

H34. FAIRNESS AND TENANT SATISFACTION

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	2.0
Section:	Housing
Applies To:	Board, Management and Staff of all IAC Services
Date:	October 2015 (Review October 2018)

Background and Purpose

The IAC's Housing policies articulate our aims, goals and philosophies in providing housing services for Aboriginal tenants and their families. They explain how the Illawarra Aboriginal Corporation works with its staff and other agencies to ensure that our tenants are afforded the best and most appropriate services and that we meet all of the requirements of the Aboriginal Housing Office and the Office of Community Housing.

Principles

Tenants and Applicants have the right to fair, transparent and equitable practices regarding:

- the assessment of Waiting List applications
- the allocation of Housing
- potential staff, Board or member conflicts of interest
- tenancy leases and lease terms
- tenancy issues
- rent setting
- rental arrears and legal action
- property transfer, exchange or succession
- property modifications
- the changing needs of tenants
- evictions and terminations
- requests for repairs and maintenance
- property inspections

confidentiality and privacy

The IAC understands that tenant satisfaction is improved through:

- actively seeking feedback on our services
- treating positive and negative feedback as valuable information
- monitoring and analysing trends in feedback
- regular communication with tenants
- implementing appropriate responses
- continuous quality improvement

Our Tenants

The IAC:

- understands the rights and responsibilities of its tenants and applicants
- gives our tenants and applicants information on their rights and responsibilities in a format that is easy to understand.
- has identified and implemented strategies to help tenants and applicants to exercise their rights and responsibilities.
- has clear mechanisms and structures by which tenants and applicants have the opportunity to provide input into the IAC
- informs tenants and applicants about these mechanisms and structures
- encourages tenants and applicants to participate in decision-making activities
- informs and seeks the opinions and ideas of tenants, applicants and other stakeholders when considering important changes
- ensures that people get enough information and time to make consultations useful
- ensures that staff know the support options available and have working relationships with key individuals in other appropriate organisations in their local community

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Rights and Responsibilities

Tenants and Applicants have the right to:

- be treated with respect
- have personal information kept confidential.
- be consulted about substantial changes in the way their services are managed
- be asked about their needs and wishes
- complain and appeal against decisions
- be informed of how to participate in the IAC and contribute to decision making
- use a support person
- be provided with safe and secure service delivery and outcomes (such as security of tenure for housing clients)
- apply to see their personal file with the names of any third parties removed

Tenants and Applicants have a responsibility to:

- treat IAC staff and board members with respect
- treat representatives of our real estate agent with respect
- abide by the terms and conditions of their lease agreement and IAC policies
- take reasonable care to maintain and look after IAC housing
- respect the privacy and confidentiality of other tenants and applicants
- contribute to IAC decisions in a positive way
- take an active interest in IAC affairs

COMPLIANCE

This policy complies with:

- NSW Housing Act 2001
- NSW Residential Tenancies Act 2010

REFERENCES

This policy should be read with:

- **Housing NSW** “Changing a Tenancy Policy”
- **National Regulatory Code** - 1. Tenant and housing services (f) managing and addressing complaints and appeals relating to the provision of housing services