

# Hoarding and Squalor

## Hoarding

Hoarding is the persistent accumulation of, and lack of ability to relinquish, large numbers of objects or living animals, resulting in extreme clutter in or around a premises.

It involves excessive collection of items (which appear to have little or no value) and a failure to remove or discard them. This often means that the environment in which the occupier lives becomes so cluttered that it can no longer be used for the purpose for which it was designed.

This will consequently impair the basic living activities (such as cooking, cleaning, sleeping, showering and moving) of the occupant. It also presents additional risks in the form of pest infestations and fire safety hazards.

## Squalor

Severe domestic squalor refers to households that are extremely cluttered or are in extreme environmental neglect and where the accumulation of items such as personal possessions, rubbish, excrement and decomposing food creates an environment that jeopardises the occupant's health and well-being. Squalor may not always be associated with an accumulation of items. It may be extreme environmental neglect conditions e.g. blood, faeces, mud etc. on walls, floors and ceilings.

## What do I do if I have a concern?

- If you have a concern please contact Ipswich City Council (07) 3810 6666.
- Your name, address and phone number will be required together with the address of the affected property. Personal details are confidential and will not be disclosed to other parties without your written consent.



## What action does Council take?

A council officer will conduct a site visit to determine if there are any public health risks present. If the officer determines that there is a risk to public health then a notice may be served on the owner of the property (or the responsible person – i.e. the tenant) requiring works to be carried out to remedy the public health risk.

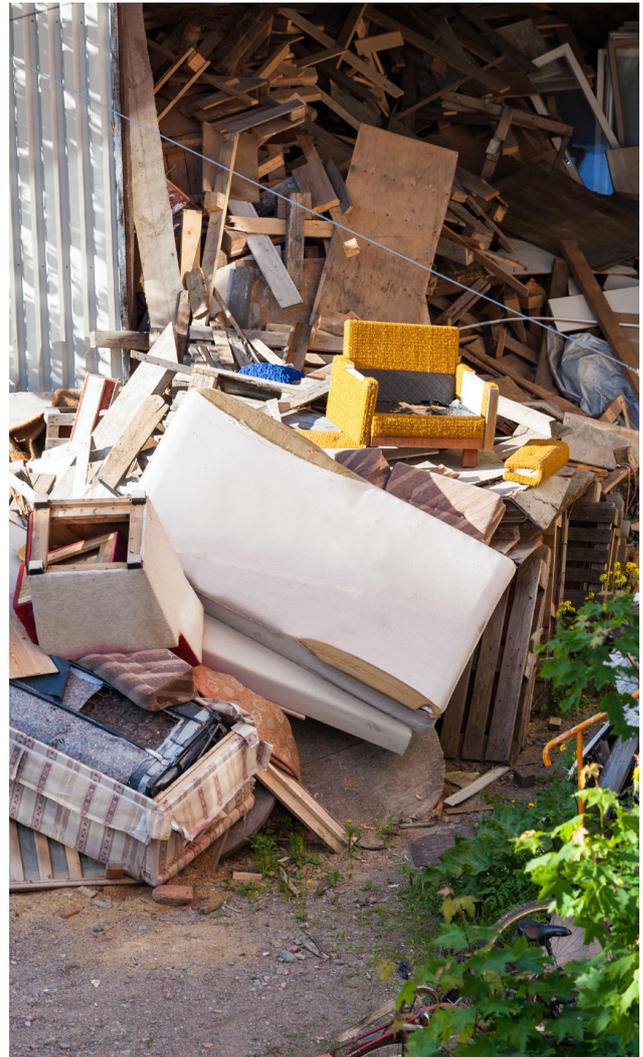
## What happens if I receive a notice?

- You will be required to carry out all work within the timeframe specified in the notice.
- You can contact the relevant officer and advise them on your proposed course of action.

## What happens in the event of noncompliance?

If the owner of the property (or the responsible person) does not have a reasonable excuse and does not complete the work that was required in the Notice within the specified timeframe, a Council contractor may be appointed to enter the property and complete the required works to remove the public health risk.

The cost incurred by Council in completing these works, plus additional service and administration charges will be invoiced to the property owner or the responsible person.



## Useful contacts

Australian Red Cross .....	1800 733 276
Centacare .....	1300 236 822
Department of Housing and Public Works .....	13 74 68
Drug Arm .....	(07) 3620 8850
Ipswich Community Aid Inc. ....	(07) 3812 3437
Ipswich Home Assist .....	(07) 3810 6662
Ipswich Housing and Support Services ...	(07) 3816 1435
Ipswich Housing Service Centre.....	(07) 3437 6000
Legal Aid Office, Ipswich .....	(07) 4847 5000
Lifeline .....	13 11 14
St Vincent de Paul Society .....	13 18 12

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