



# Changing Needs of Tenants Procedure

Person responsible for review: McCormack Housing Operations Manager

## 1.0 Purpose

McCormack Housing (McH) will respond to changing needs of tenants within the scope of its capacity by assessing individual circumstances as to how best the organisation can respond within its powers to affect positive outcomes.

## 2.0 Objective

McH will to the best of the organisation's ability address instances where allocated properties are no longer appropriate or suitable for existing tenant/s, these include:

- Where McH is interested in defining and identifying over/under utilisation of stock, exchanges may be encouraged or requested by the tenant that will be mutually beneficial to tenants and ensure financial viability for the organisation.
- Where McH deals with tenants experiencing personal issues such as domestic violence, relationship breakdowns and other issues that may affect a tenancy.
- If a Tenant requires a home modification, McH will, where possible, allow such modification or if required find alternative suitable accommodation.

The above is not limited and McH is open to negotiating the specific requirement of the family or individual within its capacity – as required and as assessed on an individual basis.

## 3.0 Process

### 3.1 Property Swaps and Transfers

- Tenants are required to put in writing their specific requests to the Tenancy Manager.
- The Tenancy Manager will arrange interviews and make appropriate assessment with recommendation as to the appropriateness of the request, required action and possible solution to the request.
- All such requests will be discussed with CEO or Manager to ensure fairness of consideration.
- If the request is upheld the Tenancy Manager will make the appropriate arrangements involving key personnel as required.
- If the request is upheld the Tenancy Manager will inform the Tenant and provide relevant referral if required.
- The Tenancy Manager will inform the Tenant of any changes in rental that may arise as a result of the shift. All removals will be at the cost of the Tenant.
- A new Tenancy agreement will require to be resigned.

Procedure group	McCormack	Date approved	01/11/2018	Version No	1.2
Document No		Date issued	01/11/2018	Review date	01/11/2018



### 3.2 Tenant Support

- If a tenancy is at risk due to issues of family or domestic violence the Tenancy Manager will assist the client to appropriate supports where necessary.
- Where a Tenant requires immediate alternate housing the Tenancy manager will refer to the appropriate services in order to meet their needs, along with referral to financial support services if the tenancy is at risk.

The Tenancy Manager will work with the household and other relevant staff to maximise their safety, utilising the Residential Tenancies Act, where necessary, to support the family.

### 3.4 Tenancy Manager and Property Manager

#### Modifications

- All modification requests must be submitted to the Property Manager.
- The Property Manager will meet with the Tenant and key personnel to assess requirements and substantiate actual details of who will be contracted to make the alterations and paying for the works.
- The Property Manager will submit the request, with full assessment and possible solution to the CEO and Finance for a final decision on approval or otherwise.
- This will include any requirements in regards to the property that will safe guard its asset and any requirements of the Tenant / Support service on exit.
- The Property Manager will oversee any modification to ensure it meets with the approval of the organisation and have written agreement with the Tenant to ensure an agreed scope of the modification including requirements on exit of the property.
- All such cost will be the responsibility of the Tenant / Support services. MCH may in its discretion, from time to time, funds permitting, decide to meet some requirements.

### 4.0 Other Policies & Procedures to be cross referenced with this procedure

- Tenancy Management Policy
- Establishing and Maintaining Tenancies Procedure
- Eviction Procedure

### 5.0 References

McCormack Housing will comply with all relevant Federal and State legislation.

### 6.0 Review

This procedure will be reviewed at a minimum of every two years.

Procedure group	McCormack	Date approved	01/11/2018	Version No	1.2
Document No		Date issued	01/11/2018	Review date	01/11/2018



Version	Date	Author	Reason	Sections
1.2	November 2018	CEO	Review of all HR policies	All
1.1	11 November 2016	McCormack Housing Manager	Draft Implementation	All

Procedure group	McCormack	Date approved	01/11/2018	Version No	1.2
Document No		Date issued	01/11/2018	Review date	01/11/2018