



Categorising Ex Tenants

Policy Category	1. Tenancy	Policy Number	1.15
Author	Matthew Boxell – Housing Services Manager	Board Approval Date	31 August 2018
Position Responsible	Housing Services Manager	Scheduled Review Date	August 2019

Purpose:

The purpose of this policy is to outline the categorisation of ex tenants for the purpose of providing *Statements of satisfactory tenancy* and determining future eligibility for social housing. This Policy applies to all tenancies managed by Homes Out West (HOW).

Policy:

HOW is a participant in NSW Housing Pathways and will apply the same types of categories to former social housing tenants or occupants as other Housing Pathways providers. The five categories are:

1. Eligible for a statement of satisfactory tenancy,
2. Satisfactory former social housing tenants,
3. Less than satisfactory former social housing tenants or occupants,
4. Unsatisfactory former social housing tenants, or
5. Ineligible former social housing tenants.

Ex tenants may obtain details of the category applied to them by contacting HOW.

HOW will provide a Statement of satisfactory tenancy to eligible ex-tenants on request.

References and related documents:

Service Standards, Contractual requirements and Legislation	<u>National Community Housing Standards</u> <ul style="list-style-type: none"> • 1.1 Allocation of housing • 1.4 Ending tenancies <u>National Regulatory System for Community Housing (NRSCH) Performance Outcomes</u> <ul style="list-style-type: none"> • Performance Outcome 1: Tenant and housing services • Performance Outcome 7: Financial viability <u>Legislation</u> <ul style="list-style-type: none"> • Residential Tenancies Act 2010 (NSW) • Residential Tenancies Regulation 2010 (NSW) • Housing Act 2001
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	<ul style="list-style-type: none"> • Community Housing Providers (Adoption of National Law) Act 2012 (NSW)
Homes Out West Policies	<ul style="list-style-type: none"> • Arrears Management • Termination and NCAT Applications • Complaints and Appeal
Housing Pathways Policies and Processes	<ul style="list-style-type: none"> • Social housing eligibility and allocations policy supplement • Managing the NSW Housing Register Policy • Ending a Tenancy Policy • Tenancy Policy Supplement
Related documents	<ul style="list-style-type: none"> • End of Tenancy Form • Statement of Satisfactory Tenancy • Complaints and Appeals form