



Contents

Overview..... 1

Policy Statement..... 2

 Discretion 2

 Tenants Right to Review Decisions 2

Roles and Responsibilities 2

Related Documents and References 3

Definitions 3

Document Control Information 3

Overview

Purpose	This policy outlines Salvation Army Housing proactive approach to sustaining tenancies.
Who does this apply to?	This policy applies to All Salvation Army Housing Employees (SAH & SAHV) tenants, household members, applicants, employees, and stakeholders of SAH.
Effective date	10/10/2020

Policy Statement

1. Salvation Army Housing (SAH) is committed to:
 - Developing policies, procedures and work practices that strive to sustain tenancies.
 - Understanding and working with the individual needs of tenants and their households.
 - Creating links with services and programs that benefit tenants and the community.
 - Providing proactive and responsive support for at risk tenancies.
2. SAH recognises that applicants and tenants have a range of housing and support needs. This policy details how Salvation Army Housing supports tenants to sustain their tenancies, either directly as a registered housing provider, or indirectly through referrals to other support agencies.
3. SAH 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 suitable property,
 - Offering home visits as required and at least annually throughout the tenancy to check in on wellbeing and identify any property or tenancy related concerns,
 - Establishing contact with identified 'at risk' households,
 - Using every interaction with a tenant as a chance to understand their needs and sustain their tenancy,
 - Making information available in a variety of formats and languages, where required,
 - Establishing links with specialist support agencies,
 - Exploring and developing 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 tenant feedback.
4. SAH recognises the personal, health, social and financial cost of a tenancy failure. When a tenancy is at risk, Salvation Army Housing will first aim to assist the tenant in addressing and resolving the underlying factors that are placing the tenancy at risk. Our response includes:
 - Assessing individual needs and developing a management plan in collaboration with the tenant,
 - 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.
5. SAH treats eviction as a mechanism of last resort.
6. SAH recognises that our tenants may require additional support to sustain their tenancy and live independently. Households may present with different support needs throughout their tenancy.
7. SAH is not a support provider. We work within a network of specialist services and provide referrals to appropriate agencies when required, which includes within the broader Salvation Army network.
8. Every SAH employee is responsible for employing our sustainable tenancies approach:
 - Our Housing Workers manage the allocation of tenancies into housing programs and provide regular and ongoing contact with our tenants to proactively address any personal or tenancy issues,
 - Our maintenance and Asset Management team ensures that our properties are maintained at a standard to maximise a healthy built environment.

Discretion

State Managers have the discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

Related Documents and References

Related Policy Documents Hardship Policy<Insert related TSA policies, procedures and/or supporting documents>

Related Procedure Documents

Related Supporting Documents

Related Legislation <Insert relevant legislation and/or regulations>

Other Relevant Documents /Resources <Insert relevant websites and/or links not identified above>

Document Control Information

Document ID SAH_Sustainable Tenancies Policy

Theme Business Support

Category Tenancy & Housing

Policy Owner
State Manager – VIC/TAS
State Manager – ACT/NSW/QLD
State Manager – SA/WA/NT

Policy Implementer
State Manager – VIC/TAS
State Manager – ACT/NSW/QLD
State Manager – SA/WA/NT

Approval Authority Chief Executive Officer

Review Date 10/10/2020

Next Review Date 10/10/2025

Previous Documents NA

Document History

Date	Summary of Changes
10/10/2020	Inaugural