



Inquiry into Annual and Financial Reports 2023–2024

Answer to question on notice

Asked by: Mr Peter Cain MLA

Addressed to: Yvette Berry MLA

Reference: Housing ACT and Disruptive behaviour/Community Services Directorate

Hearing: 11 February 2025

In relation to: Housing ACT and Disruptive behaviour

Question received: 17 February 2025

Answer Due: 24 February 2025

- (1) How many complaints for disruptive behaviour did Housing ACT receive in 2023-24?
- (2) How many complaints for disruptive behaviour did Housing ACT receive between 2018-19 and 2023-24?
- (3) What are the most common types of complaints for disruptive behaviour? I.e., violence, untidiness, abuse, poor language, etc.
- (4) What is Housing ACT's strategy and procedures for responding to complaints about disruptive behaviour?
- (5) What proactive measures does Housing ACT undertake to reduce the amount of alleged disruptive behaviour occurring at Housing ACT residences?

Yvette Berry MLA: The answer to the Member's question is as follows:

- (1) How many complaints for disruptive behaviour did Housing ACT receive in 2023-24?

Housing ACT received 1,107 complaints for disruptive behaviour in 2023-24.

- (2) How many complaints for disruptive behaviour did Housing ACT receive between 2018-19 and 2023-24?

2018-2019	456
2019-2020	953

2020-2021	888
2021-2022	631
2022-2023	800
2023-2024	1,107

- (3) What are the most common types of complaints for disruptive behaviour? I.e., violence, untidiness, abuse, poor language, etc.

Housing ACT accepts complaints about noise (amplified, domestic animal and people), aggressive/unruly behaviour, illegal dumping, inappropriate parking, and graffiti/vandalism within the scope of disruptive or anti-social behaviour.

Noise is the most predominant complaint subject within this scope, with complaints about poor language and dumping second and third.

- (4) What is Housing ACT's strategy and procedures for responding to complaints about disruptive behaviour?

Housing ACT has a complaints process in place to appropriately investigate and respond to complaints, including about alleged anti-social behaviours. Housing ACT, as a division of Community Services Directorate (CSD), undertake complaints management in accordance with the CSD Complaints Handling and Management Policy.

If anyone has concerns, a complaint can be made by calling or emailing Housing ACT. Details of how to lodge a complaint are also on the ACT Government website.

- (5) What proactive measures does Housing ACT undertake to reduce the amount of alleged disruptive behaviour occurring at Housing ACT residences?

Housing ACT has a working agreement with ACT Policing to share information as well as align approaches to address and mitigate risks presented by anti-social behaviour in public housing and broader impacted neighbourhoods.

Depending on the circumstances of the complaint and/or the breach, Housing ACT may refer the tenant to a Tenant Support Community Connections Officer (TSCCO) for additional support or allocate management of the tenancy to a Housing Practitioner (HP) for longer term intensive support in addressing the presenting concerns.

Under the *Residential Tenancies Act 1997* (RTA) landlords may seek a termination through the ACT Civil and Administrative Tribunal (the ACAT) for serious breaches of the tenancy agreement. These mechanisms are pursued in the most serious of circumstances and where supporting evidence is available.

If there is a breach by the tenant under the (RTA), a Notice to Remedy (NTR) is issued to the tenant which outlines the breach and provides the tenant time to rectify the concerns raised.

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If the NTR is not remedied, Housing ACT may issue a Notice to Vacate (NTV) or seek general orders from the ACAT to address the concerns and mitigate any presenting risks.

Housing ACT is unable to take actions which sit outside of the legislation, for example, in relation to criminal acts still under investigation or before the courts or nuisance in public places. These are matters for ACT Police and Housing ACT will often refer complaints or tenants to contact them where required.

Housing ACT cannot share information about any public housing tenancies, or any actions underway without the tenant's permission to do so.

Approved for circulation to the Standing Committee on Social Policy

Signature:

Minister for Homes and New Suburbs, Yvette Berry MLA

Date:

27/02/25