

## Reporting complaints

It is important that alleged incidents of disruptive behaviour are reported as soon as possible to enable a timely investigation.

Disruptive behaviour can be reported to the Disruptive Behaviour Reporting Line on **1300 597 076** or on the Housing Authority website at [www.housing.wa.gov.au](http://www.housing.wa.gov.au).

## Investigating and handling complaints

Where complaints have been determined as disruptive behaviour, the Housing Authority will proceed with an investigation.

Following a complaint being received, the Housing Authority will:

- maintain the confidentiality of the complainant and tenant
- adhere to the principles of procedural fairness during the investigation and decision making process
- obtain as much information as possible, including independent verification from Police, neighbours and witnesses where appropriate
- give the tenant an opportunity to respond to the complaint
- assess all available evidence
- determine whether there is evidence to corroborate the complaint and whether the behaviour is a breach of the *Residential Tenancies Act 1987*.

## Legal proceedings

The Housing Authority is committed to ensure tenants meet their obligations under the *Residential Tenancies Act 1987*. Neighbours are entitled to the quiet enjoyment of their own homes and, as such, disruptive behaviour in public housing will not be tolerated.

Once a final strike has been issued against a tenancy, the Housing Authority will seek a Court Order from the Magistrates Courts to terminate the tenancy.

The decision to terminate the tenancy is exclusive to the Magistrates Court. The Housing Authority is required to provide evidence to support that the incidents of disruptive behaviour occurred and that the behaviour warrants terminating the tenancy. The Housing Authority will ask the complainant and witnesses to attend and present their eyewitness account as evidence in court.



If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit: [www.relayservice.gov.au](http://www.relayservice.gov.au)



Government of Western Australia  
Housing Authority

OPENING DOORS  
To Affordable Housing

## Housing Authority Offices

### Head Office

99 Plain Street  
East Perth 6004  
Tel: (08) 9222 4666  
Toll free: 1800 093 325

### METROPOLITAN OFFICES

**Armadale**  
Shop 2A, Armadale Shopping Centre  
Cnr Commerce Ave & Third Road  
Armadale 6112  
Tel: (08) 9391 1600

**Bentley**  
Please see Victoria Park

**Cannington**  
17 Manning Road  
Cannington 6107  
Tel: (08) 9350 3244

**City Office**  
605 Wellington Street  
Perth 6000  
Tel: (08) 9476 2444

**Fremantle**  
42 Queen Street  
Fremantle 6160  
Tel: (08) 9432 5300

**Joondalup**  
Unit 4, 7 Wise Street  
Joondalup 6027  
Tel: (08) 9404 3300

**Kwinana**  
2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 9411 9500

**Mandurah**  
1/17 Sholl Street  
Mandurah 6210  
Tel: (08) 9583 6100

**Midland**  
21 Old Great Northern Highway  
Midland 6056  
Tel: (08) 9250 9191

**Mirrabeeka**  
8 Sudbury Road  
Mirrabeeka 6061  
Tel: (08) 9345 9655

### Victoria Park

269 Albany Highway  
Victoria Park 6100  
Tel: (08) 9350 3700

### GREAT SOUTHERN

**Albany**  
131 Aberdeen Street  
Albany 6330  
Tel: (08) 9845 7144

**Katanning**  
6 Daping Street  
Katanning 6317  
Tel: (08) 9891 1800

### SOUTH WEST

**Bunbury**  
22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 9792 2111

**Busselton**  
Suite 1A, 9 Harris Road  
Busselton 6280  
Tel: (08) 9781 1300

**Manjimup**  
Unit 10,  
30-32 Rose Street  
Manjimup 6258  
Tel: (08) 9771 7800

### GOLDFIELDS

**Esperance**  
92 Dempster Street  
Esperance 6450  
Tel: (08) 9072 3000

**Kalgoorlie**  
Unit 1-2,  
84-96 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 9093 5200

### MID WEST

**Carnarvon**  
30 Robinson Street  
Carnarvon 6701  
Tel: (08) 9941 6500

**Geraldton**  
201 Marine Terrace  
Geraldton 6530  
Tel: (08) 9923 4444

### Meekatharra

14 Main Street  
Meekatharra 6642  
Tel: (08) 9956 5000

### PILBARA

**Karratha**  
The Quarter HQ  
Level 2, 20 Sharpe Ave  
Karratha 6714  
Tel: (08) 9159 1700

**South Hedland**  
Cnr Brand & Tonkin Sts  
South Hedland 6722  
Tel: (08) 9160 2800

### WEST KIMBERLEY

**Broome**  
Corner of Frederick  
and Weld Streets  
Broome 6725  
Tel: (08) 9158 3600

**Derby**  
West Kimberley House  
Lot 265 Loch Street  
Derby 6728  
Tel: (08) 9158 4000

### EAST KIMBERLEY

**Halls Creek**  
Lots 72 & 73  
Great Northern Hwy  
Halls Creek 6770  
Tel: (08) 9168 9300

**Kununurra**  
16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 9166 5100

### WHEATBELT

**Merredin**  
27 Mitchell Street  
Merredin 6415  
Tel: (08) 9081 3800

**Narrogin**  
Government Building  
11-13 Park Street  
Narrogin 6312  
Tel: (08) 9881 9400

**Northam**  
5 Elizabeth Place  
Northam 6401  
Tel: (08) 9690 1900

# Disruptive Behaviour Management



Disruptive behaviour can adversely impact on communities and neighbourhoods when not appropriately addressed and managed.

The Housing Authority, in conjunction with other government and non-government agencies, is committed to addressing disruptive behaviour, and its impact, when it occurs in public housing tenancies.

The Housing Authority will engage with complainants and tenants to address disruptive behaviour and work towards the best outcome for those involved.

Disruptive behaviour that is caused or permitted by tenants places their tenancy at risk of legal action and subsequent termination by the Magistrates Court.



## What is disruptive behaviour?

Incidents of disruptive behaviour that can be independently corroborated are classified as:

- dangerous behaviour
- serious disruptive behaviour
- disruptive behaviour.

The Housing Authority's response will be proportionate to the severity of the behaviour.

## Dangerous behaviour

These activities pose a demonstrated risk to the safety or security of residents or property; or have resulted in injury to a person in the immediate vicinity with subsequent Police charges or conviction.

### Examples:

- physical assault and violence towards a person not associated with the tenancy
- aggravated threats to safety and intimidation which goes beyond verbal abuse, such as threats with a weapon
- intentional or reckless damage to property resulting in Police charges or conviction.

### Response:

Legal proceedings seeking termination of the tenancy will commence immediately.

## Serious disruptive behaviour

These activities intentionally or recklessly cause serious disturbance or which could be expected to cause concern for the safety or security of a person or their property residing in the immediate vicinity.

### Examples:

- verbal threats towards neighbours
- abusive language towards neighbours including vilification based on race, religion, gender and sexual orientation and other forms of harassment
- vandalism, graffiti, defacement to property in the immediate vicinity (other than the tenant's own property) not warranting criminal charges
- physical fighting between householders or visitors that emanated from the tenant's property which impacts on neighbours.

### Response:

A first strike as a final warning will be issued following an independently corroborated incident.

Legal proceedings seeking termination of the tenancy will commence where a subsequent incident (of similar severity) occurs within a period of 12 months.

## Disruptive behaviour

These activities cause a nuisance and/or unreasonably interferes with the peace, privacy or comfort of persons who reside in the immediate vicinity.

### Examples:

- loud parties with no violent or destructive behaviour which impacts on neighbours
- domestic and family disputes which impacts on neighbours
- unwanted entry into neighbouring properties
- substantial disturbance from children associated with loud noise but short of serious misdemeanours, such as property damage
- excessive noise from TVs, stereos, vehicle engines and any other household items which impacts on neighbours.

### Response:

A strike will be issued for an independently corroborated incident. Legal proceedings will commence where three strikes are issued within a period of 12 months.

## What is not disruptive behaviour?

Any behaviour that can reasonably be expected to occur as part of daily life is not considered disruptive behaviour.

The Housing Authority does not investigate complaints that do not constitute disruptive behaviour. This includes complaints involving neighbourly disputes, incidents occurring away from the tenant's property and where complaints have been determined as vexatious.

Where appropriate, the Housing Authority will investigate the issue outside the disruptive behaviour management process.

