



## Sustainable Tenancies Policy

### Purpose

This policy outlines SAH's proactive approach to sustaining tenancies.

### Scope

This policy applies to all tenants, household members, applicants, employees, and stakeholders of SAH.

### Policy Statement

1. SAH is committed to:
  - Developing policies, procedures and work practices that strive to sustain tenancies.
  - Understanding and working with the individual needs of tenants and their households.
  - Creating links with services and programs that benefit tenants and the community.
  - Providing proactive and responsive support for at risk tenancies.
2. SAH recognises that applicants and tenants have a range of housing and support needs. This policy details how SAH supports tenants to sustain their tenancies, either directly as a registered housing provider, or indirectly through referrals to other support agencies.
3. SAH aims to proactively identify vulnerable groups most at risk of tenancy failure to sustain tenancies. We do this by:
  - Conducting interviews with applicants prior to allocation and matching to suitable property.
  - Offering home visits as required and at least annually throughout the tenancy to check in on wellbeing and identify any property or tenancy related concerns.
  - Establishing contact with identified 'at risk' households.
  - Using every interaction with a tenant as a chance to understand their needs and sustain their tenancy.
  - Making information available in a variety of formats and languages, where required.
  - Establishing links with specialist support agencies.
  - Exploring and developing initiatives aimed at increasing the level of tenancy sustainment, based on an understanding of the reasons for tenancy failure, in collaboration with other services.
  - Ongoing training and development opportunities for our employees.
  - Reviewing and monitoring our service delivery responses based on tenant feedback.
4. SAH recognises the personal, health, social and financial cost of a tenancy failure. When a tenancy is at risk, SAH will first aim to assist the tenant to address and resolve the underlying factors that are placing the tenancy at risk. Our response includes:
  - Assessing individual need and developing a management plan in collaboration with the tenant.
  - Referring to a relevant support agency or program.
  - Clearly explaining rights, responsibilities, and options.
  - Undertaking a Human Rights Impact Assessment (HRIA) to ensure that we are considering human rights.
5. SAH treats eviction as a mechanism of last resort.
6. SAH recognises that our tenants may require additional support to sustain their tenancy and

live independently. Households may present with different support needs throughout their tenancy.

7. SAH is not a support provider. We work within a network of specialist services and provide referrals to appropriate agencies when required, which includes within the TSA network.
8. Every SAH employee is responsible for employing our sustainable tenancies approach:
  - Our Housing Workers/Housing Coordinators manage the allocation of tenancies into housing programs and provide regular and ongoing contact with our tenants to proactively address any personal or tenancy issues.
  - Our maintenance and Asset Management team ensures that our properties are maintained at a standard to maximise a healthy built environment.

### Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

### Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

### Related Documents

Policy	Appeals Policy Arrears Management Policy Complaints and Feedback Policy Inspections Policy Rent Setting Policy
Legislation	National Regulatory Code National Community Housing Standards Privacy Act State Residential Tenancies Act and Regulation
Other Documents	Appeals Brochure

### Document Control

Authorisation	SLT
Effective Date	10 <sup>th</sup> Oct 2020
Version	02