

Sustainable Tenancies Policy

Purpose

This policy outlines the CatholicCare Victoria Housing Ltd (CCVH) proactive approach to sustaining tenancies.

Scope

This policy applies to all renters, household members, applicants, employees, and stakeholders of CCVH.

Policy Statement

Guiding Principles

CCVH is committed to:

- Developing policies, procedures and work practices that strive to sustain tenancies
- Understanding and working with the individual needs of renters and their households
- Creating links with other services and programs that benefit renters and the community
- Providing proactive and responsive support for at risk tenancies.

Identifying Vulnerability

CCVH recognises that applicants and residents have a range of housing and support needs. This policy details how CCVH supports renters to sustain their tenancies, either directly as a social rental provider, or indirectly through referrals to other support agencies.

CCVH aims to proactively identify vulnerable groups most at risk of tenancy failure to sustain tenancies. We do this by:

- Conducting interviews with applicants prior to allocation and matching to an available suitable property,
- Completing a 3-month initial inspection post sign up and annually throughout the tenancy to check in on wellbeing and identify any property or tenancy related concerns,
- Maintaining regular, personal, and sustained contact with identified 'at risk' households,
- Using every interaction with a renter as a chance to understand their needs and sustain their tenancy,
- Making information available in a variety of formats and languages, where required,
- Working effectively with specialist support agencies,
- Developing and supporting initiatives aimed at increasing the level of tenancy sustainment, based on an understanding of the reasons for tenancy failure, in collaboration with other services,
- Ongoing training and development opportunities for our employees,
- Reviewing and monitoring our service delivery responses based on best practice,
- Operating early intervention and person-centered practice frameworks.

At Risk Tenancies

CCVH recognises the personal, health, social and financial cost of a tenancy failure. When a tenancy is at risk, CCVH first aims to assist the renter to address and resolve the underlying factors that are placing the tenancy at risk. Our response includes:

- Assessing individual need and developing a management plan in collaboration with the renter,
- Referring to a relevant support agency or program,
- Clearly explaining rights, responsibilities, and options,
- Undertaking a *Human Rights Impact Assessment (HRIA)* to ensure that we are considering human rights.

CCVH treats eviction as a mechanism of last resort.

Support to Sustain Tenancies

CCVH recognises that our renters may require additional support to sustain their tenancy and live independently. Households may present different support needs throughout their tenancy.

CCVH is not a support provider. We work within a network of specialist services and provide referrals to appropriate agencies when required.

Accountabilities and Responsibilities

Every CCVH employee is responsible for implementing our sustainable tenancies approach. Our Housing Services team is the first point of contact for residents. Our Tenancy Officers:

- Provide regular and ongoing contact with our renters to proactively address any personal or tenancy issues,
- Manage the allocation of tenancies across a variety of housing products and programs,
- Deliver quality resident engagement and community development initiatives with an aim to reduce social isolation, enhance connection to local community services and programs, and
- Work with our *Facilities and Asset Management team* to ensure our properties are maintained at a standard to maximise a healthy environment.

Related Information

- Housing Act 1983 (Vic)
- Residential Tenancies Act 2021 (Vic)
- Victorian Housing Registrar Performance Standards
- Privacy and Data Protection Act 2014
- Equal Opportunity Act 2010
- The Charter of Human Rights and Responsibilities Act 2006 (Vic)

Transparency and Accessibility

This policy will be available on our website.

Version Control

Version	1	Review frequency	Approved: June 2023 Next Review: June 2025
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