

Acceptable Behaviour Agreement fact sheet

The department takes public housing safety seriously and uses Acceptable Behaviour Agreements as a tool to manage antisocial behaviour in and around public housing.

An Acceptable Behaviour Agreement (agreement) is a written agreement between you and the CEO (Housing) where you agree not to engage in antisocial behaviour in or around your public housing premises. The agreement applies to you, recognised occupiers and your visitors.

What is antisocial behaviour?

Behaviour is antisocial if it:

- involves abusive or violent behaviour directed to a person; or
- creates alarm or fear in, or annoyance to, neighbours or others in the vicinity; or
- involves graffiti, littering or vandalism.

The department classes antisocial behaviour into three categories.

Minor antisocial behaviour is conduct that causes annoyance from a public housing premises, including behaviour on land next to or opposite the premises.

Examples include:

- nuisance from you, recognised occupiers, and visitors who are at the premises with your consent
- excessive noise from televisions, stereos, radios, motor vehicles, parties or behaviour that interferes with the reasonable peace and privacy of neighbours
- offensive/foul language that interferes with the reasonable peace and privacy of neighbours or causes annoyance to neighbours or others nearby, including departmental staff and/or contractors.

Moderate antisocial behaviour is abusive behaviour directed to a person, or behaviour that causes fear or alarm to neighbours or others nearby, including behaviour on land next to or opposite the premises.

Examples include:

- threatening, intimidating, abusive, frightening and harassing behaviour directed at others, including departmental staff and/or contractors
- verbal abuse that creates alarm or fear in neighbours or others nearby, including departmental staff and/or contractors
- moderate damage to public housing property and/or neighbours that is intentionally caused or permitted.

Serious antisocial behaviour is violent behaviour caused or permitted by you towards any person near the public housing premises. This includes behaviour on land next to or opposite the premises, or vandalism or damage to public housing property.

Examples include:

- abusive, aggressive and/or frightening behaviour directed at others that extends beyond verbal abuse, including behaviour directed at departmental staff and/or contractors
- threats to the health and safety of a person
- use or threatened use of a weapon in a person's possession
- physical assault and acts of violence.

When is Acceptable Behaviour Agreement required?

The department considers your history, including the history of any recognised occupiers.

If the department reasonably believes that you or a recognised occupier are likely to engage in antisocial behaviour, you may be required to enter into an agreement.

Do I have to enter into an Acceptable Behaviour Agreement?

If you refuse or fail to enter into the agreement, the department may seek to terminate your tenancy and take possession of the premises under the *Residential Tenancies Act*.

You have up to 28 calendar days to consider the agreement before signing.

What happens if I breach my Acceptable Behaviour Agreement?

The department may seek to terminate your tenancy under the *Residential Tenancies Act* and take possession of the premises if the agreement is seriously or repeatedly breached.

Can I receive demerit points while on an Acceptable Behaviour Agreement?

Yes. You can still be issued demerit points for substantiated incidents of antisocial behaviour.

If you have active demerit points issued under the Red Card policy, you may also be required to enter into an agreement.

The department may seek to terminate the tenancy before six demerit points are issued if the terms of the agreement are repeatedly or seriously breached.

For more information on the Red Card policy, please refer to dhcd.nt.gov.au.

How can I get help dealing with Antisocial Behaviour?

If you need help dealing with antisocial behaviour in or around your home, you can call the Public Housing Safety Hotline on 1800 685 743, Monday to Friday, from 8am to 4pm.

For help after hours contact the police on 131 444.

If the situation is an emergency or the matter is urgent call the police on 000.

Where can I get more information?

For further information contact your local Housing office:

Alice Springs	(08) 8951 5344
Katherine	(08) 8973 8513
Greater Darwin	(08) 8999 8814
Nhulunbuy	(08) 8987 0533
Palmerston	(08) 8999 4767
Tennant Creek	(08) 8962 4497

Visit dhcd.nt.gov.au for more information on managing antisocial behaviour.

Kuonega nasi katika lugha nyingine mbali na Kilingereza, pigia simu huduma ya ukalimani kwa 131450
 Para falar conosco em outro idioma além do inglês, chame o serviço de intérprete no 131450.
 Muốn nói chuyện với chúng tôi bằng các ngôn ngữ khác ngoài tiếng Anh, hãy gọi dịch vụ thông dịch qua điện thoại số 131450.
 หากต้องการสนทนาด้วยเราในภาษาอื่นที่ไม่ใช่ภาษาอังกฤษ กรุณาโทรไปรับบริการผ่านทางโทรศัพท์ หมายเลข 131450
 ຫາກຕ້ອງການສົນທິສຸມ ມີພາສາອື່ນທີ່ບໍ່ແມ່ນພາສາອັງກິດ ກະລຸນາຕິດຕໍ່ບໍລິການສຳຫຼັບຜູ້ເຮັດສັນຍາ ທາງໂທລະສັບ ທາງເລກສຳ ຂອງເບີ 131450
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 Untuk berbicara dengan kami dalam bahasa lain yang bukan bahasa Inggris, hubungi layanan juru bahasa telpon di 131 450.
 لكي تتمكن من التحدث معنا بلغات غير الإنجليزية، اتصل بخدمة الترجمة الهاتفية على الرقم 131450.