

Antisocial behaviour & neighbourhood disputes

Frequently Asked Questions (FAQ)

Q. What is antisocial behaviour?

A. Behaviour that disturbs the peace, comfort, privacy or safety of neighbours or the community, and may breach a tenancy agreement.

Q. What is a neighbour dispute?

A. A disagreement between neighbours where attempts to resolve the issue through discussion have not been successful.

Q. What should I do first if I have an issue with my neighbour?

A. Where safe to do so, try speaking with your neighbour to resolve the issue. Early communication can often prevent problems from escalating.

Q. When should I contact Evolve Housing?

A. Contact Evolve Housing if the issue involves a possible breach of a tenancy agreement, continues after attempts to resolve it, or involves nuisance, harassment or antisocial behaviour.

Q. When should I contact the Police?

A. Contact Police on 000 immediately if you feel unsafe, threatened, are experiencing violence, or believe a criminal offence has occurred.

Q. Can Evolve Housing investigate all reports involving your neighbour?

A. No. Evolve Housing can generally only investigate matters involving Evolve Housing tenants and potential breaches of tenancy agreements.

Q. What information should I provide when reporting an issue?

A. Provide details of what happened, dates and times, who was involved, steps taken to resolve it, and any evidence such as photos, recordings or witness information.

Q. Will my identity remain confidential?

A. Yes. Evolve Housing will generally keep your identity confidential during an investigation unless you give permission to share it.

Q. What types of behaviour may be considered antisocial?

A. Some examples include threats, intimidation, harassment, excessive noise, property damage, graffiti, rubbish accumulation, bullying, violence and illegal activities.

Q. How does Evolve Housing respond to antisocial behaviour?

A. Responses may include investigation, referrals to support services, warning letters, or applications to New South Wales Civil and Administrative Tribunal (NCAT) depending on the seriousness of the behaviour and the evidence available at the time.

Q. Can support services be offered?

A. Yes. Evolve Housing may refer tenants to our internal support team to help address issues and prevent further incidents.

Q. What if the problem is with a non-Evolve neighbour?

A. You can make a report to Evolve Housing, however we may have limited ability to intervene. You may need to contact Police, Legal Aid NSW or Community Legal Centre.

Q. How long does an investigation take?

A. Evolve Housing will acknowledge written reports within 2 working days and aim to provide an outcome or update when available.

Q. Where can I get additional help?

A. LawAccess NSW: 1300 888 529, Community Legal Centres NSW, your local Council, NSW Police, or Evolve Housing on 1800 693 865.