



Tenant Access to Their Records Policy

Purpose

To outline SAH's approach to tenants accessing their records.

Scope

This policy applies to all staff of SAH who are responsible for, and providing, tenant and housing services.

Policy Statement

1. SAH is committed to ensuring the privacy of all personal information pertaining to tenants, in accordance with legislative and funding requirements.
2. Tenants have the right to request to view their case files and may request a correction to any information contained in the file which they believe is inaccurate, incomplete, or out of date.

Related Documents

Policy	Appeals Policy Complaints and Feedback 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
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Version	02