

FACT SHEET

NEIGHBOURHOOD DISPUTES – COMPLAINTS MANAGEMENT

Coast2Bay is committed to encouraging a safe, healthy and peaceful environment for all tenants and ensuring that neighbours of community housing properties are provided with quite enjoyment of their homes.

This fact sheet provides general information on how Coast2Bay and you can best deal with neighbourhood disputes.

WHAT IS A NEIGHBOURHOOD DISPUTE?

Neighbourhood disputes usually involve two or more neighbours that disagree on issues such as behaviour of tenants, noise, fences, trees, visitors or pets. Issues can range from minor everyday disruptions to serious conflicts.

YOUR RESPONSIBILITIES

Most minor neighbourhood disputes can be resolved if all parties are prepared to simply talk to each other. Sometimes the person is not aware that they are disturbing your peace and enjoyment.

It is acknowledged that sometimes you do not feel comfortable in talking to your neighbour for fear of retribution, or due to the seriousness of the dispute, or sometimes you are unaware of the appropriate agency to handle your complaints.

YOU CAN:

- Talk to your neighbour if you feel comfortable doing so before it becomes serious.
- Talk to your local Coast2Bay office or Tenancy Manager for advice or referral to the appropriate authority.
- Lodge a complaint with your Coast2Bay office in the first instance.
- Use the Dispute Resolution Service if you cannot resolve the matter and are prepared to engage a third party to help resolve the dispute.
- Contact the Queensland Police Service immediately should the situation become serious and/or you feel your safety, property (or pets) is in danger.

COAST2BAY RESPONSIBILITIES

What we can't do:

It is not Coast2Bay's responsibility to resolve neighbourhood disputes, and we cannot disclose information that encroaches on the tenant's right to privacy under the *Information Privacy Act 2009*. For example, we may not be able to tell you what actions we have taken against the tenant.

Coast2Bay does not have the powers or responsibilities of the Queensland Police Service, local council or the Dispute Resolution Centre. For example:

- If you want to complain about reckless driving in your street, you should contact the Queensland Police Service.
- If a neighbour is parking cars on the footpath, you would contact the local council.
- If you received threats from neighbours, you should immediately call the Queensland Police Service.
- If your neighbour has a dog whose barking annoys you, contact your local council.

Once your issue has been substantiated by the appropriate agency, you should then contact your local Coast2Bay office.

What we can do:

We can only intervene and provide solutions to issues where we have authority to do so under the *Residential Tenancies and Rooming Accommodation Act 2008* as a landlord.

Where a complaint has been made in writing regarding a potential breach of a current tenancy, the department is obligated to investigate the complaint and implement appropriate actions.

In general, if the complaint is substantiated, Coast2Bay can implement one or all of the following actions, depending on the nature and seriousness of the complaint:

- Issue a Notice to Remedy Breach, giving the tenant 14 days to rectify the matter.
- Refer tenants to other agencies for additional assistance e.g. Disability Services.
- Make referrals to mediation services e.g. Dispute Resolution Service.
- Engage other agencies to intervene where serious issues have been identified that are not within Coast2Bay's jurisdiction e.g. Queensland Police Service.
- Consider a transfer to an alternate property: This is not an appropriate resolution to all complaints and will only occur in extreme circumstances or as a last resort.
- Make an application to the Queensland Civil and Administrative Tribunal (QCAT) to terminate the tenancy. However, this will only occur in extreme circumstances. It is not an appropriate resolution to all complaints. Coast2Bay do not decide if an eviction will occur. The authority to terminate Community Housing tenancies is solely the discretion of QCAT.

FOR FURTHER INFORMATION ON THE COMPLAINTS PROCESS

Call: Your local Coast2Bay office on 1300 796 716 (Sunshine Coast) & (Caboolture)

Visit: www.Coast2Bay.com.au

Email: tenancy@coast2bay.com.au

Fax: 07 5451 2909 (Sunshine Coast) & (Caboolture)

Or write to: Coast2Bay
P.O Box 324
Nambour Qld 4560