

This document is handed out as an attachment to your Tenancy Agreement (on sign up) and provides some important practical hints on how you can be a good neighbour in a MASP property.

Most problems can be avoided if you follow these few easy tips -

- Try not to disturb your neighbour by making too much noise. Most neighbourhood disputes arise from things like having music playing loudly, dogs continually barking or loud arguments.
- Make sure, if you are a parent, that your children don't annoy the neighbours.
- Be tolerant of your neighbours' children playing outside in their yard or in the common area if you live in a block of units. It makes things easier all round if you avoid complaining about kids unless they are being very noisy at an unreasonable time.
- Accept that your neighbours may have opinions and ways of doing things that are different from you. Try not to be disapproving of them just because of this.
- Be willing to listen and talk to your neighbour to try and settle any problems quickly.

What do you do if you have a problem with neighbours

- MASP will encourage you to sort out a problem in an informal way. For example, talking to your neighbour first about loud television noise or children playing ball on a wall late at night may solve the problem. If this approach does not work, it may help to use a mediator, a person who is trained to help neighbours settle their dispute quickly and fairly. Your MASP case worker can help to arrange this.
- If your problem is more serious and involves a continual breach of the Tenancy Agreement by a neighbour such as harassment, verbal abuse or intimidation, then contact your MASP case worker. If MASP has proof of these problems then they will take action against the disruptive tenant at VCAT (Victorian Civil and Administrative Tribunal). VCAT may issue an order for this tenant to follow the conditions of the Tenancy Agreement. If the tenant continues to cause problems after this, further application to the Residential Tribunal may result in eviction.
- If a problem involving violence or drugs occurs, you should contact the police immediately then advise MASP. Any illegal or criminal activity should be referred directly to the police.

MASP aims to make safe and stable housing for all its tenants. We hope that these guidelines will help to make your new tenancy safe and enjoyable.

Any Questions

If you have any questions about the information in the attachment or on any other housing related matter, please contact your MASP case worker or MASP tenancy and property manager or visit our website - www.masp.org.au.