

GOOD NEIGHBOUR RELATIONS POLICY

1.0 PURPOSE AND SCOPE

This policy outlines the approach of EACH Housing Limited (EHL) to supporting positive relationships between renters, neighbours, and the broader community. It sets out the principles and framework for managing neighbourhood issues in a consistent, respectful, and legally compliant manner.

This policy applies to all long-term rental housing properties managed by EHL.

This policy does not apply to:

- Properties owned and operated directly by EACH (not managed by EHL)

2.0 POLICY STATEMENT

EHL is committed to fostering safe, inclusive, and respectful communities. Renters and neighbours are expected to behave in a way that supports the quiet enjoyment of all residents. EHL responds to complaints and concerns in a timely and respectful manner, while operating within the legal framework of the Residential Tenancies Act 1997 (Vic) (RTA) and the Charter of Human Rights and Responsibilities Act 2006 (Vic).

2.1 Good Neighbour Behaviour

EHL promotes good neighbour behaviour by ensuring renters:

- Are informed of their rights and responsibilities under the RTA.
- Understand the importance of mutual respect and quiet enjoyment.
- Are encouraged to communicate directly with neighbours where it is safe and appropriate to do so.
- Respect communal spaces and the rights of others to enjoy them.
- Take responsibility for their actions and those of guests or household members.
- Maintain cleanliness of private and shared areas, including disposal of rubbish and care of outdoor spaces.
- Keep noise to a reasonable level, especially during late-night hours, in line with EPA Victoria guidelines.

EHL recognises that most renters are respectful and responsible neighbours. However, when un-neighbourly behaviour occurs, EHL is committed to responding fairly, transparently, and consistently.

2.2 Un-Neighbourly Behaviour

Examples of un-neighbourly behaviour include:

- Vandalism or damage to property or communal areas.
- Aggressive, violent, or threatening behaviour, including yelling, swearing, or intimidation.
- Harassment, bullying, or targeted acts to distress others.
- Persistent loud noise, including music, shouting, or loud gatherings.
- Illegal activity conducted at or near the property.
- Obstructing driveways or communal access areas.
- Failure to keep the property in a reasonably clean and safe condition, including garden overgrowth, accumulation of rubbish, and storage of unregistered vehicles.

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2.3 Responding to Neighbourhood Concerns

2.3.1 Communication and Reporting

EHL accepts concerns raised by renters, neighbours, community members, body corporate representatives, and staff. Where possible and safe, parties are encouraged to resolve issues through open dialogue. If this is not feasible, individuals are encouraged to contact EHL directly.

Neighbours are expected to provide information about concerns in writing. This allows EHL to appropriately investigate the matter and ensures accurate documentation. Complainants may be required to attend the Victorian Civil and Administrative Tribunal (VCAT) if a legal process is initiated.

2.3.2 Incident Recording and Evidence

EHL encourages neighbours and complainants to maintain a written record of incidents. This may include:

- Date, time, and location of each incident.
- Description of what occurred.
- Any communication or response from the involved party.
- Photographic, video, or audio evidence if available.
- Details of any authority involvement (e.g., Police reports).

Complainants may use the *Neighbourhood Disturbance Diary* to assist in keeping detailed and consistent records.

2.3.3 Complaint Management and Investigation

EHL:

- Accepts and documents complaints without judgement.
- Provides transparency regarding timelines and next steps.
- Investigates complaints in accordance with relevant procedures.
- Refers issues to appropriate authorities (e.g., Victoria Police, local council, Dispute Settlement Centre of Victoria) when necessary.

2.3.4 Criminal Matters

Neighbours and complainants are encouraged to report any alleged criminal behaviour directly to Victoria Police. EHL does not report criminal matters on behalf of individuals but may request supporting information from Police when necessary to manage a breach of the RTA.

2.3.5 Documentation and Record Keeping

EHL maintains detailed internal records to support fair and accurate resolution of matters. All documentation is securely stored in line with EHL's Privacy Policy and legislative requirements.

2.4 Privacy and Confidentiality

EHL respects the privacy of renters and complainants in accordance with its Privacy Policy and legislative obligations. Information is not disclosed without consent unless required by

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law. Where safety is a concern, EHL may submit anonymous evidence to the Victorian Civil and Administrative Tribunal (VCAT) or request suppression of identifying information.

2.5 Compliance with the Residential Tenancies Act

All decisions and actions taken by EHL regarding neighbourhood issues are consistent with the RTA. Tenancy breaches are addressed through fair and transparent processes, including where necessary, applications to VCAT.

3.0 DEFINITIONS

Environment Protection Authority Victoria (EPA)	Victoria's independent environmental regulator that oversees residential noise and pollution standards.
EACH Housing Limited (EHL)	The registered housing provider responsible for managing long-term rental housing covered by this policy.
Rental Agreement	A formal lease agreement under the <i>Residential Tenancies Act 1997 (Vic)</i> that outlines the rights and responsibilities of both renters and rental providers.
Compliance Order:	VCAT order mandating compliance with obligations
Warrant of Possession:	A document authorising eviction
Victorian Civil and Administrative Tribunal (VCAT)	A legal body that hears and decides disputes relating to residential tenancies, including matters of neighbourhood disturbance, breaches of the RTA, and eviction.
<i>Residential Tenancies Act 1997 (Vic) (RTA)</i>	The main legislation governing residential tenancies in Victoria. It outlines the rights, responsibilities, and dispute resolution processes for renters and rental providers.

4.0 DOCUMENT OWNER

The Manager Housing Services, EHL is the subject matter expert and person responsible for this document review.

5.0 REFERENCES AND RELATED DOCUMENTS

- Residential Tenancies Act 1997 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Housing Act 1983 (Vic)
- Neighbourhood Disturbance Diary (Form)
- Privacy Policy
- Customer Complaints and Appeals Policy
- Starting a Tenancy Policy
- During a Tenancy Policy
- Ending a Tenancy Policy
- Consumer Affairs Victoria: *Renters' Rights and Responsibilities Booklet*
- Dispute Settlement Centre of Victoria: <https://www.disputes.vic.gov.au/>