

During a tenancy policy

1. Policy

This policy articulates Uniting VicTas (Uniting) approach to ensuring renters have accurate and accessible information during a tenancy and understand their tenancy, and their rights and responsibilities.

Uniting aims to:

- to provide secure, safe, and affordable housing
- support renters and their households to sustain tenancies.

| In this document | | Victoria | Tasmania |
|------------------|------------|-----------------------------|-------------------------------|
| Renter | shall mean | Renter | Tenant |
| Rental agreement | shall mean | Rental agreement | Tenancy agreement |
| The Act | shall mean | <i>The Tenancy Act 1997</i> | <i>The Tenancies Act 1997</i> |

Uniting will:

- explain processes and requirements to the renter clearly and make information accessible in appropriate formats.
- work closely with agencies providing support to renters to help the renter maintain the tenancy.
- provide security of tenure to renters within the program and legal requirements
- work in accordance with program funding guidelines, as applicable
- consider best practice in developing and reviewing documentation.
- meet contractual, legal, and regulatory duties and obligations manage these tenancies according to the *Act*.

2. Scope

This information applies to Uniting residential rentals.

3. Procedure

3.1. Security of Tenure

Uniting representatives will:

- explain security of tenure to renters in appropriate formats at the start of the tenancy
- explain how a renter can maintain their tenancy if the renter breaches the rental agreement.
- seek to sustain tenancies in line with the [Sustaining Tenancies Policy](#)

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|---|---|-------------|
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- manage breaches of the Rental Agreement according the [Breach of Tenancy Policy](#)

3.2. Rent reviews

Uniting representatives will:

- explain how and when rent is reviewed.
- clearly explain the rent, how rent is calculated, when rent is due.

3.3. Safe and well-maintained properties

Uniting representatives will:

- undertake annual inspections of the property.
- explain how to request maintenance services.
- respond to requests to maintain a property in line with the [Repairs and Maintenance policy](#)

3.4. Absences from the property

Uniting representatives will:

- explain the requirements for managing absences from a property.
- respond to absences in line with the [Temporary Absence Policy](#)

Renters will:

- notify Uniting when they are, or likely to be absent from the property for an extended period.
- refer to the [Uniting Housing Temporary Absence form](#)
- continue to pay rent when they are absent.
- comply with the rental agreement when they are absent.

3.5. Transferring a tenancy

Renters may request tenancy transfers within the Uniting housing portfolio or within the public and or other social housing.

Uniting representatives will:

- explain the requirements for transferring a tenancy.
- respond to requests for transferring a tenancy in line with the [Transfers Policy](#)

3.6. Working with support services

Uniting representatives will:

- ensure that the renter is linked in with a support agency/worker, as required.
- seek information from the renter about relevant supports services.
- seek the renter’s consent to share information with specific service providers.
- work with support services if required to sustain a tenancy.

3.7. Privacy

Uniting representatives will:

- manage personal data in line with the **Privacy Policy**
- explain the renter’s rights about personal data.

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3.8. Renter rights and responsibilities

Uniting representatives will:

- explain the renter’s rights and responsibilities.
- provide information in an appropriate format.
- manage breaches of the Rental Agreement according the [Breach of Tenancy Policy](#)

3.9. Feedback, complaints, and appeals

Uniting representatives will:

- explain how someone can give feedback or make a complaint.
- explain how a renter can appeal a rent review or other decision that affects them.
- provide information in an appropriate format.

4. Legislation

National

- Age Discrimination Act 2004 (Cth)*
- Disability Discrimination Act 1992 (Cth)*
- Sex Discrimination Act 1984 (Cth)*
- National Rental Affordability Scheme Act 2008 (Cth)*
- National Rental Affordability Scheme Regulations 2020 (Cth)*

Tasmania

- Community Housing Providers National Law (Tasmania) Act 2013 (Tas)*
- [Family Violence Act 2004 \(Tas\)](#)

Victoria

- Housing Act 1983 (Vic)*
- Residential Tenancies Act 1997 (Vic)*
- Residential Tenancies Regulations 2021 (Vic)*
- Equal Opportunity Act 2010 (Vic)*
- Public Health and Wellbeing Act 2008 (Vic)*
- Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 (Vic)*
- Noise (Residential) Accommodation Services Environment Protection (Residential Noise) Regulations 2018 (Vic)*
- Environment Protection Act 2017 (Vic)*
- Environment Protection Regulations 2021 (Vic)*
- Guidelines for Registered Housing Agencies published by DFFH (where applicable)
- Performance Standards for Registered Housing Agencies
- Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)
- Charter of Human rights

5. Related documents

- Breach of Tenancy Policy
- Inspections and Condition Reports Policy

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Repairs and Maintenance Policy
 Uniting Housing Temporary Absence form
 Temporary Absence Policy
 Transfers Policy
 Breach of tenancy Policy
 Privacy Policy

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