

C1.9 Changing Needs of Tenants Policy



Policy Statement

It is the policy of CENSW to:

- recognise the changing needs of tenants and how this impacts on the size, location, and type of property they are eligible for or live in
- manage under and over occupancy through accurate allocation processes, supported by up to date information from the tenant and household
- minimise emerging under or over occupancy of premises wherever possible by requesting a tenant move to another property, known as a management transfer
- respond to transfer requests through Housing Pathways transfer processes on the NSW Social Housing Register
- respond to and act upon written requests for succession on tenancy in a compassionate and timely manner.

1. Purpose

- 1.1. The aim of this policy is to provide guidelines for dealing with the changing needs of Tenants by the Company and Co-ops. This may involve rehousing tenants or making modifications to existing property. See ***Disability Modifications policy*** for more detail.

2. Scope

- 2.1. Applies to all staff
- 2.2. Applies to Co-operative, Tenant Members and Tenants

3. Exceptions

N/A

4. Definitions

- 4.1. **CENSW** – Common Equity NSW Ltd
- 4.2. **Landlord** - the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 4.3. **Co-op**- governance structure where residents become ‘members’ of the Co-operative and play an active part in running the organisation.
- 4.4. **Tenant** - the person who has the right to occupy residential premises under a residential tenancy agreement.
- 4.5. **Over Occupancy** - having unrelated adults sharing a room; adults sharing a bedroom with children; children of different genders over the age of 11 sharing a bedroom; adults sharing a bedroom who for medical reasons need a

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separate bedroom; Or a situation where the number of children sharing a bedroom is causing excessive wear and tear.

- 4.6. Under occupancy** - one or more bedrooms permanently under occupied, without demonstrated need for the additional bedroom.

5. Responsibilities

5.1. Chief Executive Officer (CEO)

- 5.1.1. Approval of process

5.2. Operations Manager

- 5.2.1. Oversight of process
5.2.2. Provision of resources

5.3. Manager

- 5.3.1. Staff competency
5.3.2. Monitoring

5.4. Quality Coordinator (QC)

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

6. Procedure

- 6.1. Management Transfers** - Rehousing due to under or over occupancy, or emergency circumstances. The small size of the Company and Co-op property portfolio limits rehousing options within the Co-op sector. If there is the need for rehousing, a Co-op will approach CENSW and other suitable Co-ops via a transfer application and also consider other options, like other community/social housing providers. Refer to the ***Management Initiated Transfer policy*** for more detail.

- 6.2. Ageing in place and Disability Modifications**- Where possible the Landlord will assist a tenant who is ageing or living with a disability to remain living in their home, by considering undertaking home modifications. If there is a need for extensive modification the Co-op will lodge a letter to CENSW to explore possibilities for disability modifications and other housing options for the Tenant. Refer to the Disability Modifications Policy for further details on how to apply.

6.3. Occupancy Issues

- 6.3.1. Occupancy issues are considered as part of the ***Allocation process***. However, if issues arise after allocation the tenant may be requested to consider rehousing to a more appropriate property.

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6.3.2. Under and over occupancy issues are assessed together with income reviews.

6.4. Succession

6.4.1. Under the Residential Tenancies Act (2010), succession is the right of a member of a tenant's household to take over the tenancy when the tenant dies, leaves permanently or will be in hospital, prison or absent for an extended period. There are several conditions which must be met. Refer to the ***Recognition as a Tenant Policy*** for details.

7. External References

7.1. Residential Tenancies Act 2010

8. Internal Associated Documents

8.1. CENSW Disability Modification policy

8.2. Allocation Policy

8.3. Recognition as a Tenant Policy

8.4. Tenant Handbook

8.5. Management Initiated Transfer Policy

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