



Managing Neighbourhood Complaints

We provide homes for a diverse range of people with different lifestyles, backgrounds and needs. We want all tenants to feel safe and comfortable where they live.

Tenant rights and responsibilities

As a tenant you have a right to the peaceful enjoyment of your home.

Under the Residential Tenancy Agreement, you are responsible for the behaviour of everyone in your home, including visitors.

Unacceptable behaviour

The following behaviours can breach your tenancy agreement and affect your neighbours right to the peaceful enjoyment of their home:

- Loud noise, particularly at night
- Verbal abuse, threats or harassment
- Aggressive or intimidating behaviour
- Vandalism
- Noise or nuisance from vehicles or pets
- Criminal activity.

Being a good neighbour

Knowing how to be a good neighbour, and what to do when issues arise, helps keep our communities welcoming for everyone.

- Listen when a neighbour raises a concern
- Reduce noise if asked
- Respect other people's differences and lifestyles
- Use respectful language
- Share common areas fairly, including gardens, parking, laundries and bin areas.

Having a problem with a neighbour?

- Talking directly to your neighbours is often the quickest way to work things out.
- If talking directly feels difficult, or the problem continues, talk to your Housing Manager.
- For serious or urgent matters, contact:
 - Police (000) – criminal activity, threats, violence, feeling unsafe.
 - Local Council – dumped rubbish or aggressive / noisy pets.

What will Bridge Housing do about neighbourhood complaints?

Bridge Housing investigates all complaints fairly, gathering information from everyone involved. We may also seek information from NSW Police when relevant. Most issues are resolved without formal action. Where there is clear evidence of a tenancy breach, we may:

- Issue a formal warning letter
- Apply to the NSW Civil and Administrative Tribunal (NCAT)
- Refer individuals to support services
- Hold a block meeting to discuss issues affecting multiple residents

Keeping a diary of incidents, including dates, times and details, can strengthen your complaint.

Bridge Housing cannot investigate criminal activity. Where police confirm a tenancy breach has occurred, we will take appropriate action.

The NSW Civil and Administrative Tribunal (NCAT)

NCAT can order that specific behaviour stops if it is a breach of the Residential Tenancy Agreement. In serious or ongoing cases, the NCAT has the power to terminate a tenancy. Evidence from all parties will be considered.

Further information

Further information about how we manage neighbourhood issues can be found in our [Neighbourhood Complaints Policy](#) on the Bridge Housing website.

Need help?



Call the Customer Care Hub – [02 8324 0800](tel:0283240800)



If English is not your first language and you need assistance phone the Translating and Interpreting Service (TIS) – [131 450](tel:131450). They will call Bridge with you.



If you are deaf, hard of hearing, or have a speech impairment contact the National Relay Service – [1800 555 660](tel:1800555660) or accesshub.gov.au