



HOME in PLACE Tenancy Management Plan (WA)

PLAN-6023

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1. Introduction

The Tenancy Management Plan defines HOME in PLACE's commitment to and responsibilities for delivering professional and holistic tenancy management services, with a focus on sustainable and successful tenancies.

This Tenancy Management Plan outlines the policies, procedures, and strategies implemented by HOME in PLACE to deliver effective, equitable, and sustainable tenancy services. As a community housing provider, our mission is to ensure safe, secure, and affordable housing for individuals and families in need, while fostering inclusive, vibrant, and resilient communities.

Operating within the framework of legislation, this plan is tailored to meet the unique needs of our tenants, address local housing challenges, and align with best practices in tenancy management.

The key objectives of this plan are:

1. **Tenant-Centered Service Delivery:** Ensuring tenants receive respectful, culturally appropriate, and responsive support to maintain their tenancies.
2. **Sustainable Tenancy Outcomes:** Providing guidance, resources, and early intervention strategies to prevent tenancy breakdowns and support long-term housing stability.
3. **Compliance and Accountability:** Upholding all legal, contractual, and regulatory obligations, including the Community Housing Regulatory Framework standards.
4. **Community Integration and Support:** Encouraging tenant participation and fostering a sense of belonging within the wider community.

This document also highlights our commitment to maintaining open communication with tenants, addressing grievances promptly, and continuously improving our service delivery through feedback and evaluation.

By implementing this Tenancy Management Plan, HOME in PLACE aims to contribute to the broader goal of alleviating housing stress, promoting social inclusion, and enhancing the quality of life for tenants in our care.

2. Scope

This plan applies to tenancy management activities within HOME in PLACE's Western Australian housing portfolio and should be read in conjunction with relevant Western Australian legislation, policies, and contractual requirements. It applies to all workers, including contractors, with tenancy management or tenancy support responsibilities.

3. Plan

HOME in PLACE commits to the delivery of a high standard of tenancy management through a specialist staffing structure, sophisticated systems and effective partnership arrangements that are underpinned by its P5 approach (People, Place, Planet, Partnerships & Performance):

People: We will support and develop all the people that our activities encounter

Place: We will create places and communities that allow people to flourish

Planet: We will support the protection of the environment for the benefit of future generations

Partnership: We will forge and maintain effective and equal partnerships to support our activities

Performance: Our achievement of these objectives is founded on a commitment to high standards of performance and a process of continuous improvement.

This plan integrates legislative compliance, contemporary community housing practice, and HOME in PLACE's organisational values to ensure balanced, fair, and sustainable tenancy outcomes.

HOME in PLACE tenancy management practices will be documented, accountable, and transparent and applied consistency across all relevant housing programs. HOME in PLACE will comply, at all times, with the requirements of the Residential Tenancies Act 1987 (WA), associated regulations, governing agency policies and guidelines, ensuring tenants' rights to security, due process, and fair treatment are upheld. HOME in PLACE will have tenancy management practices that are in line with the Community Housing Regulatory Framework to ensure HOME in PLACE meet their service and compliance obligations.

HOME in PLACE will use its housing stock to assist as many disadvantaged people as possible by maintaining a high occupancy rate. HOME in PLACE will provide a quality service to tenants and applicants and work with other organisations and services within the community to assist tenants who may require additional assistance. More information about referrals, engagement and service system coordination can be found in the HOME in PLACE PLAN-020 Social Housing Service System Coordination Plan.

HOME in PLACE aims to maximise the opportunity for its tenants to develop sustainable and fulfilling lives. Practicing active tenancy management, encouraging tenant engagement and participation, fostering community development, as well as transparent tenancy management practices are essential aspects of community housing that assist tenants in achieving these goals. This includes regular interactions with tenants, tenancy planning and routine inspections, tenant participation initiatives and inviting feedback from tenants and external stakeholders.

HOME in PLACE tenants are required to demonstrate a commitment to their tenancy by complying with community expectations and the requirements of their tenancy agreement.

Rent Setting, Affordability & Hardship

HOME in PLACE is committed to maintaining affordable housing outcomes by:

- Applying transparent rent-setting methodologies consistent with policy and funding requirements;
- Undertaking rent reviews in accordance with legislative timeframes; and
- Supporting tenants experiencing financial hardship through early engagement, appropriate payment arrangements, and referrals to support services.

Specialised Tenant Management Considerations

HOME in PLACE recognises that effective tenancy management requires tailored approaches to specific tenant cohorts and contemporary housing issues. Accordingly:

Family and Domestic Violence (FDV)

HOME in PLACE will adopt a safety-first approach to tenants impacted by family and domestic violence, including:

- Responding sensitively and confidentially to disclosures;
- Supporting tenancy adjustments or transfers where required;
- Applying relevant legislative provisions to remove perpetrators or support victim-survivors to sustain housing; and
- Working with specialist support services.

Cultural Safety

HOME in PLACE is committed to delivering culturally safe services, particularly for Aboriginal and Torres Strait Islander tenants in Western Australia. This includes:

- Culturally responsive engagement practices;
- Recognising connection to community, family, and Country; and
- Partnering with Aboriginal-led organisations where possible.

HOME in PLACE will manage tenancies in accordance with the relevant state legislation, housing policies and guidelines. HOME in PLACE tenants are required to meet their tenancy obligations, including not interfering with the peace, comfort, or privacy of other tenants and neighbours. HOME in PLACE will undertake regular and comprehensive reviews of tenancies to ensure that social housing remains the most appropriate housing solution for the tenant, and to assess the suitability of their current property.

HOME in PLACE adopts a sustainment-first approach to tenancy management. This includes:

- Early identification of tenancy risks, including rental arrears or neighbourhood issues;
- Proactive engagement with tenants to address emerging concerns;
- referral to appropriate support services; and
- Development of agreed action plans, where required.

HOME in PLACE recognises that tenancy termination is a measure of last resort. Prior to initiating termination, HOME in PLACE will:

- Demonstrate that reasonable steps have been taken to sustain the tenancy;
- Ensure decisions are proportionate, evidence-based, and documented;
- Provide tenants with clear information regarding breaches and opportunities to remedy issues;
- Apply principles of procedural fairness and natural justice, including access to internal review mechanisms; and
- Tenancies will only be ended in accordance with prescribed legislation and regulatory requirements.

HOME in PLACE is committed to accessible, fair and transparent complaints handling processes. Tenants are informed of their right to raise complaints without fear of disadvantage and to have those complaints assessed in a timely and impartial manner. Tenants are also able to access internal review processes where they disagree with decisions and may seek external advice or review through relevant statutory bodies. Feedback and complaints are actively used to inform continuous improvement in tenancy management practices and overall service delivery.

This plan document is supported by HOME in PLACE's tenancy management policies, procedures and flowcharts and detailed operational processes.

4. Monitoring and Evaluation

HOME in PLACE is committed to high standards of performance and continuous improvement. Monitoring and evaluation are integral to ensuring effective, compliant, and sustainable tenancy management practices. This includes the regular analysis and reporting of key performance indicators, tenancy outcomes, and the auditing of tenancy management activities. These processes support compliance with legislative and contractual obligations, while reinforcing HOME in PLACE's commitment to tenant-centred service delivery and positive tenancy outcomes.

5. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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