequate access to support services and/or advocates for tenants with special needs.
- Effective management of the tenant mix in a locality to reduce the potential for conflict.
- Improved management of large public housing estates in partnership with Housing NSW and relevant government and non-government agencies.
- Greater integration of social housing into the general community for social housing tenants.

Policy

SGCH supports the development and maintenance of harmonious communities and SGCH's tenants have the right to:

- Peaceful enjoyment of their home.
- Complain about individuals who deny them the right to the peaceful enjoyment of their home.

SGCH's tenants have the responsibility:

- Not to cause or permit a nuisance.
- Not to interfere, or cause or permit interference with, the reasonable peace, comfort or privacy of neighbours.
- Not to use the residential premises or cause or permit the residential premises to be used for any illegal purpose such as distributing or selling illegal drugs.
- For their own conduct as well as for the behaviour of other occupants and visitors to their property.
- To comply with by-laws in strata developments, where applicable.
- To resolve their own problems where possible.

Approaches by SGCH

If a tenant has breached the tenancy agreement, SGCH may take action against the tenancy via the CTTT process. The action taken will depend on the seriousness of the breach. In extreme cases, SGCH will seek to terminate the tenancy agreement immediately.

SGCH will only take eviction action when all other reasonable options have been exhausted, unless the breach has been extremely serious. Every attempt will be made to salvage the tenancy.

SGCH may decline transfer applications from tenants on grounds of nuisance or annoyance occurrence or history.



St George Community Housing

Policies

Section 7 — Tenancy Management

SGCH will not intervene or investigate allegations of actions that are not breaches of the Tenancy Agreement. However, SGCH will be flexible to deploy appropriate action that does not target individual tenants but delivers positive outcomes.

SGCH will work in partnership with government and non-government agencies to assist in creating a peaceful environment for tenants.

It is not the role of SGCH to carry out criminal investigations. However, SGCH will liaise with the NSW Police in cases involving alleged criminal activity.

SGCH will allocate housing to ensure a suitable mix of tenants is housed in a locality. The aim is to prevent potential conflict arising.

SGCH will organise regular housing complex/block tenants' meetings to encourage tenant participation and management and build up solidarity.

SGCH will be proactive in employing a community development approach to work with Housing NSW and other agencies in large public housing estates with community housing stock to ensure greater integration of social housing into the general community.