



# Antisocial Behaviour in Strata

A forever evolving challenge!

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# What we will cover

- What is anti-social behaviour?
- How it impacts Strata Companies?
- What are some of the underlying causes of this behaviour and how understanding these can assist in a quicker resolution?
- How technology can hinder and/or assist in bringing about a resolution
- Tips on the best approach.
- When to seek external help in resolving the behaviour and what help is available.

# On the Rise

Housing density in Western Australia is on the increase with over 325,000 lots in existence by the end of 2022. Urban density is not without its problems and the challenge for both Strata Companies and Strata managers is how do they handle the ever-increasing occurrence of anti-social behaviour in Strata

# What is Antisocial Behaviour?

“Anti-social behaviour disturbs, annoys or interferes with someone’s ability to go about their lawful business.”

Source [crimestoppers.com.au](http://crimestoppers.com.au)

'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons

Source UK - Antisocial Behaviour Act 2003



# The Impact – Strata Company

- Owners can feel uncomfortable in their own home;
  - Left feeling only option is to sell
- Can result in costs to the strata company,
  - Damages, security & cost of resolving
- Can cause or heighten medical concerns for owner's,
- Can make strata company operation problematic
  - Especially meetings.



# The Impact – Strata Managers



- Reduction in available time to complete their work;
- Can result in anxiety or stress;
- Can cause them to feel unsafe;
- Can result in lower levels of self esteem or confidence;

# What causes Antisocial Behaviour

- Antisocial personality disorder
  - Disregard for others, lacks empathy, resists conforming
- Circumstantial
  - Traumatic life event
  - Disputes with others
- Environmental Conditioning
  - Life skills – what we learn
- Influence
  - Drugs
  - Alcohol



# Technology – Hinderance or Help?

Overuse of electronic communication

Less time communicating & meeting neighbors

Simulated antisocial behaviours normalised

Record of events

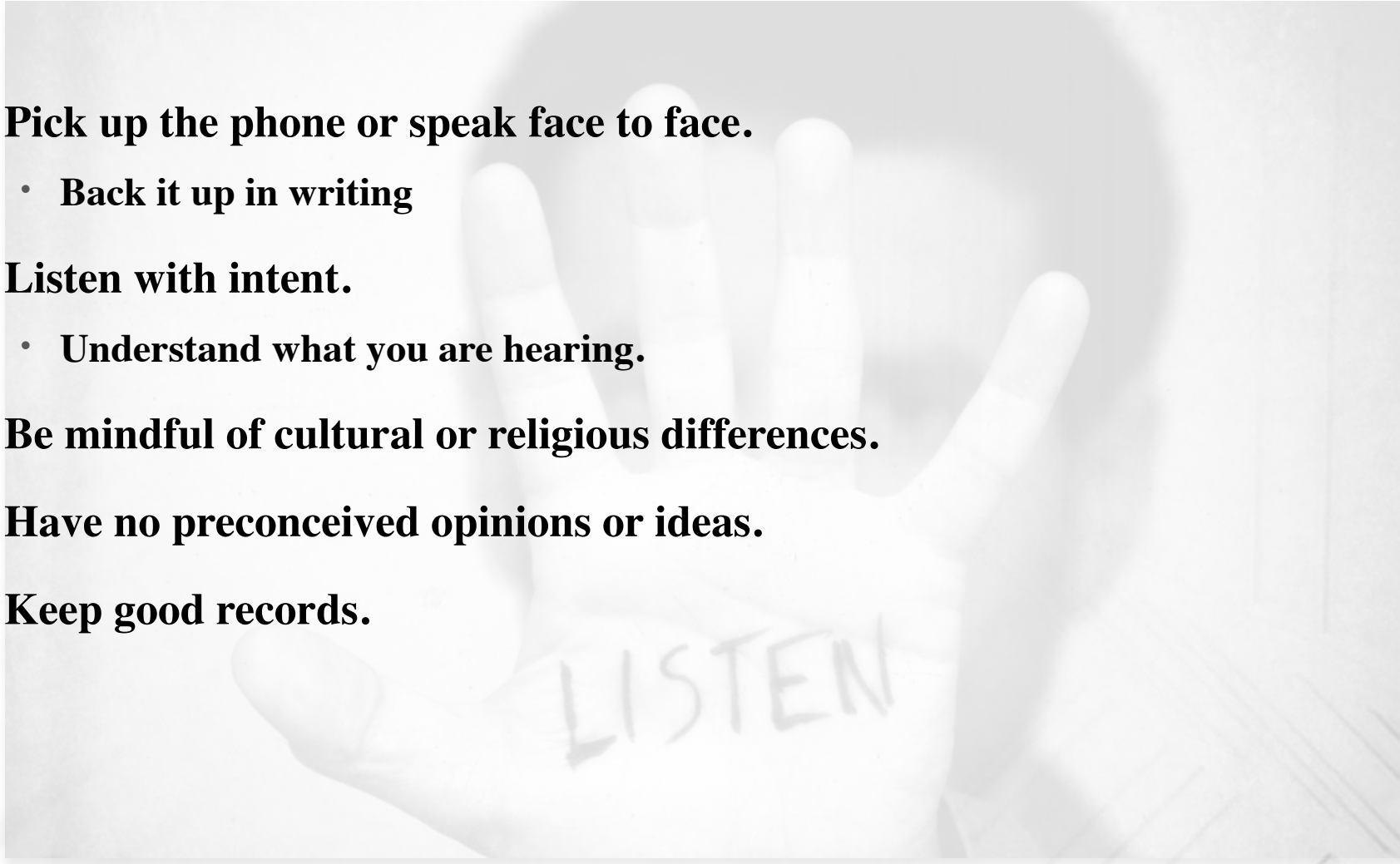
Electronic meetings

Access to information and advice



# Approach is Everything

- **Pick up the phone or speak face to face.**
  - **Back it up in writing**
- **Listen with intent.**
  - **Understand what you are hearing.**
- **Be mindful of cultural or religious differences.**
- **Have no preconceived opinions or ideas.**
- **Keep good records.**



# Consider using some of the following

“The reason I am calling you today is because we have a challenge that I was hoping you would be willing to help me with”

“I hear there has been some challenges at the complex and I would really love to hear what you know about it”

“I heard that ..... and as it is so out of character I wanted to phone you to see if everything is ok or if there is anything I can help you with?”

The power of words – use language that is nonthreatening and appeals to the listener for support

# Showing compassion to the offender is OK!

We often learn of someone's troubles in these situations

- Empathies or sympathies
- Offer solutions if you can
- Offer support (not necessarily personally)



# Advice for Owner's

- Remember this is your neighbour
- Use the listen approach, don't attack!
  - Consider leaving it to your Strata Manager
- Don't change the way you act towards them, treat them as you treat others
- Take note's, record dates and times and take photos where appropriate and safe to do so.
- Understand the importance of the matter – is it trivial or serious. Take perspective



# Advice for Strata Managers

- Email only will cost you time
- Participate in dispute & conflict resolution training
- Only meet face to face if its safe to do so
  - Take someone with you
  - Remember to listen
  - Meet in an open space
- Know when external help is needed



# Where to Next?

## External Help on Behaviour

Visit Health WA for comprehensive list

- Lifeline 13 11 14
- Support Line for Alcohol, Drugs/or Mental Health  
1800here4u
- Beyondblue 1300 224 636
- National Debt Helpline 1800 007 007

## Dispute Resolution

- Strata Lawyers
- Independent mediation
- SAT

Where a situation arises that there is a risk of physical harm or injury to a person or persons call police

Thank You!



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