



## Neighbours, Community and Dealing with Disagreements

Wentworth Community Housing (Wentworth) tenants have a right to the peaceful enjoyment of their property and to live in harmony with their neighbours.

Tenants have an obligation to abide by the Nuisance and Annoyance conditions of their Residential Tenancy Agreement, including being responsible for their own conduct as well as for the behaviour of other occupants of the household and visitors to their property.

### What makes a good neighbour?

Most people appreciate considerate neighbours and peaceful communities. Being a good neighbour normally means keeping shared space clear, keeping your property tidy, parking in your allocated parking spots (including your visitors) and not making too much noise. Here are a few tips:

- Keep music from radios, stereos and TV's to acceptable levels
- Ensure that you carry out household chores such as washing, vacuuming and lawn mowing at reasonable times of day
- Do not position music equipment against shared walls. Place them on rubber mats or a carpet to deaden the vibration
- Keep all noise down from 9.00p.m. to 8.00a.m. and ensure that it cannot be heard outside of the property
- If you have a dog, do not leave it barking constantly in the home or out in the garden
- Warn neighbours when you are going to do something particularly noisy: drilling, hammering or having a party
- Teach your children to think about how their playing habits might affect neighbours

By signing your lease with Wentworth, you have agreed to act in a reasonable way. This means you must respect your neighbour's privacy and must not disturb the peace unnecessarily.

### What should I do if I have a disagreement with my neighbour?

If you and your neighbours disagree here are a few suggestions that may help:

- discuss the matter calmly with them first – disagreements are often the result of a misunderstanding;
- make a note of when the problem happens, this maybe useful if you need to take the matter further;
- talk calmly together about possible solutions to fix the problem. There is usually a number of ways to fix the same problem. Your solution may not work for both of you;
- listen to their point of view and try to reach an agreement; and,
- if you can't resolve the dispute, a community mediation service may be able to assist. Further information is available overleaf.

### Can Wentworth assist in resolving neighbourhood disputes?

Wentworth encourages tenants and neighbours to sort out their problems between themselves. Most neighbourhood disputes are simply resolved by following the suggestions outlined above. Wentworth can also assist you to locate a community mediation service.

Wentworth will investigate complaints against tenants where there seems to have been a breach of the lease that is causing a serious and/or persistent disturbance of your peace, comfort and privacy. Wentworth will not investigate complaints that are not breaches of the lease.

If the matter is of a criminal nature, you must call the police immediately and inform Wentworth of the matter in office hours. We may ask you to put your complaint in writing. We will not tell the tenant who complained, without your permission.

When we investigate complaints, we will write or talk to the tenant claimed to be causing the problem. If the complaints are substantiated, we will give the tenant the opportunity to change their behaviour. If they continue to behave in a way that breaches their lease, we may consider more formal action. We will only do this if all reasonable efforts to resolve the problem have been made. Eviction is a last resort and will only be taken if there is reliable proof of the breaches.

Please remember that Wentworth is not always the most appropriate place to call if you are having problems with neighbours as our ability to do something about the problem is limited.

### Who else can help?

If you cannot resolve the matter yourself you could call a community mediation service.

The **Community Justice Centre** provides impartial mediators to help parties to work together to resolve a dispute.  
Phone: 1800 990 777

If the problem between you and your neighbour is about noise, animals, overgrown trees or parking issues and you think the other person has breached council by-laws you could call the local council.

<b>Blacktown City Council</b>	Phone: 9839 6000
<b>Blue Mountains City Council</b>	Phone: 4780 5000
<b>Hawkesbury City Council</b>	Phone: 4560 4444
<b>Penrith City Council</b>	Phone: 4732 7777

If you feel at risk or you think the other person may have broken the law call the **Police**.  
Phone: 131 444

## Crime Prevention Tips from the NSW Police Force

A large number of break and enter crimes are easily preventable. By introducing a number of simple and inexpensive changes to your home, you can play an active role in reducing the chances of this happening to you. By securing your home you significantly lower the risk of you and your family becoming victims of crime. Burglary can have a serious impact on families and individuals in a number of different ways.

### Help Stop House Break-Ins

- Display street number at the front of the house to assist emergency services to locate your home;
- Ensure all perimeter fences are in good order and that gates are kept closed and locked to restrict unauthorised access to your property;
- Trim trees and shrubs from around doors and windows so as not to provide concealment to intruders and increase visibility to and from the street;
- Install quality security lights around the perimeter of your home to provide more effective illumination at night;
- The power board to your home should be housed within a metal cabinet secured with an electricity authority lock to restrict tampering;
- All perimeter doors to your home should be of solid construction and fitted with quality dead lock sets to restrict unauthorised access to the home;
- All perimeter windows should be secured with key operated locks to restrict unauthorised access;
- Record descriptions, models and serial numbers of all your valuables to assist in easy identification should they be reported lost or stolen;
- Engrave your driver's licence number prefixed by the initials "NSW" on all items of value again to assist in easy identification;
- Photograph jewellery and other collectables for easy identification.
- Consider having a monitored intruder alarm system installed. Obtain at least three quotes from licensed security companies;
- Garages should be locked to restrict access. Roller tilt and panel lift doors can be secured with additional lock sets in the form of hasp and staple or padlocks;
- Garden sheds should be securely anchored to the ground to prevent lifting. A suitable lock set should also be fitted;
- Garden tools, equipment and ladders should be locked away when not in use to prevent them being used to gain access to your home.

### More Information

If you would like further information please contact your local office.

**Phone: 4777 8000**

<b>Penrith Head Office</b>	Borec House, Suite 1002, Level 1, 29-57 Station St, Penrith
<b>Opening hours:</b>	8.30am - 4.30pm Monday to Friday, 1.00 pm to 4.30 pm Wednesday
<b>Blue Mountains Office</b>	Shop 3, 23-27 Cascade St, Katoomba
<b>Opening hours</b>	9.00am - 4.30pm Mon/Tue/Thurs/Fri Closed Wednesday
<b>Hawkesbury Office</b>	409a George St, South Windsor
<b>Opening hours:</b>	8.30am - 4.30pm Mon/Tue/Thurs/Fri Closed Wednesday

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