

Policy

Policy Title	Starting a Tenancy
Policy Number	TEN004
Department	CHP, Habitat for Humanity Australia
Version	1.0
Authorised By	B Tasker
Ratified	February 2023

Objective

The purpose of this document is to explain the policy for starting a new tenancy at HFHA. This policy applies to all tenants of HFHA.

Policy

HFHA is a social and affordable housing landlord with a commitment to service delivery. HFHA ensures that all tenants understand their rights and responsibilities when starting a tenancy and signing a Residential Tenancy Agreement with HFHA.

HFHA provides both fixed term and periodic tenancies in accordance with the *Residential Tenancies Act 2010* through a range of programs. These include the General Housing Program, Transitional Housing Program, Affordable Housing Programs and Housing for Older People.

Each tenant will sign a Residential Tenancy Agreement which complies with the *Residential Tenancies Act 2010*. The Residential Tenancy Agreement will be signed by both the tenant and the housing manager with the rights and responsibilities of both parties (HFHA and the tenant) explained.

The tenant can choose a support person to assist them during the starting a tenancy process. Each tenant will receive a Sign Up Pack to assist in their tenancy with HFHA. This pack includes:

1. NSW Fair Trading Tenant Information Statement (in the tenant's first language wherever possible)
2. A signed Residential Tenancy Agreement
3. Two copies of the Property Condition Report
4. Copy of strata scheme by-laws and mandatory information (if applicable)
5. Copy of rent change letter
6. Copy of signed consent to Disclose Personal Information Form (if applicable)
7. Copy of Keys Received Form

8. A copy of the Tenant Handbook providing general information on our policies, how to appeal and complain, and contacts for legal and financial advice.

General Social Housing Program

As a Community Housing Provider, the majority of HFHA's tenancies are leasehold and capital properties offered as part of its General Social Housing Program. Eligibility is determined through Housing Pathways www.housingpathways.nsw.gov.au, the NSW common access system for social housing.

Transitional Housing

Where the tenant is signing an agreement for transitional housing, HFHA will ensure that the tenant understands that this tenancy is for a fixed term, is temporary and offered in partnership with a support agency. Formal correspondence with the tenant will confirm this.

Tenants in transitional tenancies will be aware of the need to find accommodation once the fixed term Residential Tenancy Agreement ends. The Housing Pathways applications of tenants in transitional housing remain live on the NSW Housing Register in recognition of the temporary nature of the tenancy.

Housing for Older People Programs

These properties are for people over the age of 60 years. These programs usually have local authority conditions such as connection to the area as well as age. Allocations to these properties will only be made to eligible households.

Complaints and appeals

If a tenant is not satisfied with a service provided by HFHA or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete the form on the Compliments, Complaints and Appeals Brochure, available at HFHA offices and on our website www.habitat.org.au.

If a tenant is unhappy with the outcome of an appeal to HFHA, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to www.hac.nsw.gov.au.

Related documents

Legislation

- *Residential Tenancies Act 2010*
- *Residential Tenancies Regulation 2019*

Documents supporting this policy

Tenant sign up documents:

- NSW Fair Trading Tenant Information Statement
- Tenant Handbook
- Residential Tenancy Agreement
- Property Condition Report
- Strata scheme by-laws and mandatory information (if applicable)
- Application for Rental Subsidy Form
- Non-rent Authorisation Form
- Centrelink eServices Consent Factsheet and CPay Deduction Form
- Sign Up Declaration Form
- Consent to Disclose Personal Information Form
- Photocopy of keys
- Tenant Demographic Assessment (TDA) Form (if applicable)