

Policy

Sustaining Tenancies

Policy Statement

Beyond Housing will work with renters to sustain their residential rental agreement, through a strengths-based and renter focused approach.

The purpose of this policy is to outline Beyond Housing's approach to:

- Renter Engagement
- Linking renters to Support
- Human Rights Considerations

Policy Application

This policy applies to all Beyond Housing employees and includes all permanent and casual staff, volunteers, work experience students, management, and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants. This policy applies to all properties owned or managed by Beyond Housing.

Responsibility & Authority

- The Board of Beyond Housing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
 - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
 - All managers and workplace participants are aware of this policy.
 - Support for workplace participants to undertake their responsibilities under this policy is provided.
- The CEO may delegate specific responsibility to managers or workplace participants to ensure that the objectives relating to this policy are met.
- Managers and Team Leaders are responsible for informing workplace participants about their responsibilities under this policy.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.

Policy Detail

Beyond Housing will:

- Ensure high quality practices and positive relationships with renters to help renters sustain their own residential rental agreement.
- Ensure all Housing Services policies and procedures are focussed on sustaining residential rental agreements.
- Work with support services and advocates to assist renters to sustain their residential rental agreement.
- Comply with its contractual, legal, and regulatory obligations relating to rental management.

Renter engagement

Beyond Housing property managers are skilled to ensure that at risk tenancies are individually assessed and suitable strategies are developed with the renter. At risk tenancies may include financial, health, mental health, living skills and family violence.

Beyond Housing will:

- Encourage all renters to participate in decisions that affect their housing.
- Provide renters with the opportunities to determine their own housing outcomes.
- Work with renters to build rental skills to maintain their own residential rental agreement.

Linking renters to Support

Beyond Housing will:

- Provide skilled Property Managers, that respond quickly, to tenancies that are at risk (risks may include; family violence, financial management, mental health, neighbourhood disputes and living skills) and with the renter, identify support services that are able to assist the renter to overcome areas of risk and keep their residential rental agreement.
- Offer the renter, referral to Beyond Housing support programs, that assist renters to keep their home when they are at risk of losing their rental agreement:
 - Tenancy Plus
 - Indigenous Tenancies at Risk program – culturally appropriate support
- Work with support services to assist renters to keep their home.
- Involve advocates (including support service workers) in any decision involving a rental agreement, as required, or when requested.

Human Rights Considerations

In making decisions, Beyond Housing must give proper consideration to the relevant human rights in accordance with the *Charter of Human Rights and Responsibilities Act 2006 s38(1) (the charter)*.


This consideration should include the potential impact the proposed action we are undertaking may have on the renters and their household member's rights under the Charter.

Definitions

Not applicable

Related

Document Reference	Document Type
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Legislation
Child Wellbeing and Safety Act 2005 (Vic)	Legislation
Children, Youth and Families Act 2005 (Vic)	Legislation
Housing Act 1983 (Vic)	Legislation
Residential Tenancies Act 1997 (Vic)	Legislation
Feedback – Compliments & Complaints	Policy
Eligibility & Allocation	Policy
Maintenance & Repairs	Policy
Privacy & Confidentiality	Policy
Rent	Policy
Rights and Responsibility	Policy
Rental Agreement Management	Policy
Transitional Housing Management	Policy
Victorian Housing Register (VHR)	Other
Housing Registrar	Other

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