

## LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

## WRITTEN QUESTION

Ms J Carney

to Minister for Housing

**Public Housing - Bad Tenants**

1. How many complaints were received across the NT about public housing bad tenants in 04/05?
2. What was the cost of dealing with them? What actions were taken?

**ANSWER****Noise and nuisance/ anti-social behaviour complaints**

For the period July 2004 to June 2005, the Client Relations Officer for Territory Housing received a total of 70 complaints relating to noise and nuisance and antisocial behaviour by public housing tenants across the NT. However, Territory Housing Area Offices reported that they receive the following per week:

**Darwin:** an average of 20-25 per week. Approaches mostly come by phone contact.

**Casuarina:** an average of 25-35 per week. Approaches come via phone contact, representation at the counter or through written correspondence.

**Palmerston:** an average of 24 per week. Most approaches made by phone and mail.

**Alice Springs:** an average of 5 a week.

**Katherine:** an average of 2-3 per week, with approaches made at the counter.

**Nhulunbuy:** an average of 2 a week, mainly by phone contact.

All complaints are addressed in line with the Territory Housing Operational Policy Manual, Section 11.5, "Good Neighbour Policy". Territory Housing staff address complaints in a number of ways, depending on the seriousness, frequency and type of the complaint.

Action undertaken by TH may include:

- issuing a verbal warning;
- issuing a Notice to Remedy letter;
- issuing a written warning;
- conducting a Neighbourhood survey;
- requesting Police reports;
- initiating eviction action; or
- referral to other agencies, such as Indigenous Housing Assistance organisations, Community Justice, financial counselling and a range of other support services.

Generally, tenants who are the subject of serious, frequent or ongoing complaints have vacated their public housing dwelling before the matter has progressed to court.

Costs of dealing with complaints are subsumed within Territory Housing's tenancy management operational costs, and are not separately identified.