



**A Framework to Deliver
the Strategic Objective to
'Manage and Sustain Positive Tenancies'**



positive
TENANCIES

OUR VISION

Foundation Housing is a recognised leader in the social and affordable housing sector, with our positive tenancies work improving recognition of community housing as an important part of a balanced society.

CONNECTED

We connect with our tenants and provide opportunities for them to engage with us, each other and their broader community.

EMPOWERED

We have a positive resident-centred culture, based upon values of inclusion, equity, respect, and dignity.

STABLE

Our tenants are offered suitable homes, at rent levels that are affordable and sustainable.

Positive Tenancy Framework

EQUIPPED

Our tenants are offered capacity building opportunities to help maintain their tenancy.

SAFE

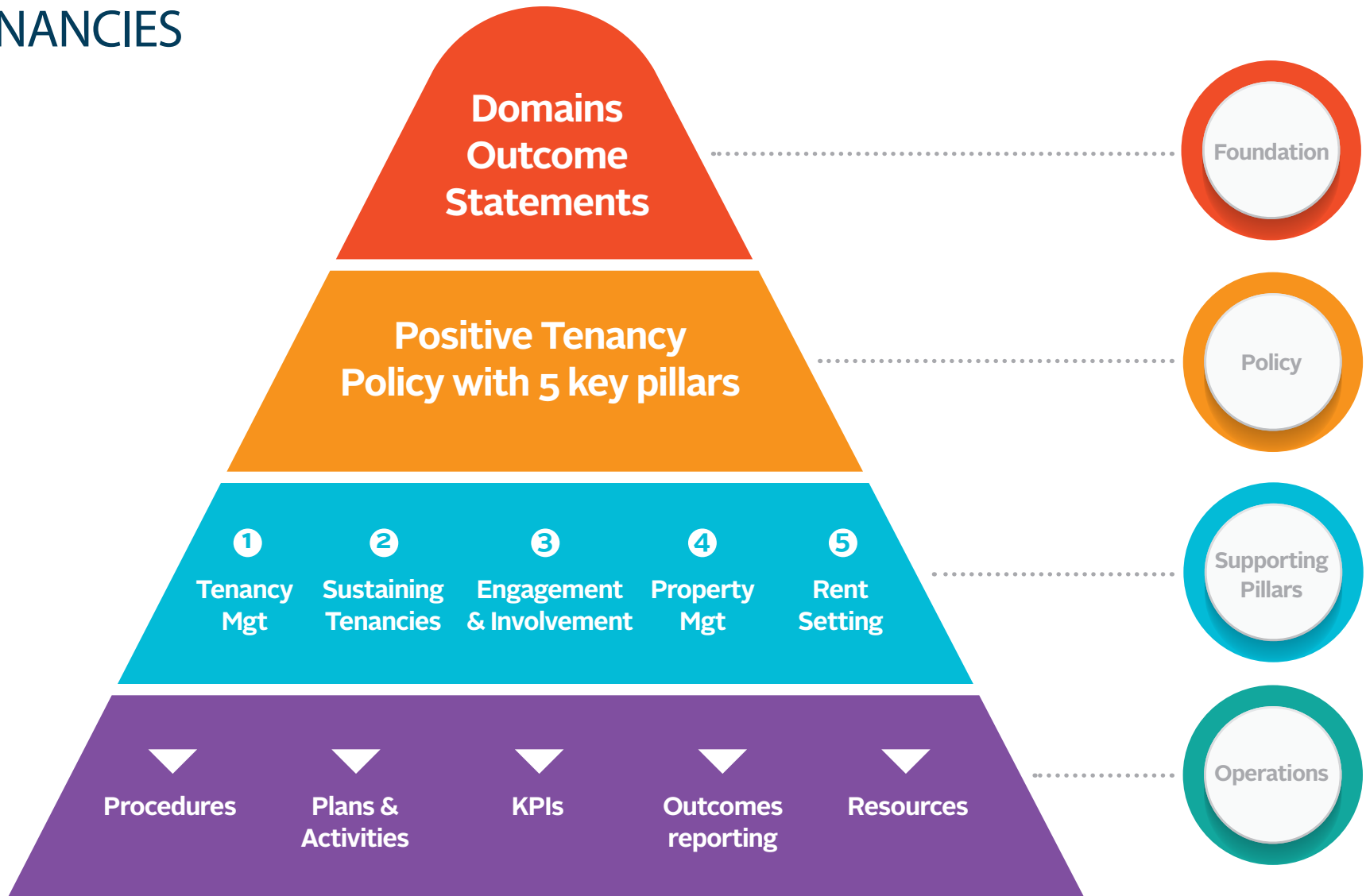
We maintain our properties and work alongside residents to achieve safe and secure tenancies for residents, FHL staff and the wider community.

HEALTHY

We offer support to residents when health and wellbeing may impact their ability to sustain a tenancy.

OUR GOALS

- Our residents feel safe in their homes, respected, and involved in decisions that impact them.
- Our residents have opportunities to engage with us, each other, and their local community.
- Tenancy turnovers remain low, properties are well-maintained, rent remains affordable and adherence to tenancy conditions is high.
- Support options are available when needed and residents are empowered to accept and engage in this support.





EMPOWERED

We have a positive resident-centred culture, based upon values of inclusion, equity, respect, and dignity.

WHAT IS NEEDED?

- Resident rights and responsibilities are understood by all FHL staff and residents
- FHL is committed to residents being involved in the design, delivery monitoring and review of programs and policies that impact them
- Residents are in control of what information is shared and with whom
- Tenants are actively involved in decisions that impact them

KEY ACTIVITIES:

- Charter of rights and responsibilities
- Comprehensive tenant comms plan
- Tenant and resident involvement opportunities
- Codesign of the TAG, RAGS, other groups
- Formal feedback to management and other governance levels
- Annual feedback survey
- Feedback loops and suggestion opportunities
- Informed consent
- Transparent and accessible complaints and appeals processes
- Transparent Tenant Liability processes



STABLE

Our tenants are offered suitable homes, at rent levels that are affordable and sustainable.

WHAT IS NEEDED?

- Comprehensive allocations process
- Comprehensive rent assessment process
- Housing options to suit a range of income levels
- Properties maintained to a high level by both FHL and residents

KEY ACTIVITIES:

- Choice based lettings
- Sensitive lettings
- Rent setting processes that address affordability and respond to changes in circumstances
- Program swaps/different housing programs to suit changes in circumstances
- Strategy for Band B & C tenants
- Elevate Housing #2 and other growth opportunities
- Transfers
- Properties well maintained throughout a tenancy
- Responsive maintenance service
- Residents aware of their obligations
- Rights and responsibilities of both parties are clear, and information and processes are transparent
- TL processes are fair and transparent and tenants are aware of their obligations and have a role to play in this decision making



SAFE

We maintain our properties and work alongside residents to achieve safe and secure tenancies for residents, FHL staff and the wider community.

WHAT IS NEEDED?

- Properties meet safety standards throughout all stages of a tenancy
- Capacity building opportunities are in place for both staff and residents to understand what a safe and secure tenancy looks like
- Safety risks for residents are considered at all stages of tenancy management
- Safety risks for FHL staff and the community are considered at all stages of tenancy management

KEY ACTIVITIES:

- Review FH, RTA & DoC minimum standards for properties
- Staff training to identify tenancies at risk
- Staff training in areas such as Domestic Violence, Safe and Together, Signs of Safety, Suicide Prevention, Mental Health and de-escalation
- Collaborative decision making processes regarding risk assessment and management
- Tenancy status reporting tool and response strategy
- Tenant support planning including safeguarding plans
- Key partnerships secured to enhance safe and secure tenant outcomes
- Lone worker procedures in place and adhered to
- Two to visit procedures in place and regularly reviewed



HEALTHY

We offer support to residents when health and wellbeing may impact their ability to sustain a tenancy.

WHAT IS NEEDED?

- Properties are maintained to a level to ensure the health of our residents and tenants
- Property modifications are facilitated wherever possible to mitigate the impacts of physical and mental health and ensure residents are able to live independently for as long as possible
- FHL staff are able to identify where the impacts of a resident's health and wellbeing might impact their tenancy
- Community Engagement program incorporates capacity building of health services to be accessible to FHL residents

KEY ACTIVITIES:

- Allocation assessment of health support needs in relation to tenancy impacts
- Inspections which identify health impacts associated with tenancy/property
- Capacity building opportunities for residents about maintenance and how to maintain properties to promote health outcomes
- Tenant engagement strategy
- Clear processes for transfers where there are negative health impacts
- Transfer applications regularly reviewed as vacancies arise
- Partnerships with Govt and not for profit health services



EQUIPPED

Our tenants are offered capacity building opportunities to help maintain their tenancy.

WHAT IS NEEDED?

- FHL staff able to identify residents whose tenancies might be at risk
- Residents engage in support planning
- Residents are empowered to access opportunities in the community for improved social and economic inclusion
- Development of relevant partnerships
- Improved general knowledge of community services

KEY ACTIVITIES:

- Tenancy staff equipped to facilitate first stage, low level support referrals
- Referrals to tenant support teams where support needs are more complex
- Assertive in-reach, support coordination and case management models of support
- Engagement considered an 'all of organisation' responsibility
- Removal of financial barriers to inclusion via scholarships
- Tenant support planning links residents to community services
- Development of resource directories
- Proactive development of aligned partnerships



CONNECTED

We connect with our tenants and provide opportunities for them to engage with us, each other and their broader community.

WHAT IS NEEDED?

- Residents have opportunities to engage with FHL
- Residents have opportunities to engage with each other and/or their community
- Partnerships are in place with community organisations to enable access by FHL residents

KEY ACTIVITIES:

- 6 week property inspection which aims to build trust and relationship with FHL
- Access to a consistent staff contact to help build trust and relationship
- Staff encouraged and involved in a broad range of engagement opportunities to build relationships
- Engagement activities included in all direct service delivery role descriptions
- Collaborative working relationships between tenancy services, property services, community services team and residents
- Community engagement plans and activities
- Place based engagement at complexes and lodges
- Formalised partnerships with key agencies