

My rights and responsibilities

As a tenant, you have rights and responsibilities as set out in your tenancy agreement. Foundation Housing also has legal responsibilities as a landlord and a community housing organisation. We try to go above and beyond the minimum standards to ensure you are supported with your tenancy and have a voice in your home and decisions which impact you.

Our Positive Tenancies Framework outlines how we seek to achieve positive outcomes for our tenants. We work across six domains as outlined below and have summarised your rights and responsibilities in each of these categories.

	YOU HAVE THE RIGHT TO:	YOU ARE RESPONSIBLE FOR:
Empowered	<ul style="list-style-type: none"> • Appeal decisions made by us • Let us know what we are doing well, and not so well, so we can improve our services • Be provided with appropriate information to help manage your tenancy • Be offered opportunities for involvement and engagement 	<ul style="list-style-type: none"> • Providing accurate information to us • Letting us know of changes to your contact details, income or household size
Stable	<ul style="list-style-type: none"> • Have your rent set at an affordable level • Request a rent review if your household income changes • Privacy and confidentiality • Ask about and see your personal information and files 	<ul style="list-style-type: none"> • Respecting the confidentiality and privacy of Foundation Housing staff and other tenants • Paying your rent and any other charges (e.g. water usage) on time • Informing us if your household income changes • Asking permission to have anyone new move into the property
Safe	<ul style="list-style-type: none"> • Enjoy safe and secure housing • Receive timely services and information • Be involved in decisions that impact you 	<ul style="list-style-type: none"> • Following the conditions of your tenancy agreement • Caring for your property, including any gardens and shared spaces • Asking permission from us before you make any changes to your property • Reporting crime and unacceptable behaviour to Foundation Housing and the Police



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YOU HAVE THE RIGHT TO:

YOU ARE RESPONSIBLE FOR:

Healthy

- Request support whenever you feel you need help to maintain your tenancy
- Meet with a Community Support team member to talk about what help you might need to manage your home

- Letting us know if you are not able to pay your rent or maintain your home and need support to manage this
- Engaging with the support to help keep your tenancy
- Keeping your support worker informed about progress and changes in your life that might impact your ability to manage the tenancy

Equipped

- Request assistance to access or participate in capacity building opportunities

- Engaging in support if your tenancy is at risk
- Engaging with staff to plan for sustaining your tenancy

Connected

- Participate in Foundation Housing services
- Involve people who can speak on your behalf in your dealings with staff
- Meet with us when decisions are being made about you

- Working with staff, contractors and other services when needed
- Helping staff access your property when needed