

## THE HAVEN FOUNDATION LTD

### Policy Manual

|                         |                               |
|-------------------------|-------------------------------|
| <b>Policy Name:</b>     | <b>Tenants' Rights Policy</b> |
| Number / Version:       | 3.1                           |
| Date approved by Board: |                               |
| Review date:            |                               |

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#### 1. Purpose

To document The Haven Foundation's commitment to upholding tenants' rights within the organisation.

#### 2. Basis for policy

Housing Act 1983, Performance Standards

#### 3. Policy and procedures

##### 3.1 Tenant Rights

The Haven Foundation is committed to the fair and just treatment of all our tenants. THF will ensure that all tenants have right to:

- Fair and non-discriminatory treatment
- Be treated with respect
- Have access to safe and secure housing
- Be consulted on housing needs and preferences
- Have their confidentiality and privacy protected

- Be consulted on changes to the way tenancies are managed
- Have an open and transparent complaints procedure
- Participate and contribute to decision making
- Have access to their own files

The Haven Foundation will uphold the following tenants rights

***Legislative rights, including rights under the following:***

- Residential Tenancies Act 1997
- Co-operatives Act 1996
- Information Privacy Act 2000 (*see Privacy Policy*)

***Rights under lease including***

- The right of quiet enjoyment and use of the property
- Security of tenure
- The right to a copy of the lease and a condition report at the beginning of a tenancy

### **3.2 Information on Rights**

The Haven Foundation will provide all members / tenants with information relevant to their tenancy including the following matters:

- Membership
- Repairs and maintenance
- Rent calculations
- Changing needs of tenants
- Pets
- Ending tenancies
- Tenant rights
- Complaints

### **3.3 Reviewing performance**

The Haven Foundation holds monthly meetings with tenants' representatives at which tenants are encouraged to raise matters of concern regarding their tenancies.

**In addition, The Haven Foundation will periodically conduct a tenant satisfaction survey to receive feedback on its performance.**

**THIS POLICY IS TO BE REVIEWED ANNUALLY**