



Terminating a tenancy

If the tenant's behaviour is in breach of their obligations under the *Residential Tenancies Act 1987*, they are issued with a strike against the tenancy. Once a final strike has been issued against the tenancy, the Housing Authority may begin the process to terminate the tenancy.

The Housing Authority does not have the power to evict a tenant without a court order. The decision to evict a tenant is exclusive to the Magistrates Court. When seeking to evict a tenant, the Housing Authority must produce evidence which corroborates the incidents of disruptive behaviour and the Magistrate must be satisfied that the behaviour justifies terminating the agreement.

The Housing Authority operates within the Department of Communities.

* For housing related matters

Translating and Interpreting Service (TIS) – Telephone: 13 14 50
If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit www.relayservice.gov.au
This publication is available in other formats that can be requested at any time.

Department of Communities offices*

Head Office
189 Royal Street
East Perth 6004
Tel: (08) 6217 6888
Toll free: 1800 176 888

Metropolitan offices

Armadale
Shop 2C, Armadale Shopping Centre
10 Orchard Avenue
Armadale 6112
Tel: (08) 9391 1600

Cannington
17 Manning Road
Cannington 6107
Tel: (08) 9350 3244

Fremantle
42 Queen Street
Fremantle 6160
Tel: (08) 9432 5300

Joondalup
Unit 4, 7 Wise Street
Joondalup 6027
Tel: (08) 9404 3300

Kwinana
2 Stidworthy Way
Kwinana 6167
Tel: (08) 9411 9500

Mandurah
Unit 1, 17 Sholl Street
Mandurah 6210
Tel: (08) 9583 6100

Midland
21 Old Great Northern Highway
Midland 6056
Tel: (08) 9250 9191

Mirrabooka
5 Milldale Way
Mirrabooka 6061
Tel: (08) 9345 9655

Perth City
605 Wellington Street
Perth 6000
Tel: (08) 9476 2444

Victoria Park
269 Albany Highway
Victoria Park 6100
Tel: (08) 9350 3700

Great Southern

Albany
131 Aberdeen Street
Albany 6330
Tel: (08) 9845 7144

Katanning
6 Daping Street
Katanning 6317
Tel: (08) 9891 1800

South West

Bunbury
22 Forrest Avenue
Bunbury 6230
Tel: (08) 9792 2111

Bussetton
Suite 1A, 9 Harris Road
Bussetton 6280
Tel: (08) 9781 1300

Manjimup
Unit 10,
30-32 Rose Street
Manjimup 6258
Tel: (08) 9771 7800

Goldfields

Esperance
92 Dempster Street
Esperance 6450
Tel: (08) 9072 3000

Kalgoorlie
Unit 1-2,
84-90 Brookman Street
Kalgoorlie 6430
Tel: (08) 9093 5200

Mid West

Carnarvon
30 Robinson Street
Carnarvon 6701
Tel: (08) 9941 6500

Geraldton
201 Marine Terrace
Geraldton 6530
Tel: (08) 9923 4444

Meekatharra
14 Main Street
Meekatharra 6642
Tel: (08) 9956 5000

Pilbara

Karratha
The Quarter HQ
Level 2, 20 Sharpe Ave
Karratha 6714
Tel: (08) 9159 1700

South Hedland
Cnr Brand & Tonkin Sts
South Hedland 6722
Tel: (08) 9160 2800

West Kimberley

Broome
30 Frederick Street
Broome 6725
Tel: (08) 9158 3600

Derby
West Kimberley House
16-22 Loch Street
Derby 6728
Tel: (08) 9158 4000

East Kimberley

Halls Creek
Lot 72-73
Great Northern Hwy
Halls Creek 6770
Tel: (08) 9168 9300

Kununurra
16 Coolibah Drive
Kununurra 6743
Tel: (08) 9166 5100

Wheatbelt

Merredin
27 Mitchell Street
Merredin 6415
Tel: (08) 9081 3800

Narrogin
11-13 Park Street
Narrogin 6312
Tel: (08) 9881 9400

Northam
5 Elizabeth Place
Northam 6401
Tel: (08) 9690 1900

communities.wa.gov.au

Managing disruptive behaviour at public housing properties



What is disruptive behaviour?

Disruptive behaviour is anything that unreasonably interferes with the quiet enjoyment of your home. This can include:

- excessive or ongoing noise
- threats, intimidation, offensive behaviour or assault
- trespass
- noise and disturbance from domestic arguments

Managing disruptive behaviour

The Department of Communities manages disruptive behaviour in accordance with its disruptive behaviour management strategy and [Disruptive Behaviour Management Policy](#).

Once a report of disruptive behaviour is received and determined as falling within the *Residential Tenancies Act 1987*, the Department will investigate the incident in accordance with principles of procedural fairness. This includes giving the tenant an opportunity to respond to the complaint.

If the incident breaches the *Residential Tenancies Act 1987*, the Department will take appropriate action. Our response will be proportionate to the behaviour.



There are three categories of disruptive behaviour:

1. Dangerous Behaviour

- Activities that pose a risk to the safety or security of residents or property, or
- have resulted in injury to a person in the immediate vicinity of the premises with subsequent police charges or conviction.

2. Serious Disruptive Behaviour

- Activities that intentionally or recklessly cause serious disturbance to persons in the immediate vicinity of the premises, or
- which could reasonably be expected to cause concern for the safety or security of a person or their property.

3. Disruptive Behaviour

- Activities that cause a nuisance, or
- unreasonably interfere with the peace, privacy or comfort of persons in the immediate vicinity of the premises.

Support for tenants

Communities works closely with tenants, other government and support agencies and community organisations to assist and encourage tenants to meet their tenancy obligations and sustain their tenancies.

The disruptive behaviour management strategy aims to provide:

- tenants with the opportunity to resolve tenancy concerns and modify behaviour, with relevant assistance
- clarity and standards for tenants and the community on the consequences of ongoing disruptive behaviour.

This includes referrals to appropriate support services where relevant.

If you are a public housing tenant and would like more information about available support services, please contact your local [Department of Communities office](#).

Disruptive behaviour at public housing properties can be reported [online](#), or via the Disruptive Behaviour Report Line on **1300 597 076**, or in person at your local [Department of Communities housing office](#).