

VCCH TENANCY MANAGEMENT – NEIGHBOURS AND DISPUTES PROCEDURE

Name of Procedure:	VCCH Tenancy Management – Neighbours and Disputes Procedure
Approval Authority:	CEO
Date effective:	14 May 2026
Due to be reviewed:	14 May 2026
Accountable Officer:	EGM Housing and Property Strategy
Responsible Officer:	Head of Housing & Partnerships
Procedure applies to:	VincentCare Community Housing

1. Purpose

- 1.1 The purpose of this Procedure is to establish VincentCare Community Housing's and VincentCare Victoria (VCCH) approach to renter and neighbour relationships and dispute resolution.

2. Scope

- 2.1 This Procedure applies to VCCH .

3. Policy

- 3.1 Tenancy Management Policy

4. Procedures

- 4.1 VCCH is committed to:
- Promoting a safe and secure environment for all residents renters;
 - Responding promptly to allegations of anti-social behaviour to ensure the safety of all residents renters;
 - Working in line with the Residential Tenancies Act (RTA) and the Victorian Charter of Human Rights and Responsibilities Act 2006;
 - Working in line with Performance Standards for Registered Housing Agencies and the Rainbow Tick Standards;
 - Transparent decision making; and
 - Confidentiality – All renter/neighbour disputes will be treated as confidential in accordance with the Society's Privacy Policy.

ESTABLISHING RESPECTFUL RELATIONSHIPS

- 4.2 VCCH will inform new renters of the importance of establishing and maintaining open, positive and respectful relationships with their neighbours.
- 4.3 VCCH will advise new renters that the following are considered unacceptable behaviour:
- a) excessive and/ or repeated noise;
 - b) intimidation, abuse or harassment;
 - c) aggressive and threatening language or behaviour;
 - d) vandalism;
 - e) nuisance caused by vehicles, such as where they are parked or the way repairs are being carried out; and
 - f) nuisance caused by pets.
- 4.4 VCCH staff will investigate when reports of incidents are received and will gather evidence from witnesses as required.
- 4.5 Where a renter's behaviour places other renters, staff or contractors in danger, VCCH will take action under the Residential Tenancies Act 1997 (Vic) (RTA). In considering action, VCCH will prioritise the safety of others.
- 4.6 Renters are given the opportunity to respond to allegations against them and their account of an incident will be given consideration.
- 4.7 Resolving disputes and responding to challenging behaviours is a collaborative process between the renter (and their supports, where applicable), VCCH and the other parties involved.

COMPLAINT REFERRAL

- 4.8 Where VCCH staff are unable to resolve neighbour complaints to the satisfaction of either or both parties, they may be referred to appropriate external organisations which deal with neighbour disputes including Department of Families, Fairness and Housing (DFFH), Dispute Settlement Centre, Victorian Legal Aid, Victorian Civil and Administrative Tribunal (VCAT). The Housing Registrar may investigate complaints from renters if not resolved satisfactorily by VCCH within 30 days.
- 4.9 VCCH is not able to deal with renter/neighbour complaints dealing with criminal matters. Such matters should be referred to Victoria Police.
- 4.10 VCCH will provide clear information and direction to all parties involved in neighbour disputes and complaints.

5. Supporting Documentation

- 5.1 Privacy Policy

6. Legislative and Regulatory Obligations and Quality Alignment

6.1 This Procedure supports VCCH's alignment with the following legislation or quality standards:

- a) [Housing Act 1983](#)
- b) [Residential Tenancies Act 1997](#)
- c) [Guidelines for Registered Housing Agencies published by Department of Health and Human Services DHHS](#)
- d) [Performance standards for registered housing agencies](#)
- e) [Privacy Act 1988 - Federal Register of Legislation](#)
- f) [Privacy and Data Protection Act 2014 \(Vic\)](#)
- g) [Charter of Human Rights and Responsibilities Act 2006](#)
- h) [Rainbow Tick Standards - 3rd edition](#)