

## EFFECTIVE NEIGHBOUR COMMUNICATIONS

Vincent is a vibrant inner-city area with a welcoming and engaged community. Inner city living has become increasingly popular with the City issuing on average, 380 building permits per year for alterations and additions and new dwellings in the past 3 years. New development provides more people with the opportunity to live, work and play in Vincent, however it can also bring challenges.

### Are you undertaking renovations or a new build?

Communication is key. Owners and builders are encouraged to introduce themselves to their neighbours and discuss the upcoming project. Let your neighbours know what is being constructed, how long you expect the project to take, how you intend to manage matters such as trades parking, fencing, construction hours, noise, dust etc. Provide them with contact details in case they experience any issues.

### Are you experiencing issues or have questions associated with renovations or a new build?

Neighbours that experience issues associated with renovations or a new development are encouraged

to first make contact with the owner or builder. Sometimes internal building works may not require any approvals to be obtained from the City. It is a good idea to approach your neighbour in a casual/friendly manner and ask them about the works they are doing. Let them know if you are experiencing any issues – they might not be aware!

Don't forget – construction doesn't last forever! When a property is redeveloped there will nearly always be some exposure to noise and nuisance, however it should be tolerable and not cause stress or discomfort that adversely affects the health and quality of life of residents.

### How should I approach my neighbour or the builder?

Is there a builder's sign\* out the front? If so, this should include the name and contact number of the builder or owner-builder.

\*Note: only required if the building work is the kind which requires a building permit.

Unable to catch your neighbour in person? Try dropping them a note and ask them to get in touch with you.

Still not having any luck in making contact? The City can provide the name and address of owners (provided it is not to be used for commercial purposes). Head to our website and complete a statutory declaration to obtain this information.

### When can the City help?

If neighbours are unable to resolve matters between themselves, the City can offer access to a community mediation service,





free of charge (the City will pay the costs to the Citizens Advice Bureau). The City will not be a party in this mediation process.

Please note that Mediation is:

1. **Informal:** There is no legal representation and they will work together with both parties to find an amicable solution.
2. **Confidential:** The mediation process is confidential from beginning to end, and information divulged cannot be used in any legal proceedings.
3. **Neutral:** Mediators do not take sides in any dispute. Their role is to assist people to find solutions to their dispute so that both parties are happy with the final outcome.

For mediation to proceed, both affected parties would have to consent to participate in the process. If one party does not agree

to participate, then the mediation will not take place. Should you wish to utilise this service, please contact the City.

If it is found that a development may be being undertaken that is not in accordance with the approved plans or conditions, or without the necessary approvals, then the City's Compliance Team can take appropriate action to resolve the matter. Email our Compliance Team at [mail@vincent.wa.gov.au](mailto:mail@vincent.wa.gov.au).

If the matter relates to conduct of a builder or supervision and workmanship, these issues are addressed by the building and energy division of the Department of Mines, Industry Regulation and Safety. A complaint under the Building Services (Complaint Resolution and Administration) Act 2011 can be made by any person who is adversely affected by the carrying out of regulated building services.

The building and energy website includes the following advice:

"Not only may a person who has directly contracted a building service lodge a complaint, but also any person adversely affected by that building service. This can include a neighbour whose property has been damaged as a result of unsatisfactory building services, or some other third party."

Further information can be found on the building and energy service complaint page at : [commerce.wa.gov.au/building-and-energy/building-service-and-home-building-work-contract-complaints](https://commerce.wa.gov.au/building-and-energy/building-service-and-home-building-work-contract-complaints)

If the matter relates to possible unsafe work practices, these are addressed by Worksafe. The below link provides further information [commerce.wa.gov.au/worksafe/how-make-complaint-about-workplace-hazard-or-incident](https://commerce.wa.gov.au/worksafe/how-make-complaint-about-workplace-hazard-or-incident)