

C1.17 Tenant's Rights Policy



1. Purpose

- 1.1. This policy outlines how the landlord will ensure and uphold rights of tenants/members of the company and Co-operative.
- 1.2. The landlord will act in accordance with the:
 - 1.2.1. The National Community Housing Standards May 2010
 - 1.2.2. Residential Tenancies Act 2010.
 - 1.2.3. NSW Co-operative Housing Program Procedures Handbook Sept 2011
 - 1.2.4. National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018

2. Scope

- 2.1. Applies to all staff
- 2.2. Applies to co-operatives
- 2.3. Applies to Tenants of directly managed properties including Specialist Disability Accommodation

3. Exceptions

N/A

4. Definitions

- 4.1. **Landlord** - the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 4.2. **Co-op** - ownership and governance structure where residents become 'members' –and hence owners – of the Co-operative and play an active part in running the organisation.
- 4.3. **Tenant** - the person who has the right to occupy residential premises under a residential tenancy agreement.

5. Responsibilities

5.1. Chief Executive Officer (CEO)

- 5.1.1. Providing resources
- 5.1.2. Oversight of process

5.2. Manager

- 5.2.1. Staff competency
- 5.2.2. Monitoring

5.3. Operations Manager

- 5.3.1. Review the policy with relevant staff as per schedule or when required

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- 5.3.2. Work with the Co-op Development Team and Marketing Manager to provide documents including policies in plain English

6. Procedure

6.1. We determine that all Tenants/members are entitled to:

- 6.1.1. have agreements with the Landlord communicated in an appropriate mode of communication.
 - This may include translation, pictorial, use of a Support Service.
- 6.1.2. be informed of rights as a Tenant
- 6.1.3. equal Rights and opportunity
- 6.1.4. fair and non-discriminatory treatment
- 6.1.5. Be treated with respect
- 6.1.6. have access to safe and secure housing
- 6.1.7. be consulted on housing needs and preferences
- 6.1.8. access to a complaints and appeals system
- 6.1.9. use of an advocate
- 6.1.10. be informed of how to access own information
- 6.1.11. have security of tenure
- 6.1.12. have their personal information kept confidential
- 6.1.13. autonomy including their right to privacy, intimacy and sexual expression being respected by CENSW
- 6.1.14. to have any allegations and incidents of violence, abuse, neglect, exploitation or discrimination acted upon, these will be handled through the Complaints and Appeals Process. CENSW may notify the Police and ask the Police to handle the matter

7. External References

- 7.1. The National Community Housing Standards 2010
- 7.2. Residential Tenancies Act 2010
- 7.3. NSW Co-operative Housing Program Procedures Handbook Sept 2011
- 7.4. Equal Rights and Opportunity
- 7.5. Anti-Discrimination Act 1977
- 7.6. Privacy Act 2012
- 7.7. National Disability Insurance Scheme Practice Standards and National Disability Insurance Scheme Rules 2018

8. Internal Associated Documents

- 8.1. Confidentiality Policy

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- 8.2. C 1.14 Complaints Policy
- 8.3. C 1.14 Complaints Flowchart
- 8.4. C 1.25 Appeals Policy

9. Forms

- 9.1. Complaints and Appeals Form
- 9.2. Request for release of Personal Information

Name, Designation and Signature of Approver	Corine Addison, Operations Manager
Contact/Responsible Delegation	Co-op Development Manager
Date	May 2019
Date Committee/Board Approved	N/A
Date Staff Informed	
Upload to Website and Date	
Review Date	May 2022
Version	2