

Williamstown Rental Housing Co-operative Policy Document

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Policy Name:	Neighbours
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1. Introduction

Williamstown Rental Housing Co-operative Ltd. (WRHC) recognises that neighbours are a valuable resource in creating a sense of community, support and belonging for our tenants. WRHC is committed to building respectful, positive and constructive relationships with neighbours.

WRHC believes that not all complaints are received due to the intentional inappropriate behaviour of a tenant. Where possible, WRHC will attempt to resolve a complaint through information and support to encourage positive neighbourly relationships.

This policy outlines the process for managing complaints about the behaviour of tenants residing in a property managed by WRHC.

All tenancies managed by WRHC are governed by the Residential Tenancies Act.

2. Purpose

This policy establishes WRHC's approach to creating, fostering and supporting positive relationships between our tenant members, neighbours and local communities. The policy aims to balance the rights of tenant members with the rights of neighbours.

3. Scope

This policy applies to all tenant members, residents and staff of WRHC.

4. Relevant Co-op Objectives

Sustaining tenancies and maintaining fair, honest and transparent processes.

5. Policy

All complaints received by WRHC will be managed in accordance with the Residential Tenancies Act (RTA).

WRHC will communicate honestly with tenant members and neighbours, providing information on complaints procedures, expectations, RTA processes, and additional resources to assist tenant members and neighbours to gain further understanding of their rights and assistance if required.

WRHC will encourage and ensure that neighbours are aware of the need for them to be active participants in the complaints process including, where required, providing evidence at VCAT.

WRHC will not act in favour of its tenant members when receiving or acting on complaints.

Where possible, WRHC will attempt to foster a resolution through mediation dependent on the type and severity of the complaint being received.

Objections with the way complaints have been managed by WRHC are to be dealt with under the Complaints and Appeals policy.

6. Responsibilities

WRHC Staff will be responsible for enacting the RTA.

WRHC Tenants are responsible for abiding by the RTA.

Neighbours are responsible for providing accurate and timely information to enable WRHC to act upon their complaints within the parameters of the RTA.

7. Definitions

N/A

8. Legislation and standards

Residential Tenancies Act 1997

Housing Act 1983 (Vic)

Guidelines for Registered Housing Agencies published by DFFH

Performance Standards for Registered Housing published by DFFH

9. Transparency and accessibility

This policy will be available on the WRHC website www.willimastownhousingcoop.org.au