

THE HAVEN FOUNDATION LTD

Policy Manual

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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