

The background of the cover is a dark blue-tinted photograph of a person's hand holding a smartphone, with the phone's screen resting on a laptop keyboard. A large, semi-transparent white outline of a house is centered in the lower half of the image. The text is overlaid on the left side of the image.

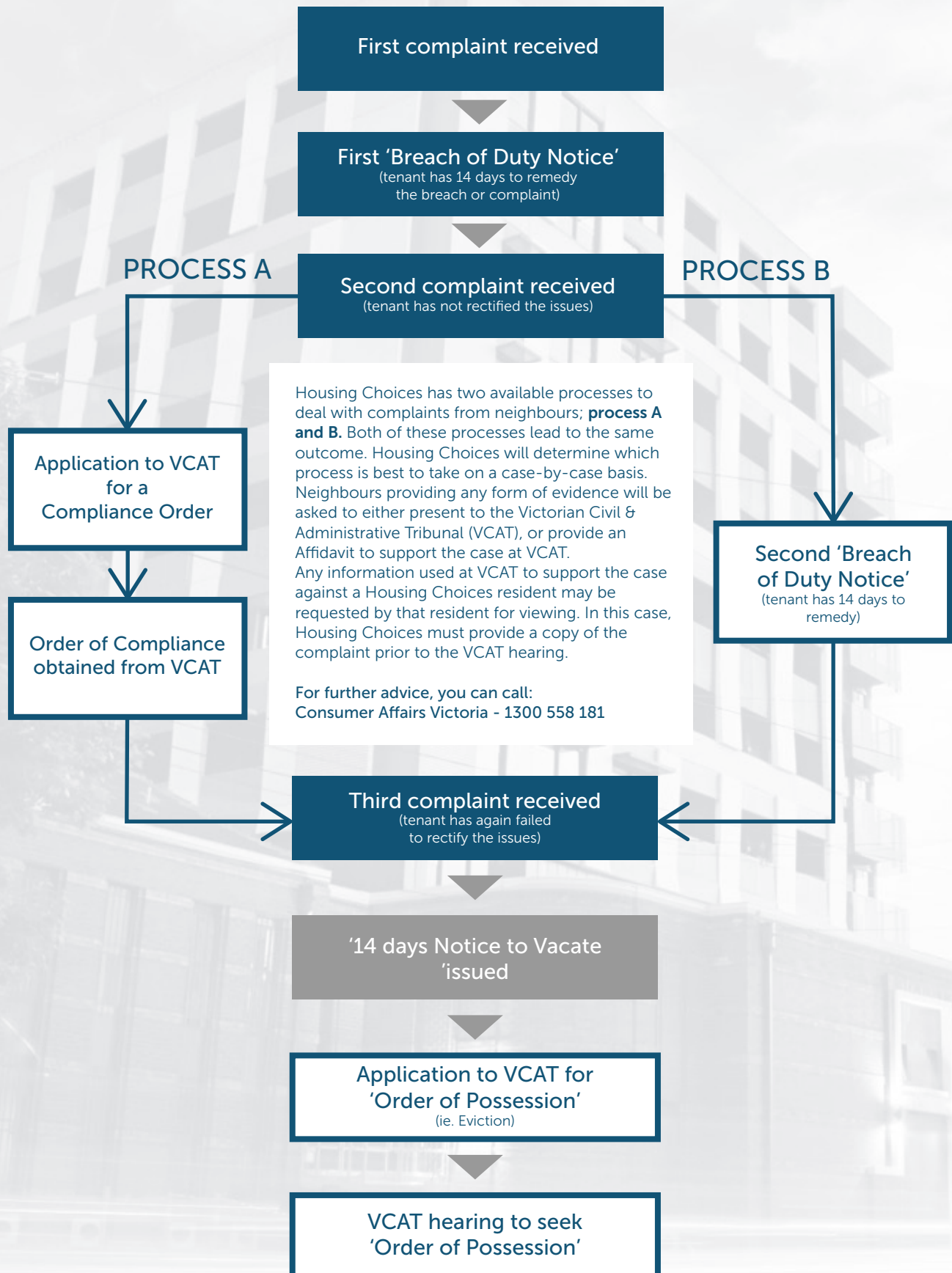
Housing Choices Australia

# Neighbourhood Dispute Guide

**HOUSING**  
**CHOICES**  
AUSTRALIA

# Information for Housing Choices residents about resolving neighbourhood disputes

## Breach and VCAT process



## Neighbourhood Dispute Log

## Details of person lodging complaint

Your name
Your address
Your contact number
Your email

[illegible]

# Authority for use of information

## About this form

This form explains how Housing Choices Australia will use the information of the complaint you provide against a Housing Choices resident. If you have any questions or require assistance providing the requested information, contact your Housing Officer to discuss further. If you agree and understand how Housing Choices may use your information, please complete and sign this form and return to our office with your attached complaint.

Please note that in order for Housing Choices to resolve the issues you are facing with our resident, we require your authority to use the evidence you provide. If you do not agree to the below conditions, Housing Choices may not be able to work towards a formal resolution.

Your name
Your address
Your contact number
Your email

This information relates to property address:

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Please tick the box which best describes the format of the information you are providing

<input type="checkbox"/> Written	<input type="checkbox"/> Audio recording	<input type="checkbox"/> Video recording	<input type="checkbox"/> Other: Please specify:	
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## Authorisation

Details of your complaint may be used for the following purposes:

- Serving a 'Breach of Duty Notice' to the resident for not complying with their residential tenancy agreement;
- As evidence at the Victorian Civil and Administrative Tribunal (VCAT)\* if required; and/or
- Housing Choices residents may request to see complaints made against them. Housing Choices will take all reasonable steps to ensure that your anonymity is protected and will endeavour not to disclose your identity while providing this information. Please note that if the matter ends up at VCAT, your identity will be disclosed to the VCAT member who will be hearing the case. In doing so, your identity will become known to the resident you are lodging the complaint against.

- ☐ I agree with the above conditions and understand that the evidence I provide may be disclosed to the tenant, and that this information may also be used as evidence at a hearing should the matter end up at VCAT. I also understand that if the matter does end up at VCAT, my identity may become known to the tenant I am lodging the complaint against.

Signed

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Date

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# Privacy Statement

Housing Choices Australia is committed to protecting your privacy. We will only ever collect personal information directly related to providing you with assistance and services.

Please also be assured that personal information (including documents containing personal information) will only be provided to a third-party with either your consent, or where we are required to by law.

\* The Victorian Civil and Administrative Tribunal (VCAT) is an independent tribunal who hear various cases between disputing parties, including tenancy issues and disputes between neighbours. VCAT make decisions within the law as set out in the Residential Tenancy Act 1997. All decisions made are legally binding.



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