

Policy No: BAYSA 06
Policy Title: Neighbours
Review Date: April 2022

1. Purpose

BAYSA Limited (BAYSA Housing) is committed supporting tenant and neighbourhood harmony, and positive relationships between neighbours.

This policy outlines how BAYSA Housing will respond when a tenant breaches their Residential Tenancy Agreement by interfering with the reasonable peace, comfort or privacy of other tenants or neighbours.

2. Scope

This policy applies to all BAYSA properties, tenants, and prospective tenants.

3. Policy

BAYSA Housing supports the rights of all tenants and neighbours to quiet enjoyment and a harassment-free environment.

BAYSA Housing will take all reasonable steps as a landlord to ensure the quality of tenancy and occupancy, as outlined in the Residential Tenancies Act, is upheld, and BAYSA Housing will not tolerate any form of harassment, discrimination or abuse towards any tenant or visitor. This includes, but is not limited to, verbal harassment, physical harassment, discrimination, or threatening behaviour.

All neighbourhood and tenant harmony issues will be addressed and responded to in line with the [Residential Tenancies Act 1997](#) and [Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#) and Support Workers of tenants will be engaged in an attempt to seek the best possible outcome of the situation.

Where there is any immediate danger, or where a situation is unable to be resolved, it may result in the breach or eviction of tenants.

4. Definitions

Tenant – a tenant, occupant or resident legally residing in a BAYSA property

5. Responsibilities

BAYSA Housing Management is responsible for:

- The development, implementation and review of this Policy.

Workplace Participants are responsible for:

- Complying with this policy.

6. Policy Application

This policy will be applied in line with BAYSA Housing Funding and Service Agreement and program level procedures.

7. Legislation, Acts, Standards

[Residential Tenancies Act 1997](#)

[Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

QIC Health & Community Services Standards 7th Ed

Human Services Standards (HSS)

8. Related Documents

NIL

9. Appendices

NIL

10. Document History

Version Number	Approval Date	Approved By	Brief Description
V1	April 2019	ED Client Services	New BAYSA Policy.
Custodian	Manager Youth Services		