

Policy – Sustaining Tenancies

Policy Statement

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

Purpose

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

- Renter Engagement
- Linking renters 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 renters to help renters sustain their own residential rental agreement.
- Ensure all Housing Services policies and processes 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

BeyondHousing 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.

BeyondHousing 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

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 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 BeyondHousing 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, 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 renters 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
- Rental 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
- All Regulations, Standards and Codes of Practice referenced in the above Acts.

Approver: Celia Adams (CEO) Signed: 	Date Reviewed: March 2021
Scheduled Review Date: March 2024	Version: 2