

## THE HAVEN FOUNDATION LTD

## Policy Manual

<b>Policy name:</b>	<b>Changing Needs of Tenants Policy</b>
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**1. Purpose**

The purpose of this Policy is to ensure that the changing needs of tenants are responded to fairly and flexibly within the capacity of The Haven Foundation.

This policy deals with:

- (a) succession of tenancies where a member dies or leaves
- (b) exchange where a tenant might wish to change units or the unit is too big/small; and
- (b) exchange where tenants might seek a mutual exchange of unit.

**2. Basis for policy**

Housing Act 1983, Performance Standards  
National Community Housing Standards Manual

**3. Policy and procedures****3.1 Exchanges due to size**

If a tenant needs change due to size or location, The Haven Foundation will work with the tenant to help 'upsize' or 'downsize' into more suitable housing within the stock available.

In the absence of a vacancy arising, this will require a 'Mutual Exchange' of properties.

### **Responsibilities**

The Board will monitor the suitability of housing and encourage exchange to maximise housing usage.

Tenants wishing to change need to notify the CEO or a Board member.

### **3.2 Mutual Exchange**

Tenants seeking a mutual exchange may do so provided Office of Housing allocation criteria is met.

### **Responsibilities**

The CEO shall determine if the Office of Housing criteria is met.

### **4. Tenants to accept existing conditions**

In any exchange, the 'new' tenant must accept the existing condition of the property.

A condition report will be made as with all new tenancies and any normal maintenance shall be attended to.

### **Responsibilities**

The CEO together with the Maintenance Coordinator shall conduct the condition report.

### **5. New Rental Agreement**

In any exchange or transfer of tenancy a new tenancy agreement shall be entered into.

**THIS POLICY IS TO BE REVIEWED ANNUALLY**