

Policy – Sustaining Tenancies

Policy Statement

BeyondHousing will work with tenants to sustain their tenancy, through a strengths-based and tenant focused approach

Purpose

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

- Tenant Engagement
- Linking tenants to Support
- Human Rights Considerations

Scope

This policy applies to all properties owned or managed by BeyondHousing.

Policy Detail

BeyondHousing will:

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

Tenant engagement

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

BeyondHousing will:

- Encourage all tenants to participate in decisions that affect their housing
- Provide tenants with the opportunities to determine their own housing outcomes
- Work with tenants to build tenancy skills to maintain their own tenancies

Linking tenants to Support

BeyondHousing 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 tenant, identify support services that are able to assist the tenants to overcome areas of risk and keep their tenancy

- Offer the tenants referral to BeyondHousing support programs that assist tenants to keep their home when they are at risk of losing their tenancy:
 - Tenancy Plus
 - Indigenous Tenancies at Risk program – culturally appropriate support
- Work with support services to assist tenants to keep their home
- Involve advocates (including support service workers) in any decision involving a tenancy as required or when requested

Human Rights Considerations

In making decisions, BeyondHousing 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 tenants and their household member's rights under the Charter.

Related:

Policy

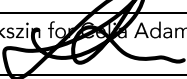
- Compliments and Complaints
- Eligibility & Allocation
- Maintenance & Repairs
- Privacy and Confidentiality
- Rent
- Rights and Responsibility
- Tenancy Management
- Transitional Housing Management

Documents

- Performance Standards for Registered Housing Agencies – click [here](#)
- VHR Allocation Framework – click [here](#)

Legislation

- Charter of Human Rights and Responsibilities Act (2006) Vic
- Housing Act (1983) Vic
- Residential Tenancies Act (1997) Vic
- Child Wellbeing & Safety Act (2005) Vic
- Children, Youth & Families Act (2005) Vic

Approver: Leisa Makszyn for Paula Adams (CEO) Signed: 	Date Reviewed: March 2019
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