Tenancy planning and review process tool

Before a tenancy starts (offer stage)

Objective: Ensure the prospective tenant has a clear understanding of the type of housing assistance on offer.

Provider

- Communicate to prospective tenant what type of assistance is provided in transitional housing and what it is not.
- If prospective tenant is in agreement with the conditions and offer is accepted, start the tenancy.
- Notify Housing Service Centre that applicant has accepted offer.

Tools/references:

- ✓ Transitional Housing Allocations Policy
- ✓ SPPRO1: Allocation Procedures for Long-term, Affordable and Transitional Housing
- ✓ Referral Report
- ✓ Practice Guide: Matching to Transitional Housing
- ✓ Housing Register Advice Form – Community Housing
- ✓ Information Sheet: Allocations Policy - Rejection of Offer
- ✓ Providers' own policies/information pack regarding conditions of tenancy
- ✓ Tenancy Planning and Review Practice Guide

Applicant (prospective tenant)

- Needs to understand the type of assistance on offer, as explained in the Tenant Guide to Transitional Housing and agree to this before entering into a Tenancy Agreement.
- If inclined to reject offer, needs to understand the repercussions.

Tools/ references:

- ✓ Tenant Guide to Transitional Housing
- ✓ Information sheet: What is transitional housing?
- ✓ Information sheet: What is community housing?
- ✓ Information sheet: Your rent in community housing

Housing Service Centre

- Upon receiving advice from provider, update Housing Register to reflect that applicant is in transitional housing. Application for social housing assistance is automatically deferred for three months.

Tools/references:

- ✓ Procedure: Completing the referral process (Social Housing Procedures Manual)
- ✓ Valid/invalid rejection of offer

Start of a tenancy (within first month)

Objective: Establish the tenancy, review barriers to accessing and sustaining long-term housing and commence working with tenant to identify an appropriate exit outcome and pathway.

Provider

- Make an assessment of the tenant's situation and needs.
- Assist tenant to establish and stabilise their tenancy by providing information and assistance to build tenancy management skills, if required.
- Identify with tenant what would be an appropriate exit option and pathway for tenant to achieve this goal, where possible.
- Link tenant with any support services that may be required.

Tools/references:

- ✓ Tenancy Agreement
- ✓ Tenancy Plan (development)
- ✓ Housing Register Advice Form – Community Housing (if provider is seeking to cancel deferral of tenant's application before the end of the three months)
- ✓ Tenancy Planning and Review Practice Guide

Tenant

- Work with the provider in the tenancy planning process to identify appropriate exit option and pathway.
- Work with any support services that may be able to provide appropriate assistance.

Tools/references:

- ✓ Tenant Guide to Transitional Housing
- ✓ Tenancy Agreement
- ✓ Tenancy Plan (development)

Housing Service Centre

- If a very high need tenant (Segment A) contact provider every three months from the date of the tenant's application to review tenant's readiness to undertake a social housing tenancy.
- Manage applications based on deferral advice from provider.

Tools/references:

- ✓ Procedure: Three monthly contact process for very high need applications
- ✓ Procedure: Deferring applications

During a tenancy

Objective: Build the tenant's capacity to access and sustain a long-term tenancy and monitor and review progress made in working towards the appropriate exit outcome.

Provider

- Periodically review Tenancy Plan with tenant to check their progress and make any required changes or updates.
- Engage in proactive, tenancy management practices that sustain and support the tenancy and which continue to build the tenant's tenancy management skills.
- Ensure tenant continues to have an active application with the department. Assess whether their application for long-term social housing still needs to be deferred or not.
- Liaise with the Housing Service Centre to discuss tenant's situation and suitability for long-term social housing when contacted at 3 monthly review or when tenant's application reaches automatic deferral end date.

Tools/references:

- ✓ Community Rent Scheme (CRS) Tenant Report
- ✓ Housing Register Advice Form – Community Housing
- ✓ Tenancy Plan (implementation)
- ✓ Tenancy Plan Review template
- ✓ Tenancy Planning and Review Practice Guide

Tenant

- Notify the Housing Service Centre of any changes in circumstances.
- Work towards long-term housing goal, as outlined in the Tenancy Plan.
- Review Tenancy Plan with the provider.
- Participate in Application Review with Housing Service Centre.

Tools/references:

- ✓ Tenant Guide to Transitional Housing
- ✓ Tenancy Plan (implementation)
- ✓ Tenancy Plan Review template

Housing Service Centre

- Conduct six-monthly reviews of tenant's application. Advise tenant of the outcome of the review.
- If a very high need tenant (Segment A) contact provider every three months from the date of the tenant's application to review tenant's readiness to undertake a social housing tenancy.
- Manage applications based on deferral advice from provider.

Tools/references:

- ✓ Procedure: Application review
- ✓ Procedure: Three monthly contact process for very high need applications
- ✓ Procedure: Deferring applications

Ending a tenancy

Objective: Support tenant to make a smooth transition to identified long-term housing option.

Provider

- When tenant is ready to sustain a long-term tenancy, assist tenant to identify and transition to the most appropriate long-term housing option, depending on their circumstances.
- If tenant requires social housing, seek to identify appropriate property from provider's own stock, from that of other providers or by liaising with the department (subject to exit procedure and being matched from housing register to social housing).
- If tenant's exit option is private housing, encourage tenant in own capacity. As needed, link tenant to private housing assistance offered by the department or other services/one-off assistance, as appropriate.
- Notify the department of the tenant's exit and of resulting property vacancy.

Tools/references:

- ✓ SPPRO2: Exit procedure
- ✓ SPPRO1: Allocation Procedures for Long-term, Affordable and Transitional Housing
- ✓ Notification of Vacancy Form – Community Housing
- ✓ Tenancy Planning and Review Practice Guide

Tenant

- Proactively seek to obtain suitable long-term housing.
- Notify the provider and department of changes in circumstances.

Tools/references:

- ✓ Renting in the Private Market Fact sheets (on department's website)
- ✓ Private Housing Assistance product information (including RentConnect, National Rental Affordability Scheme, Bond Loan etc).
- ✓ TAASQ and Residential Tenancies Authority contact details and information
- ✓ Tenant Guide to Transitional Housing

Housing Service Centre

- Where tenant needs long-term social housing, work with provider to identify suitable property.
- If tenant is moving to private housing, provide private housing assistance product, if eligible.
- Update housing register upon receiving advice from provider and tenant to reflect tenant's changed circumstances and exit outcome.

Tools/references:

- ✓ Policy: Offers of housing
- ✓ Procedure: Prepare to offer housing
- ✓ Exit procedure (Social Housing Procedures Manual)
- ✓ Procedures for application and register management