

## **TENANT RIGHTS**

LMHS is committed to ensuring that the rights of tenants are promoted and made clear and transparent within any tenancy management program of the organisation.

### **PURPOSE OF THE POLICY**

This policy seeks to articulate policy and procedure that addresses tenants' rights within the AHA program. This policy builds on LMHS's history and commitment in recognising that all tenants have a right to be treated with confidentiality, dignity and respect in all our operations; having identified processes that protects and promotes tenants rights.

LMHS is committed to ensuring the best possible service to its customers and will actively promote options and information as to how they can access and exercise their rights including:

- Gaining information about LMHS policies and procedures
- Being provided with relevant information about their tenancy rights in accordance with the Residential Tenancy Act. (RTA)
- Privacy management
- Information about the progress and management of their application / tenancy
- Advising how Applicants / Tenants can be involved in service improvement, within provision of feedback and review processes, tenant participation.
- Rights to Appeal decisions
- Complaints Management

### **POLICY AND PROCEDURES**

LMHS AHA promotes Applicants / Tenants rights with a values belief that:

#### **Tenants have a right to:**

- Dignity and privacy within the service
- Quality service delivery
- Be involved in consultation about the service received and be given an opportunity to be involved in decision making in matters that concern them
- Personal privacy in communication
- Be guaranteed access to and trust in the confidentiality of personal records kept by the service

- Be informed of the services scope and limitations
- Have their experiences valued

### **Promotion of Tenants Rights**

The Company will actively promote to the Applicant / Tenant how they can access information to exercise their rights within the service, including;

- Giving out of information: written, verbal, web or email
- Displaying signs in our offices and waiting areas
- Telephone contacts and recordings
- Promotion and Access to Client Centre service Call Line – 5442 4288
- Verbal and written encouragement to speak or write to the service with their feedback
- Service actively Valuing and Acting on Feedback – through formal review processes

### **Provision of Information**

Each applicant will receive a Tenancy Information Pack, which will include written material presented clearly and simply outlining:

- Information about LMHS Mission Statement and Values
- Appeals process
- Complaints process
- Privacy and Confidentiality Policy
- Information on How Tenants can Participate in Service Development
- Pre paid feedback forms
- Website Information – for information and feedback
- Access to Customer and Information call line 5442 4288
- Information on Tenant Advocacy Services
- Access to/and Information on Residential Tenancy Act
- Maintenance Forms
- Property information
- Tips for Tenants
- Utility service information
- Emergency numbers – public and LMHS
- EPA noise requirements – for residential quiet enjoyment
- Fire safety in your home – do's and don'ts
- Home safety tips
- Dogs Act – Council Bylaws and Responsible Pet Ownership
- Local Council information
- Bond Authority information and payments
- Rental Information and payments, rental arrears policy
- Lease

The above list will be reviewed regularly and updated to be the most relevant of information identified to be of value to the tenant.

Where practicable LMHS AHA program will source relevant information in regards to information and services available to Applicants / Tenants and all written material will be explained verbally to the applicant/s. Where an applicant does not speak English, options will be explored to have the information made accessible – whether this is arranging for the applicant to bring along an English speaking advocate or an Interpreter be engaged at interview.