

Being a good neighbour fact sheet

You have the right to enjoy public housing in reasonable peace, comfort and privacy. Your neighbours also have this right, so it's important you are mindful of this and are respectful of them.

Living near others can be challenging. Not everyone lives the same way or makes the same choices. Your neighbours may choose to live a different way, which you may find annoying.

Tolerance of others is important. A friendly chat to let your neighbours know how you feel can often solve problems before they get worse.

Tips for houses

- Keep shared areas and fences free from hanging personal items.
- Use the bins correctly, store them with the lids closed and ensure you place your rubbish bags inside the bins. You should contact the council if the bin requires replacing or rubbish removed.
- Respect the people who live around you. Everyone is different and has their own way of doing things.
- Do not create a nuisance or trespass onto any neighbours' property.
- Be aware of the noise coming from your house. Loud music and noise from the television, children and pets can disturb your neighbours. Try to keep noise low late at night and early in the morning.
- Take responsibility for your visitors and ensure they don't create disturbances.

Tips for unit complexes

- Care and respect areas you and your neighbours use together. Everyone has equal rights to use these areas and any equipment in them.
- Keep shared areas clean and tidy. This includes keeping walkways, stairs and bin bays clear to enter and exit.
- Hang clothes and personal items to dry on clothes lines. Keep shared balconies and areas free from hanging personal items.
- Use the bins correctly, keep them inside the bin bays with the lids closed and ensure you place your rubbish bags inside the bins. You should contact the department if the bin requires cleaning or rubbish removal.
- Be courteous when parking your vehicle in complex carparks and park only within the carpark. There are no designated parking spots.
- Respect the people who live around you. Everyone is different and has their own way of doing things.
- Do not create a nuisance or trespass onto any neighbour's property.
- Be aware of the noise coming from your house. Loud music, television noise, and noise from children and pets can disturb your neighbours. Try to keep noise low late at night and early in the morning.
- Take responsibility for your visitors and ensure they don't create disturbances.
- Fire extinguishers and fire hoses are there for a reason. Do not touch them or use them unless there is a fire.

What do I do if I'm having problems with my neighbour?

When you have a problem with your neighbour it is important to speak to them first. They might not know they are causing a problem.

Be clear about what the problem is and how it's affecting you. Listen to each other and try to settle any problems before getting others involved.

If you need more help to resolve a problem you can contact the Community Justice Centre (CJC) who can provide independent mediators to help resolve a dispute. This service is free and confidential.

What can the department do?

Staff can provide information on support services that help with mediation and can provide referrals to these services on your behalf. The department does not get involved in minor disputes between neighbours. You need to take responsible steps to resolve issues with your neighbours.

The department will only intervene if a dispute between neighbours is about antisocial behaviour or there is a breach of the tenancy agreement. For further information about antisocial behaviour, refer to the antisocial behaviour fact sheet.

What if I have more questions?

You can contact your local Housing office using the details below.

Arafura	(08) 8995 5122
Greater Darwin	(08) 8999 8814
Nhulunbuy	(08) 8987 0533
Tennant Creek	(08) 8962 4497
Katherine	(08) 8973 8513
Alice Springs	(08) 8951 5344
Palmerston	(08) 8999 4767
Web	www.dhcd.nt.gov.au

You can find more information on mediation, your rights and obligations from the following organisations:

Community Justice Centre

The CJC is a Northern Territory Government service that offers free community mediation at local venues across the Territory.

Phone 1800 000 473
Email cjc@nt.gov.au

Tenants' Advice Service

The Tenants' Advice Service (TAS) is an NT wide, community-based advice and advocacy service for residential tenants.

Phone 1800 812 953
Email info@dcls.org.au



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