



DEPARTMENT OF HOUSING

Antisocial behaviour complaint form

If you wish to lodge a complaint please:

- 1. Complete this form in BLOCK LETTERS. A Territory Housing officer can help you if you need.
2. Sign the declaration.
3. Lodge the complaint at your nearest housing office or mail to:

Department of Housing Complaints
GPO Box 4621
DARWIN NT 0801

Note: All information you declare will remain confidential.

Do you require an interpreter to help you complete this form? [] Yes [] No

If yes, please indicate your preferred language:

.....

1 Contact details for person/s making the complaint

First name(s):

Last name:

Home phone:

Mobile phone:

Residential address: Postcode:

Postal address (if different from residential address)

Address: Postcode:

2 Details of the person or property the complaint relates to

(If the issue involves criminal or illegal activity you should contact the Northern Territory Police on 131 444 immediately, and then contact Department of Housing)

Residential address: Postcode:

When did the incident happen – Date: Time:

Nature of complaint/incident:

(If you need more space, please attach additional pages)

.....
.....
.....
.....

Department of Housing Office Use Only
WebEOC reference:
Date received: / /
Officer's name:
Officer's signature:

For assistance in your language please call the Territory Housing Office on 1300 301 167.
"Đề được sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư qua số 1300 301 167"
للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167
Untuk bantuan bahasa hubungilah Dinas Perumahan Territory Housing di nomor telp 1300 301 167
សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវាលំនៅឋានតាមរយៈលេខ៖ 1300 301 167
အင်္ဂလိပ်စကားနားလည်ဖို့အကူအညီအတွက် အိမ်ယာဝန်ဆောင်မှုဌာန ၁၃၀၀ ၃၀၁ ၁၆၇ ကို ခေါ်ပါ။
若需語言協助 請撥1300 301 167 与房屋服务联络
Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.
Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.
For language assistance please call Territory Housing on 1300 301 167.

Work phone:

Email address:

3 Have you previously lodged a complaint with Department of Housing about the tenant or property?

Yes No

If yes, when:

If yes, did Department of Housing give you an antisocial behaviour incident form? Yes No

4 What effect has the disruption had on you/your family?

.....
.....
.....

5 Did anyone else witness this event? Yes No

If yes, what are their contact details?

Name: Address

..... Phone no:

Name: Address

..... Phone no:

6 Have you reported the behaviour to the police? Yes No

If yes, please provide details.

When did it happen? Date:..... Time:..... Police station:.....

Officer's name:..... PROMIS number (if supplied):.....

Did the police attend your home, or the home of the person complained about? Yes No

What action did police take?.....

7 Do you wish to remain anonymous? Yes No

Please note that Department of Housing will not divulge your personal details to your neighbour, however, it may be required to provide information regarding the incident/s you have reported.

8 Statement of privacy

Department of Housing respects your right to privacy. Information you provide during the complaints process will be treated in accordance with the Information Privacy Principles of the *Information Act (NT)*.

9 Declaration

I/We, (name/s in BLOCK LETTERS)

declare that, to the best of my/our knowledge, the information provided on this complaint form is true and correct.

Signed Complainant 1: Date:

Signed Complainant 2: Date:

If you have any concerns please contact the Public Housing Safety Hotline on 1800 685 743 between the hours of 8am and 4pm.

Frequently asked questions

The information below answers the most common questions about reporting antisocial behaviour. The information may assist you in completing the Antisocial Behaviour Complaint Form and Incident Diary.

Who should use the Antisocial Behaviour Complaint Form and Incident Diary?

The Antisocial Behaviour Complaint Form should be used by anyone who is experiencing continuous, ongoing issues with a neighbour who is a tenant of Department of Housing.

What should be recorded on the Antisocial Behaviour Complaint Form and Incident Diary?

Examples of the type of incidents that should be recorded includes incidents of an offensive, threatening or aggressive nature and ongoing loud music. It is also important to record what effect these behaviours have on you and your family and to record facts about the incident and behaviour described in the Three Strikes Policy fact sheet.

What type of incidents should not be recorded on the Antisocial Behaviour Complaint Form and Incident Diary?

Incidents that should not be recorded on the complaint form are those that are the result of a personality disagreement, irritating behaviour or an argument with your neighbour. However, if the argument involves violence real or threatened behaviour, or racial or derogatory comments which have been unprovoked, then we recommend recording those instances. Other minor issues such as noise arising from children playing outside at a reasonable time should also not be recorded. Please contact your local council if the disruption is due to dogs barking continuously.

What action can be taken for minor disputes?

It is not Department of Housing's responsibility to resolve minor disputes between neighbours. You will need to accept that sometimes you will be able to hear your neighbours or they may have opinions and ways of doing things that are different from your own. However, if a neighbour's behaviour is causing issues, the best way to resolve it is to approach your neighbour. Most people will be reasonable when approached in person and may not realise that a problem exists.

If you have been unable to resolve a minor dispute with your neighbour, then you may want to consider mediation. Mediation can be an effective way of dealing with some disputes. For information regarding mediation contact the Community Justice Centre on 1800 000 473 or discuss it with Department of Housing.

What if the situation is extremely serious?

Department of Housing is limited in their capacity to deal with criminal activities. If the problem involves violence or criminal activity you should contact the Northern Territory Police on 131 4444 immediately. Always ask the police for a PROMIS Number.

How will the information provided in the Complaint Form and Incident Diary be used?

The incidents you have recorded will be investigated by department staff and you will be advised of the outcome. Department of Housing will consider the best course of action to resolve the issues. The options available to Department of Housing include:

- mediation through the Community Justice Centre;
- an Acceptable Behaviour Agreement;
- the likelihood of commencing eviction action against the tenant; or
- action under the Three Strikes Policy.

Where eviction action is identified, Department of Housing must provide sufficient evidence to satisfy the court that an eviction is reasonable. This may include evidence from you. Department of Housing recognises that it may not be easy to give evidence in court against your neighbour; however it is important to note that the Court will take your evidence into consideration when determining the outcome. Without your evidence it may be difficult for Department of Housing to obtain an eviction order.