

Fairness principles – putting people first



Fairer
housing,
putting
people
first

Our social housing policies should:

- include **natural justice** that allows customers a right of reply
- **not discriminate** against vulnerable people
- be **reasonable** according to the legal and legislative definitions
- be **flexible** enough to accommodate people's different circumstances
- have a **human element** that allows for local decision making
- **balance the needs** of existing tenants with people waiting for housing assistance
- align with an expectation of **mutual obligation and responsibility** between social housing providers and recipients
- be **consistent** across public and community housing
- place **no greater obligation** on social housing tenants than private rental tenants (except where housing shortages exist)
- be **publicly available, clear and unambiguous** for tenants, applicants and staff
- allow **complaints to be dealt with effectively**
- consider the **appropriate allocation and use** of public monies.