

PURPOSE:

This policy provides guidelines for dealing with the changing needs of Tenants by the Company and Co-op. This may involve rehousing tenants or making modifications to existing property.

1. SCOPE

- 1.1. Applies to all staff
- 1.2. Applies to co-operatives

2. EXCEPTIONS:

NA

3. DEFINITIONS

- 3.1. **Landlord** -the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 3.2. **Co-op** - governance structure where residents become 'members' of the cooperative, and play an active part in running the organisation.
- 3.3. **Tenant** -the person who has the right to occupy residential premises under a residential tenancy agreement.

4. RESPONSIBILITIES

4.1. Chief Executive Officer (CEO)

- 4.1.1. Providing resources
- 4.1.2. Oversight of process etc

4.2. Manager

- 4.2.1. Staff competency
- 4.2.2. Monitoring

4.3. Board

4.4. Quality Coordinator (QC)

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

5. CONTENT

Changing needs of Tenants may include:

5.1. 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.

5.2. Modification in order to provide more accessible premises in cases of disability, the Landlord will comply with the Disability Modification Policy as set by CENSW. In the case of disability the co-op will attempt to modify the premises to suit the Tenant's needs. 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.

6. REFERENCES

6.1. Residential Tenancies Act 2010

7. ASSOCIATED DOCUMENTS

7.1. CENSW Disability Modification policy

7.2 Tenant Induction Kit