

## MANAGING DISPUTES BETWEEN HOUSING RESIDENTS

TMM 1.8

### **Purpose & Scope:**

Staff must first determine whether the organisation has responsibility for the matter raised. If not, residents will be referred to the relevant organisation e.g. Wintringham (for issues relevant to support or for advocacy during the investigation process), Criminal matters will be referred to the Police, tenancy matters referred to the Housing Registrar, Tenants Union, Dispute Settlement Centre etc.

Once staff have determined that this matter is an issue for Wintringham Housing this document outlines the policies and procedures for managing disputes that arise between residents living in Wintringham Housing properties. In all instances, when a dispute is identified, staff will notify the resident's Housing Support Worker.

### **Definition:**

Authorised Person –General Manager Operations and/or delegate.

### **Responsibility:**

The General Manager Operations and/or delegate is responsible for effectively dealing with disputes.

### **Policy:**

- Wintringham Housing has a fair and respectful approach to managing resident disputes that may arise to ensure that issues are resolved in a timely and efficient manner.
- This policy will compliment Wintringham Housing's Complaints System for Housing Resident's Policy and the Feedback and Improvement System.
- Development of this approach to management of disputes leads to Wintringham Housing program being pro-active rather than reactive in its response to complaints or grievances being raised.

### **Procedures:**

1. If a resident living in a Wintringham Housing property is having a dispute with another resident or neighbour and a Wintringham or Wintringham Housing staff member becomes aware of the dispute, the matter will be referred to an authorised person for follow-up.
2. Matters between residents living in properties managed by another provider, may need to be referred to that provider's Tenancy Management Worker for



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investigation if the matter relates to a complaint under the *Residential Tenancies Act 1997*.

3. If the dispute requires further investigation, the authorised person will liaise with team members as to the most effective means of resolution.
4. If the matter constitutes a complaint under Wintringham Housing's Complaints System for Housing Residents policy, the resident/s will be assisted to follow this procedure.
5. Should the dispute be unresolved through Wintringham Housing's internal complaints system, mediation will be encouraged and facilitated internally where possible. Wintringham Housing may provide an external mediator if required. This is to be authorized by the General Manager Operations.
5. If the dispute is ongoing and proves to be unresolvable, a resident may be offered a transfer to another property in accordance with Wintringham's Housing internal transfer policy (Housing Transfers.TMM 1.7)
6. Where the dispute in question is between a Wintringham Housing owned property and the complainant is a neighbor who is not living in a Wintringham or Wintringham Housing property, the complainant will be asked to complete a Non-Wintringham Neighbour Complaint: Authority for Use of Information form (TMM Fm 1.8a)

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### References:

Residential Tenancies Act (1997)  
Residential Tenancies Act Regulations (1998)  
Office of Housing Tenancy Management Policy and Procedures Manual (2003)  
National Community Housing Standards Manual (2003)  
MAH/Wintringham Contract

### Housing Transfer

Feedback and Improvement Policy L\_M 17  
Residential Tenancy Agreement TMM Ag 1.2c  
Residential Tenancy Agreement – Rooming House TMM Ag 1.2b  
Housing Transfers TMM 1.7  
Welcome Booklets

