

5 March 2019

***SUNSHINE/ST. ALBANS RENTAL HOUSING CO-OPERATIVE LTD***

**NEIGHBOURS – Policy and Procedures re Fencing, Disputes, Complaints**

***Fencing*** – when a boundary fence (between one of our properties and an adjoining property) has been identified as requiring replacement, 2 quotes (where possible) will be procured by the co-op for timber fencing. These quotes will be posted to the neighbour asking that they agree to the fence replacement and nominating and signing off on their preferred quote. The neighbouring property owner needs to agree to paying the fence contractor half share of the total quoted price. The neighbour must pay the fence contractor direct. If the neighbour wants to organise the quotes – these quotes must be sent to the co-op either by email or by post. The co-op will ensure that the quoted price per metre is charged at current competitive rates and that any contractor used has an ABN and insurance. A check will be made as to their GST status.

***Disputes/Complaints*** – where a neighbour has a genuine complaint or dispute with a co-op tenant they are asked to outline their complaint in writing and send via email or post to the co-op with their name, address and phone contact details listed.

If it is found that the neighbour has a genuine case to complain about (and not just bigoted against government or community housing) the co-op manager will investigate the issues outlined.

If it is found that the complaint is justified then the tenant will be requested to rectify the situation (e.g. remedy behaviour, clean up yard etc.). If the situation is not remedied the case may be taken to VCAT for a Breach of Duty in extreme cases.

If the neighbour is complaining about illegal activities they will be advised to contact Victoria Police regarding such.