



Other assistance

Your local council

You can contact your local council about:

- noise (including construction and power tools)
- trees, rubbish or concerns and the condition of your neighbour's property
- issues to do with neighbourhood animals (including noise from barking dogs)
- abandoned vehicles and street parking.

Contact details for your local council can be found at dlgsc.wa.gov.au

RSPCA

You can report any animal welfare concerns to the RSPCA on 1300 278 358 or using their online form at rspca.org.au.

The Housing Authority operates within the Department of Communities.

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information visit Communications.gov.au/accesshub/nrs

This publication is available in other formats that can be requested at any time.



Government of **Western Australia**
Department of **Communities**

Department of Communities offices*

Head office
5 Newman Court
Fremantle 6160
Tel: 1800 176 888

Metropolitan offices
Armadale
151 Jull Street
Armadale 6112
Tel: (08) 6215 1212

Cannington
17 Manning Road
Cannington 6107
Tel: (08) 6414 3111

Fremantle
42 Queen Street
Fremantle 6160
Tel: (08) 6414 3222

Joondalup
Unit 4, 7 Wise Street
Joondalup 6027
Tel: (08) 6215 1414

Kwinana
2 Stidworthy Way
Kwinana 6167
Tel: (08) 6277 3877

Mandurah
Unit 1, 17 Sholl Street
Mandurah 6210
Tel: (08) 6277 3883

Midland
21 Old Great
Northern Highway
Midland 6056
Tel: (08) 6277 4343

Mirrabooka
5 Milldale Way
Mirrabooka 6061
Tel: (08) 6414 3000

Perth City
605 Wellington Street
Perth 6000
Tel: (08) 6215 1500

Victoria Park
269 Albany Highway
Victoria Park 6100
Tel: (08) 6414 2115

Great Southern
Albany
131 Aberdeen Street
Albany 6330
Tel: (08) 6277 4177

Katanning
6 Daping Street
Katanning 6317
Tel: (08) 6277 4188

South West
Bunbury
22 Forrest Avenue
Bunbury 6230
Tel: (08) 6414 3204

Busselton
88 Kent Street
Busselton 6280
Tel: (08) 6277 3666

Manjimup
Unit 10,
30-32 Rose Street
Manjimup 6258
Tel: (08) 6277 5008

Goldfields
Esperance
86B Windich Street
Esperance 6450
Tel: (08) 6277 3844

Kalgoorlie
Unit 1-2,
84-96 Brookman Street
Kalgoorlie 6430
Tel: (08) 6277 5233

Mid West
Carnarvon
6 Robinson Street
Carnarvon 6701
Tel: (08) 6414 3312

Geraldton
201 Marine Terrace
Geraldton 6530
Tel: (08) 6414 3320

Meekatharra
31 Main Street
Meekatharra 6642
Tel: (08) 6277 3988

Pilbara
Karratha
The Quarter HQ
Level 2,
20 Sharpe Avenue
Karratha 6714
Tel: (08) 6414 3333

South Hedland
Cnr Brand and
Tonkin Streets
South Hedland 6722
Tel: (08) 6277 5044

West Kimberley
Broome
30 Frederick Street
Broome 6725
Tel: (08) 6277 3833

Derby
West Kimberley House
16-22 Loch Street
Derby 6728
Tel: (08) 6277 3880

East Kimberley
Halls Creek
14A Terone Street
Halls Creek 6770
Tel: (08) 6277 3811

Kununurra
16 Coolibah Drive
Kununurra 6743
Tel: (08) 6215 1501

Wheatbelt
Merredin
27 Mitchell Street
Merredin 6415
Tel: (08) 6414 2981

Narrogin
11-13 Park Street
Narrogin 6312
Tel: (08) 6414 2979

Northam
5 Elizabeth Place
Northam 6401
Tel: (08) 6414 3230

* For housing related matters

communities.wa.gov.au

Dealing with disruption



SD20RB 0523

Disruptive behaviour

We all have a right to live in a peaceful neighbourhood. This means you and your neighbours have the right to enjoy and use your property in peace, privacy and comfort without interference. This applies to everyone, whether they own their home, rent privately or are a public housing tenant.

What is disruptive behaviour?

Disruptive behaviour is an ongoing or unreasonable nuisance or disruption that occurs at or near a public housing property that negatively impacts any person residing in the immediate vicinity. This can include:

- excessive or ongoing noise
- threats, intimidation, offensive behaviour or assault
- unlawful trespass
- noise and disturbance from household arguments.

Resolving concerns with your neighbours

- The best way to resolve concerns or disagreements is by talking to your neighbours and make them aware of the impact of the disturbance on your household. You may be able to reach a compromise that is acceptable to everyone.
- Consider if it is a one-off or uncommon incident, or is it annoying behaviour only.
- If you cannot reach an agreement with your neighbour, Legal Aid Western Australia can provide information on your rights and options and where to find help and assistance. Visit legalaid.wa.gov.au.

Reporting disruptive behaviour

The Department of Communities can only investigate and take action against tenants at public housing properties if the disruptive behaviour breaches the conditions of their tenancy agreement or the *Residential Tenancies Act 1987*.

Some behaviour and activities may be disruptive or concerning but cannot be investigated by the Department, including:

- unpleasant or annoying neighbours
- personal disputes or disagreements you may have with a neighbour
- noise and activity associated with normal daily life e.g. children playing
- barking dogs
- incidents that take place away from the tenant's property.

There are a number of ways to seek assistance with disruption such as contacting your local council, speaking with your neighbour or chatting with your Housing office.

WA Police

If you are concerned about your or others' safety, loud music, illegal activity, or parties occurring at the time of calling, please contact:

- 000 for all emergencies
- 131 444 to call WA Police

Department of Communities

- Disruptive behaviour at public housing properties can be reported on our [website](#), to the disruptive behaviour reporting line on 1300 597 076 or in person at your local [Department of Communities housing office](#).
- Rubbish, property condition, parking or dividing fence issues related to a public housing property can be reported at your local [Department of Communities housing office](#).
- Concerns about child welfare to your local [child protection and family support office](#).

