



- What can be done about nuisance and annoyance or if your neighbour is causing a problem?
- Communication: What is the best way to talk to your neighbour about the situation?
- Who else can help? What can you read? Who can you talk to?
- Will you talk with your neighbour or make a complaint?

Lismore Branch

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What You Can Do

- Make sure you avoid 'reacting' to a situation. Instead, see if it continues or is an ongoing problem.
- Talk about the situation with one other person, e.g. a good friend or your Tenant Manager. Get another perspective!
- Remain calm when you approach your neighbour.
- Try to understand your neighbour's point of view on the issue.
- Take responsibility for creating the change you would like to see.
- Be clear about what it is you need from your neighbour before you start communicating!
- Make sure you are polite and respectful.
- Take everybody's needs into consideration when creating a solution.
- Do not look for right or wrong - look for solutions.
- Try and see the bigger picture and how to live alongside others over time.
- Remain calm and try not to become obsessed about the issue.
- Address your stress levels early by not letting the issue get out of hand before trying to resolve it.
- Remember: stay calm, grounded and keep breathing!

You can do it!

Need more Information?

For more information you can:

- Visit your local NCCH office. Check their opening hours first, as each NCCH branch has different opening hours.
- Contact your Tenancy Manager. Speak by phone or make an appointment to talk in person.
- Read your NCCH Tenant Handbook again. Get facts such as legal rights and accurate information. Relevant contacts are listed in the Tenant Handbook.
- If you live in an apartment complex, you should also check the NCCH "Apartment Living" and "Neighbour Complaints" fact sheets from the website or your branch.
- If you take action and make a report or complaint about a neighbour, we will investigate and a copy of your complaint will be placed on your file with NCCH. We will also communicate with the person with whom you are having difficulty.
- Your neighbour will not be told who made the complaint. We respect your right to privacy!

You don't need to solve the problem on your own!