

## **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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