

Managing Disruptive Behaviour Policy

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Policy owner: Director Operations

Purpose

To outline the approach taken by the long term tenancy management team in managing tenants who, on Unison premises, act in a manner that is disruptive to, and compromises the safety and security of, other tenants, staff or the broader community.

Scope

This procedure applies to all Unison owned and managed long term properties and Unison long term tenants.

Unison defines disruptive behaviour as any behaviour within a Unison property, by a tenant or their visitor, which has a negative impact on other tenants, Unison staff or the broader community. This includes behaviours that may disrupt other tenant's peace and enjoyment, such as creating noise, acting in a threatening manner toward other tenants and leaving rubbish in common areas.

Behaviours that breach the Residential Tenancies Act (RTA) are dealt with in the following policies and procedures:

- Breaching policy and procedures (general RTA and rooming housing)
- Notice to Leave procedure (rooming house only)
- Notice to Vacate for Danger or Damage procedure.

Drug dealing is addressed in the Managing Suspected or Alleged Drug Dealing Procedure.

The dumping of rubbish is addressed in the Rubbish in Common Areas Procedure.

Damage to properties is addressed in the Tenant Damage policy and procedure.

Principles

Unison will not tolerate criminal behaviour or behaviour that places other tenants, their visitors, staff or the broader community in danger. Such behaviour will result in eviction action.

Other than for criminal activities, Unison will take a sustaining tenancies' approach to managing disruptive or anti-social behaviour.

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Disruptive behaviour will be addressed using the following:

1. **Preventative Strategies** that encourage positive social interactions and reduce the environmental factors that may influence disruptive behaviour;
2. **Supportive Strategies** that consider the individual tenant's situation recognising that difficult behaviours often derive from difficult circumstances that require supportive interventions; and
3. **Disciplinary Strategies** that require tenants to cease their disruptive behaviour or lose their tenancy.

Preventative strategies will include

1. Aiming to allocate properties according to the applicant's needs/circumstances, taking into consideration the existing tenant community at the property;
2. Establishing a positive start to tenancies through a thorough induction to Unison at allocation and sign up. This includes clearly explaining to tenants their rights and responsibilities under the RTA (including rooming house rules if applicable) and what processes will be pursued if there are breaches. It also includes encouraging tenants to talk to their Place Manager if they experience challenges. The Unison induction to new tenancies also includes a home visit within 4-6 weeks of sign up to see how the tenant is settling into their property.
3. Ensuring that opportunities to build relationships between Unison tenants and staff are maximised. This includes procedures such as a regular presence on site, regular inspections, regular house meetings and encouraging participation activities at properties such as gardening, healthy living programs.
4. Developing and maintaining relationships with support agencies so that support is available for tenants who are engaging in disruptive behaviour (with tenant consent).

Supportive strategies will be employed at the application, sign up and tenancy stages to ensure that:

1. Unison long term housing staff focus on building and maintaining relationships with tenants that provide the opportunity to understand and address disruptive behaviour.
2. Unison long term housing staff are proactive in responding to reports of disruptive behaviour as soon as possible to prevent an escalation of issues. This includes meeting face to face to discuss the issue with the person who is raising a concern about a tenant's behaviour and with the tenant who is engaging in the behaviour.
3. Where tenants have exiting relationships with support agencies, Unison staff proactively engage the relevant support worker soon as practical (with tenant consent). This includes informing the support agency of the issue and encouraging a collaborative response such as a joint home visit.

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Where tenants do not have an existing relationship with a support agency, seeking the tenant's consent to make a referral to a support service for assistance. This offer of referral to support should occur in person.

Disciplinary strategies will be employed if the tenant has breached the RTA (or Unison rooming house rules). Disciplinary strategies may involve:

1. A written or verbal warning;
2. A Breach notice;
3. A Compliance Order from the Victorian Civil and Administrative Tribunal; and
4. Possession Order or a Warrant for Possession.

Disciplinary strategies may be undertaken in conjunction with supportive strategies.

Application

Glossary

Links and resources

[Breaching Policy](#)

Eligibility Guidelines

[Tenant Damage \(General RTA\) Policy](#)

[Tenant Damage \(General RTA\) Procedure](#)

[Tenant Damage \(Rooming House\) Policy](#)

[Tenant Damage \(Rooming House\) Procedure](#)

Waiting List Management and Allocation Policy

[Application Procedure - Centrelink tenants](#)

[Application Procedure - Employed](#)

[Application Procedure - Nominated Properties](#)

[Application Procedure - Transfer](#)

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[Breaching Procedure \(general RTA\)](#)

[Breaching Procedure \(Rooming House\)](#)

[Managing Suspected or Alleged Drug Dealing Procedure](#)

[Notice to Leave Procedure](#)

[Notice to Vacate Danger or Damage Procedure](#)

[Referral to Support Procedure](#)

[Rubbish in Common Areas Procedure](#)

Review of policy

This policy will be reviewed every two years as delegated by the responsible Director