

UNITINGSA – HOUSING SERVICES

BEING A GOOD NEIGHBOUR

Helping create a safe and respectful community

Living in a community means sharing spaces with people from different backgrounds, cultures, lifestyles and beliefs. Everyone has the right to feel safe, respected and enjoy the peaceful use of their home.

You don't need to become friends with your neighbours, but everyone should treat each other with courtesy and respect.

What we ask of you

As a tenant, please:

- be polite and respectful to your neighbours, visitors and UnitingSA Housing employees
- respect other people's privacy and personal boundaries
- keep noise to a reasonable level, particularly at night
- look after shared areas and help keep them clean and tidy
- supervise children in common areas
- clean up after your pet (where pets are permitted)
- park only in your allocated space and ensure your visitors park appropriately
- make sure your household members and visitors behave respectfully
- follow the conditions of your tenancy agreement.

Respecting personal boundaries

Everyone enjoys community living differently.

Some people enjoy getting to know their neighbours, while others prefer more privacy. Please respect each person's choice and avoid becoming involved in other people's personal matters or conflicts.

If you have a concern

Many everyday issues can be resolved by having a calm and respectful conversation.

If you feel safe doing so, consider speaking with your neighbour first about concerns such as:

- occasional noise
- parking issues
- use of shared outdoor areas
- other minor day-to-day matters.

Please do not approach your neighbour if you feel threatened, intimidated or unsafe. If there is an emergency or you are concerned for someone's safety, contact SAPOL immediately and then notify us.

When will UnitingSA become involved?

UnitingSA will investigate concerns where there may be a breach of tenancy agreement conditions.

Examples include:

- ongoing excessive noise
- harassment, bullying or intimidation
- threatening or abusive behaviour
- violence
- damage to property
- unlawful activity
- repeated behaviour that unreasonably affects another person's peace, comfort or safety.

Not every disagreement requires UnitingSA to intervene. Differences in personalities, lifestyles or opinions are often part of community living.

How we manage complaints

If a complaint is received, we will:

- listen to everyone involved
- consider all available information
- investigate fairly and without bias
- with your consent provide referrals to support services where appropriate
- treat everyone with respect
- make decisions based on the available evidence.

Making a complaint does not automatically mean someone has breached their tenancy agreement.

Communication

We are committed to treating every tenant fairly and respectfully.

In return we ask that all communication with our team remains respectful.

Working together

Positive communities are created when everyone:

- respects each other
- values diversity
- considers the impact of their behaviour on others
- takes responsibility for their household, visitors and pets.

Together we can create a community where everyone feels safe, welcome and proud to call home.