

Reporting Disturbances at The Mews

To help maintain a safe, respectful, and enjoyable living environment at The Mews, it is essential that all disturbances are reported promptly and accurately. This enables the strata management team to take appropriate action, including compiling evidence to support any application that may need to be made to the State Administrative Tribunal (SAT).

If You Witness Dangerous or Threatening Behaviour

If at any time you feel that your safety or the safety of others is at risk, **do not wait** — contact the police immediately.

- **Call 000** – for emergencies or any immediate threat to human health or safety
- **Call 131 444** – for non-emergency police assistance (e.g. ongoing disturbances, non-urgent antisocial behaviour)
- If you contact police, please request a police report number, and then log a ticket through the Helpdesk including that number.

What to Report

Please report any behaviour that causes concern or discomfort, including but not limited to:

- Excessive noise
- Threatening or aggressive behaviour
- Vandalism or property damage
- Parties, fighting, or public disturbances
- Repeated disruptions (day or night)



How to Report

All reports must be submitted via our official Helpdesk system: <https://themewswestperth.com.au/helpdesk/>
When logging a ticket, please select the category "Disturbance/Noise".

Be sure to include as much detail as possible: (**Bolded** items are mandatory)

1. **Date of the incident**
2. **Time of the incident**
3. **Location** (e.g., unit number or common area)
4. **What happened** (clear description of the disturbance)
5. Police report number (if applicable)
6. People involved (if known)
7. Impact on you or other residents
8. Witnesses (if applicable)
9. Photos/Video (if applicable)

Note: Each resident should submit their own report, even if the incident affected multiple people. This strengthens the case and helps establish a clear pattern of behaviour.

Repeat Incidents

If the same issue or person continues to cause disturbances, **please update your existing ticket** with the latest incident details instead of creating a new one. This helps maintain a consistent and complete record of ongoing issues.