Antisocial Behaviour

Coodjingburra H.O.M.E
Helping Our Mob Everywhere

1. Purpose

This policy sets out Coodjingburra HOME's approach to responding to antisocial behaviour when a tenant breaches their Residential Tenancy Agreement.

2. Scope

This policy applies to all tenants, household members and visitors. Coodjingburra HOME will aim to balance the responsibilities of tenants and the rights of neighbours and the surrounding community with the need to support tenants to sustain their tenancy.

3. Guidelines

3.1 Definition

A broad definition of antisocial behaviour is behaviour that disturbs the peace, comfort or privacy of other tenants, neighbours or the surrounding community. Antisocial behaviour can range from minor to severe illegal behaviour. These are described below:

i. *Minor and moderate antisocial behaviour:* Activities and/or behaviour which disturb the comfort, peace and/or privacy of other tenants or neighbours. This may include the use obscene language towards other, bullying and harassment, noise causing nuisance, graffiti, vandalism and failure to correctly dispose of rubbish.

ii. *Serious antisocial behaviour:* Activities and/or behaviour which severely disturb neighbours or place the safety of others at risk. This may include use of obscene language towards others, abuse, threats, intimidation, harassment or victimisation.

iii. *Severe or illegal behaviour:* Activities and/or behaviour which poses a risk to the security and safety of residents or property and may result in criminal charges and/or conviction. This may include but are not limited to committing injury to others, the use of the premises for the manufacture, cultivation, sale or supply of any prohibited drug, storing unlicensed firearms, physical assault or acts of violence.

3.2 Coodjingburra HOME Response & Intervention

Coodjingburra HOME will only investigate allegations of antisocial behaviour where the is an alleged breach of the Residential Tenancy Agreement. If a breach is substantiated, Coodjingburra HOME will facilitate early intervention and referral to support services (where appropriate) to minimise escalation of antisocial behaviour cases to the NSW Civil and Administrative Tribunal (NCAT).

Where there is no breach of the Residential Tenancies Agreement, Coodjingburra HOME will encourage tenants to resolve neighbourhood disputes independently or with the assistance of mediation services.

Coodjingburra HOME will respond to antisocial behaviour based on the categories outlined above in the following ways:

Minor and moderate antisocial behaviour:

- In the first substantiated instance of minor or moderate antisocial behaviour resulting in a breach of tenancy, we will facilitate early intervention and referral to appropriate support services.
- If a further breach occurs Coodjingburra HOME may apply the strike notice provisions of the Residential Tenancies Act 2010. Coodjingburra HOME will also request a tenant to provide a written undertaking, by way of an Acceptable Conduct Agreement not to engage in specified antisocial behaviour.

- For any further breaches Coodjingburra HOME may continue to apply the strike notice provisions of the Residential Tenancies Act 2010. Where three (3) strikes are recorded within a twelve (12) month period Coodjingburra HOME may make an application to NCAT seeking termination.

Serious antisocial behaviour

- In the first substantiated instance of serious antisocial behaviour resulting in a breach of tenancy Coodjingburra HOME will issue a formal warning letter and follow up with an interview to investigate underlying issues in the behaviour with appropriate referrals to services offered.

- Subsequent instances will result in the tenant being issued a Notice to Terminate their tenancy and an application to NCAT seeking termination.

Severe or illegal behaviour

- In substantiated instances of severe or illegal behaviour Coodjingburra HOME will seek termination of tenancy through NCAT.

3.3 Right of Appeal

For information about review and appeal rights in relation to tenancy decisions, please see our policy document in the “Tenant Appeals” tab on our website, found here:

https://coodjingburrahome.com/tenants/policies/

4. Relevant Legislation, Policies and Resources

Homes NSW - Antisocial behaviour Management Policy

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Creating Sustainable Tenancies for Tenants with Complex Needs – a Toolkit to Support Community Housing Providers Strengthen Practice in NSW & QLD | The Deck

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NOTE: We have inserted the exact links as of June 2026. Links can change from time to time. To clarify, or if you encounter any challenges, please contact Operations Manager Sharyn Logan: **sharyn.logan@coodjingburrahome.com** or **0431 633 002**