



STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING
Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair), Mr Michael Pettersson MLA

Inquiry into Annual and Financial Reports 2020-2021
QUESTION ON NOTICE

[Mark Parton]: To ask the [Minister for Homelessness and Housing Services]

[Ref: CSD Annual Report 2020/21 - Page 95 – Table 19 and CSD Annual Report 2020/21 - Page 161]

In relation to: Disruptive behaviour complaints

1. Of the complaints made for antisocial behaviour, community safety or property condition how many warnings were given to each tenant in question;

There were 1305 complaints received for antisocial behaviour and property condition during the reporting period. Housing ACT assess all complaints and where needed will communicate with the associated parties. To breakdown the information requested would be a considerable diversion of resources

2. At what point do tenants get served a notice to vacate if they do not resolve the issues;

When a complaint is received about antisocial behaviour or property condition, Housing ACT undertake an investigation of the claims in accordance with the *Residential Tenancies Act 1997*. Where a breach is identified and evidenced, a Notice to Remedy (NTR) is served providing the tenant an opportunity to remedy the situation. If the tenant has remedied, then the matter is closed, if however, there are ongoing concerns a second NTR is served to the tenant. Housing ACT also encourage all complainants to contact ACT Policing for matters relating to anti-social behaviour. Community safety concerns should be reported directly to ACT Policing as this falls under their jurisdiction to address and take appropriate action where these types of allegations have been made.

3. What measures are put in place to discourage disruptive behaviour when it is reported;

Housing ACT works in accordance with the *Residential Tenancies Act 1997* and reminds all tenants where a breach has been identified of the consequences of their actions, and the impact this has on their tenancy. Appropriate referrals are made to Tenant Support


Community Connections Officers (TSCCOs) to ensure that tenants have appropriate support pathways to ensure they are able to sustain their tenancy and meet their obligations under the *Residential Tenancies Act 1997*. Warm referrals are also made to community service partners for tenants who may need additional or ongoing specialist support.

4. How many warnings are given before a tenant is deemed not suitable for public housing based on behaviour;

The number of warnings varies and is dependent on the tenant's ability to remedy their breaches when identified. This is addressed on a case by case basis as everyone's situation is different and generally starts with a letter to the tenant outlining the received complaint and reminding them of their obligations under their tenancy agreement. In the instances where a tenant has consistently breached and a Notice to Vacate is issued, the matter progresses to the ACAT. Housing ACT does not have the authority to end a tenancy and an order from the ACT Civil and Administrative Tribunal is required for this to occur.

5. Can you please outline how Housing ACT ensure tenants adhere to the Housing ACT Tenancy Agreement section 70 when we receive many complaints that suggest otherwise?

Housing ACT works closely with tenants to comply with their tenancy agreements which the majority do. Some tenants require additional support to maintain a tenancy and depending on the circumstances of the complaints 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. Where breaches are identified, Housing ACT will take appropriate action under the *Residential Tenancies ACT 1997* and issue appropriate notices, NTRs and/or NTVs and should the behaviour continue and it is evidenced, then the matter is escalated to ACAT for their review and determination

 29/3/2022

[MEMBER'S SIGNATURE] [DATE]