

Good Neighbour Guide

Neighbours are important to your community - they can offer you company, support or a helping hand. Whether you are living next to a friend or a stranger, there may come a time when you experience misunderstandings or a difference of opinion. Here are some tips for living in harmony with your neighbour.

What to do if a conflict arises

Take a minute

Often a situation you perceive to be a conflict is sometimes a simple misunderstanding. Try to take a step back and reflect before acting. It may be a one-time incident and all that's needed is a bit of patience and understanding.

Talk it out

Try talking to your neighbour and explaining the situation. They may not realise they are causing any disturbance. Your neighbour will most likely appreciate you talking to them in the first instance, rather than getting somebody else involved.

Tips

- Wait until you are calm before speaking to your neighbour
- Take some time to work out what you want to say before you approach your neighbour
- Talk to your neighbour face-to-face when they are on their own
- Speak quietly and slowly; this will help to keep things calm
- Be prepared to listen to their side of the story without interruption
- Leave immediately if your neighbour becomes aggressive or threatening when you approach them.

Organisations that may be able to help

If your neighbour is unwilling to listen or compromise, or if they respond in an aggressive manner, you may need to reach out to someone for help. We have provided some options below for getting information, advice and mediation.

Who	What	Phone
Residential Tenancy Authority (RTA)	Information on tenancy law and what processes there are for managing disputes	1300 366 311
Dispute Resolution Branch	Mediation services to help resolve disputes	1800 017 288
Queensland State-wide Tenants Advice and Referral Service (QSTARS)	Provide information on who may be able to help. They cannot advise on tenant situations but can provide advocacy services if the dispute is with your lessor/agent	1300 744 263
Queensland Community Legal Service Gold Coast	Information and/or advice on any legal avenue you may have such as a Peace and Good Behaviour Order	07 5532 9611
Emergency	Call the police	000

You could also reach out to your nearest Department of Housing and Public Works service centre for assistance. The contacts details are listed below or can be found using this [link here](#):

Bayside Housing Service Centre

Address: Shop 3, 8-12 Dollery Road, Capalaba, QLD 4157

Email: baysidehsc@hpw.qld.gov.au

Phone: (07) 3034 9800
(07) 3034 9891 (maintenance enquiries)

Fax: (07) 3362 9104

Bundaberg Housing Service Centre

Address: 16 Quay Street, Bundaberg QLD 4670

Email: bundaberghsc@hpw.qld.gov.au

Phone: (07) 4331 7900
1800 809 835 (toll free within area)
1300 137 687 (maintenance enquiries)

Fax: (07) 4131 5989

Buranda Housing Service Centre

Address: Level 1, 221 Logan Road, Buranda QLD 4102

Email: burandahsc@hpw.qld.gov.au

Phone: (07) 3873 7700
(07) 3873 7700 (maintenance enquiries select option 1)

Fax: (07) 3405 5324

Cairns Queensland Government Service Centre

Address: William McCormack Place, Ground Floor 5B Sheridan Street, Cairns QLD 4870

Email: cairnshsc@hpw.qld.gov.au

Phone: 07 4036 5460
1800 623 208 (toll free within area)
1300 650 910 (maintenance enquiries)

Fax: (07) 4036 5578

Chermside Housing Service Centre

Address: Level 3, 18 Banfield Street, Chermside QLD 4032

Email: chermsidehsc@hpw.qld.gov.au

Phone: (07) 3917 4600
(07) 3896 9973 (maintenance enquiries)

Fax: (07) 3896 9904

Emerald Housing Service Centre

Address: 99 Hospital Road, Emerald QLD 4720

Email: emeraldhsc@hpw.qld.gov.au

Phone: (07) 4988 1600
1800 659 160 (toll free within area)
1300 650 914 (maintenance enquiries)

Fax: (07) 4987 6742

Gladstone Housing Service Centre

Address: Level 2, 20-22 Herbert Street, Gladstone QLD 4680

Email: gladstonehsc@hpw.qld.gov.au

Phone: (07) 4899 2400
1800 266 807 (toll free within area)
1800 817 029 (maintenance enquiries)

Fax: (07) 4979 6574

Gold Coast Housing Service Centre

Address: Shop 80 Robina Town Centre, Bazaar Street, Robina QLD 4230

Email: goldcoasthsc@hpw.qld.gov.au

Phone: (07) 5645 8100
1300 650 917 (maintenance enquiries)

Fax: (07) 5583 2242

Fortitude Valley Housing Service Centre

Address: Level 7, Green Square North Tower, 515 St Pauls Terrace, Fortitude Valley QLD 4006

Email: fortitudevalleyhsc@hpw.qld.gov.au

Phone: (07) 3034 6500
(07) 3872 0303 (maintenance enquiries)

Fax: (07) 3034 6598

Inala Housing Service Centre

Address: Level 1, 14 Wirraway Parade, Inala QLD 4077

Email: inalahsc@hpw.qld.gov.au

Phone: (07) 3723 2000
(07) 3362 9230 (maintenance enquiries)

Fax: (07) 3362 9220

Ipswich Housing Service Centre

Address: Level 1, ICON Tower, 117 Brisbane Street , Ipswich QLD 4305

Email: ipswichhsc@hpw.qld.gov.au

Phone: (07) 3437 6000
1800 636 390 (toll free within area)
(07) 3280 1778 (maintenance enquiries)

Fax: (07) 3202 4942

Logan Housing Service Centre

Address: 11-13 Station Road, Woodridge QLD 4114

Email: loganhsc@hpw.qld.gov.au

Phone: (07) 3086 3700
(07) 3086 3740 (maintenance enquiries)

Fax: (07) 3884 9830

Mackay Housing Service Centre

Address: 22-30 Wood Street, Mackay QLD 4740

Email: mackayhsc@hpw.qld.gov.au

Phone: (07) 4862 9500
1800 069 237 (toll free within area)
1300 650 914 (maintenance enquiries)

Fax: (07) 4967 0906

Maroochydore Queensland Government Service Centre

Address: Mike Ahern Centre, Ground floor, 12 First Avenue, Maroochydore QLD 4558

Email: maroochydorehsc@hpw.qld.gov.au

Phone: (07) 5352 7333
1300 650 916 (Coolum Beach and South maintenance enquiries)
1300 137 687 (Peregian Beach and North maintenance enquiries)

Fax: (07) 5352 7343

Maryborough Housing Service Centre

Address: 116 Lennox Street, Maryborough QLD 4650

Email: maryboroughhsc@hpw.qld.gov.au

Phone: (07) 4324 8600
1800 623 242 (toll free within area)
1300 137 687 (maintenance enquiries)

Fax: (07) 4121 1775

Moreton Bay Housing Service Centre

Address: Level 5, Caboolture Square Shopping Centre, 60-78 King Street, Caboolture QLD 4510

Email: moretonbayhsc@hpw.qld.gov.au

Phone: (07) 5432 0700
(07) 5432 0700 (maintenance enquiries select option 1)

Fax: (07) 5431 2505

Mount Isa Housing Service Centre

Address: 19 West Street, Mount Isa QLD 4825

Email: mtisahsc@hpw.qld.gov.au

Phone: (07) 4437 2700
1800 620 466 (toll free within area)
1300 650 912 (maintenance enquiries)

Fax: (07) 4747 2138

Rockhampton Housing Service Centre

Address: Level 3, State Government Building, 209 Bolsover Street, Rockhampton QLD 4700

Email: rockhamptonhsc@hpw.qld.gov.au

Phone: (07) 4848 7000
1800 801 176 (toll free within area)
1800 817 029 (maintenance enquiries)

Fax: (07) 4938 4088

Thursday Island Housing Service Centre

Address: 37-45 Douglas Street, Thursday Island QLD 4875

Email: thursdayislandhsc@hpw.qld.gov.au

Phone: (07) 4212 3700
1300 650 910 (maintenance enquiries)

Fax: (07) 4090 3782

Toowoomba and South West Housing Service Centre

Address: Level 2 Condamine Centre, 10 Russell Street, Toowoomba QLD 4350

Email: toowoombahsc@hpw.qld.gov.au

Phone: (07) 4699 4400
1800 623 435 (toll free within area)
1300 650 915 (maintenance enquiries)

Fax: (07) 4615 3679

Townsville Housing Service Centre

Address: 2/143 Walker Street, Townsville QLD 4810

Email: townsvillehsc@hpw.qld.gov.au

Phone: (07) 4724 8500
1800 806 197 (toll free within area)
1300 650 913 (maintenance enquiries)

Fax: (07) 4760 7376

For more information, please contact CPL's Property Department at properties@cpl.org.au.