

Are you affected by antisocial behaviour

Report antisocial behaviour in and around public housing

Call 1800 685 743 (Monday to Friday from 8.00am to 4.00pm)
or 131 444 (24 hours)

Territory Families, Housing and Communities takes community safety in and around public housing seriously.

The department promotes community safety and works closely with the Northern Territory Police, and other government agencies to manage antisocial behaviour. The Public Housing Safety Officers (PHSOs) will assist the NT Police by responding and investigating antisocial behaviour happening in and around public housing only.

In case of an emergency always dial 000.

What is antisocial behaviour?

Antisocial behaviour is when another person's behaviour causes a nuisance or interferes with the reasonable peace and privacy of others. Examples of antisocial behaviour includes:

- Excessive noise from a television, radio or party
- Moderate damage to property that is intentionally caused
- Verbal abuse
- Vandalism
- Abusive, aggressive and/or frightening behaviour directed at others
- Threats to the health or safety of a person
- Physical assaults and violent acts
- Extensive or intentional property damage.

How to make a complaint about antisocial behaviour

In emergencies always dial 000 and ask for police assistance. **Emergencies include life threatening or physically violent behaviour.** Only NT Police can respond to physically violent behaviour, PHSOs will only assist when requested by the NT Police to attend.

You can make a complaint to the department after an incident of antisocial behaviour, in or around public housing premises, by calling 1800 685 743 Monday to Friday, from 8.00am to 4.00pm.

You can call the Northern Territory Police Assistance Line on 131 444, to ask for Police Officers or PHSOs to attend the public housing premises. Please let the call taker know that the incident is happening at a public housing premises. This will help the call taker dispatch the appropriate officers, depending on what may be happening.

What information do I need to provide with my complaint?

If you are affected by antisocial behaviour you are encouraged to keep a record of incidents. You should record the following details of any incident:

- The date and time
- A description about the incident, including how long it lasted
- How it impacted on your peace and privacy, including if it made you feel scared, intimidated or any other fearful feelings
- The PROMIS number, which will be provided to you by NT Police at the time of your complaint (if applicable).

What does the department do once a complaint is received?

All complaints of antisocial behaviour are investigated by the department and we will contact the complainant during this time. In some circumstances the complaint may be referred to the police. Referrals to police will occur when the complaint is related to criminal activity, or legally required because of mandatory reporting purposes.

If the department can substantiate the antisocial behaviour incident occurred, further action may result in any of the following:

- Demerit points issued to the public housing tenancy
- Issue of a notice to the household to enter into an Acceptable Behaviour Agreement
- Issue of a notice of intention to terminate the tenancy agreement due to serious breaches.

Where can I get more information?

To find out more, visit the website nt.gov.au or contact your local Housing office:

Office	Location	Phone number
Greater Darwin	Building 5 Cas Com Centre, 13 Scaturchio Street, Casuarina NT	(08) 8999 8814
Nhulunbuy	Nhulunbuy Training Centre, Chesterfield Circuit, Nhulunbuy NT	(08) 8987 0533
Arafura Region	Building 4 Cas Com Centre, 13 Scaturchio Street, Casuarina NT	(08) 8995 5122
Tennant Creek	NT Government Centre, Peko Road, Tennant Creek NT	(08) 8962 4497
Katherine	NT Government Centre, First Street, Katherine NT	(08) 8973 8513
Palmerston	Highway House, Chung Wah Terrace, Palmerston NT	(08) 8999 4767
Alice Springs	Level 1, Alice Plaza, 36 Todd Mall, Alice Springs NT	(08) 8951 5344