

T 4.20 Sustaining Tenancies Policy

1. Purpose

This policy explains how Common Equity NSW (CENSW) supports tenants to sustain their tenancies.

2. Scope

This policy applies to:

- All tenancies directly managed by CENSW
- CENSW staff involved in tenancy management
- Referrals and partnerships with external support services

3. Policy Statement

CENSW is committed to sustaining tenancies wherever possible. We believe that secure housing provides the foundation for wellbeing, participation and community connection.

We will:

- Act early to identify and address risks to a tenancy.
- Communicate with tenants in a fair, respectful and transparent way.
- Where possible, explore all reasonable support and referral options before pursuing legal action.
- Balance the rights and responsibilities of tenants with the need to manage community safety and property condition.
- Ensure that eviction is a last resort, only pursued when all other options have been exhausted.

3.1 Sustaining Tenancies in Practice

CENSW will:

- Provide clear information at the start and during the tenancy about tenant rights and responsibilities.
- Monitor tenancy obligations and act early if issues are identified.
- Where possible and consented to, offer referrals to financial counselling, support agencies and community services.
- Work with tenants to develop payment arrangements or support plans that are realistic and achievable.
- Document all reasonable actions taken to sustain a tenancy before proceeding with termination.

4. Appeals

Tenants have the right to appeal decisions made under this policy. Appeals are managed under the CENSW Appeals Policy.

5. Related Legislation, Documents and Policies

- [Residential Tenancies Act 2010 \(NSW\)](#)
- CENSW Rent and Debt Management Policy
- CENSW Breach of Tenancy Policy
- CENSW Ending a Tenancy Policy
- CENSW Appeals Policy
- CENSW Working with Co-operatives Policy
- CENSW Tenant Rights and Responsibilities Policy

7. Variations

That the policy can be reviewed and amended as required by Common Equity.

Name, Designation & Signature of Approver	Head, Co-operative Services
Contact/Responsible Delegation	Co-operative Services Team Manager
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