



Neighbourhood Disputes – important information from Housing ACT

What is a Neighbourhood Dispute?

Everyone has a right to live in peace and comfort and not be disturbed by those who live nearby. Sometimes, however, a person's peace and comfort can be disturbed by a neighbourhood dispute.

Neighbourhood disputes usually involve two or more neighbours who disagree over such things as noise, smoke, fences, trees, pets, relationships, property maintenance, etc. Not only is your peace and comfort likely to be disturbed by such a dispute, but occasionally you may find yourself unwittingly becoming involved.

In most cases neighbourhood disputes are resolved because the parties to the dispute want a resolution and because they are prepared to talk with each other about how to achieve that resolution. Sometimes a third party can be engaged to help resolve a dispute.

Here are the names and contact details of a number of agencies that have skills in resolving neighbourhood disputes:

- [Conflict Resolution Service](#)
Telephone: 61624050
- [Tenants Advice Service](#)
Telephone: 6247-2011. Provides advice and legal assistance, liaises with residents' groups, and provides information on tenants' rights and responsibilities. It also conducts community education.
- [ACT Legal Aid Office](#)
Telephone: 6243 3411. Provides legal advice on issues associated with neighbourhood disputes.
- [Welfare Rights and Legal Centre](#)
Telephone: 6247-2177
- [Australian Federal Police](#)
Telephone: 11444
- [Child Protection](#)
Telephone: 6207-1069
Telephone: 6207-1466 (Centralised Intake Service)
Telephone: 6207-0720 (After Hours)
- [Public Health Complaints](#)
Telephone: 6205-1700
- [Pollution complaints \(noise, air, water\)](#)
Telephone: 6207-9777



- **Abandoned vehicles/rubbish on nature strips**
Telephone: 6207 7132
- **Dog control and dog disputes**
Telephone: 6207-2424
- **Other animal nuisance**
Telephone: 6207 2253

Housing ACT's responsibilities

It is not Housing ACT's responsibility to resolve neighbourhood disputes. On the other hand, Housing ACT is concerned to ensure the success of its public housing tenancies. It will therefore take action whenever a public housing tenancy agreement is breached. Such breaches usually involve the following:

- illegal structures
- unapproved home businesses
- unauthorised tenants or sub-letting
- poorly maintained grounds.

If you suspect that a public housing tenancy agreement is being breached you may:

- write to Housing ACT stating the nature of the problem.
- provide the name and address of the person you think is breaching the tenancy agreement.
- provide your name and telephone number so that we can obtain further information if necessary.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.

Accessibility

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