

VCCH TENANCY MANAGEMENT POLICY

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| Name of Policy: | VCCH Tenancy Management Policy |
| Approval Authority: | Group CEO |
| Date effective: | 14 May 2026 |
| Due to be reviewed: | 14 May 2029 |
| Accountable Officer: | EGM Housing and Property Strategy |
| Responsible Officer: | Head of Housing & Programmes |
| Policy applies to: | VincentCare Community Housing |

1. Purpose

- 1.1 The purpose of this policy is to establish the principles by which VincentCare Community Housing and VincentCare Victoria (VCCH) manages tenancies in its properties.

2. Scope

- 2.1 This Policy applies to VCCH.
 2.2 “Renter” is inclusive of the term ‘resident’.

3. Policy

PRINCIPLES

- 3.1 VCCH’s approach to managing tenancies is informed by the following principles:

Safety

- 3.2 VCCH is committed to:
- Promoting a safe and secure environment for all renters;
 - Responding promptly to allegations of anti-social behaviour to ensure the safety of all renters;
 - working in line with the Residential Tenancies Act (RTA) and the Victorian Charter of Human Rights and Responsibilities Act 2006;
 - working according to the Performance Standards for Registered Housing Agencies; and
 - working according to the Rainbow Tick Standards, including respect for cultural safety.

Fairness and Transparency

3.3 VCCH will:

- a) help renters understand their rights and responsibilities, including rights of appeal;
- b) give due consideration to human rights and considering the impact of any decisions we make under the Charter of Human Rights and Responsibilities 2006;
- c) Be transparent in decision making;
- d) Respect confidentiality in accordance with Society of St Vincent De Paul Victoria's privacy and information security policies.

Equity and Human Rights

3.4 VCCH staff will consider the potential impact of any proposed action on the renter's (and their household's) rights under the Charter of Human Rights and Responsibilities (2006).

3.5 By taking a human rights-based approach, VCCH is able to ensure the renter is at the centre of decisions made. It does not mean that renter's human rights can never be limited. It means that any decisions made that so limit the renter's human rights must be lawful, necessary, logical, reasonable and proportionate.

3.6 Staff taking action in line with this Policy must:

- a) Understand the objective and rationale of the actions they are taking;
- b) Consider the impact of a proposed action on the person's Charter rights (more than one right might be relevant);
- c) Consider whether the proposed impact is balanced and proportionate and necessary to achieve objectives for these operational guidelines, (for example, when considering whether to move towards an eviction following malicious damage of a property, balancing VCCH's aim to support safe and habitable housing stock with the needs of renter and household members who may be evicted); and
- d) Choose the least restrictive measure available.

3.7 The Charter of Human Rights and Responsibilities – A guide for Housing workers is also available to guide staff and their line management when considering human rights as part of the decision-making process at Victorian Equal Opportunity and Human Rights Commission | Victorian Equal Opportunity and Human Rights Commission.

Sustainability

3.8 VCCH is committed to:

- a) ensuring that all its properties are maintained to an acceptable standard and that required property repairs are attended in a timely manner and efficiently;
- b) ensuring that it fulfils its duties as a residential rental provider under the Residential Tenancies Act and has clearly defined planned and responsive maintenance arrangements;
- c) ensuring that VCCH complies with performance and legislative standards regarding property maintenance and repairs.

Community

- 3.9 VCCH supports the creation of sustainable and harmonious communities.
- 3.10 VCCH shall respond to changes in renters' circumstances in a way that is ethical, lawful and supportive and which minimises the likelihood of a return to homelessness.
- 3.11 VCCH recognises that circumstances change and is committed to working with renters to enable access to housing appropriate to their needs. This may include:
 - a) supporting renters who are experiencing family violence;
 - b) assisting renters and household members when there is a relationship breakdown;
 - c) managing occupancy in line with property size; or
 - d) dealing with the death of a renter.

Integrity and Compliance

- 3.12 VCCH will
 - a) operate in alignment with the obligations of the Residential Tenancies Act 1997 (Vic); and
 - b) Fulfil our contractual, legal, and regulatory duties.
- 3.13 VCCH applies the following principles in relation to evictions:
 - a) VCCH shall:
 - i) end tenancies in a way that is lawful;
 - ii) act as a residential renter provider in accordance with the Residential Tenancies Act (1997);
 - iii) uphold the rights of renters when ending tenancies; and
 - iv) end tenancies in a way that is equitable, fair and transparent.
 - b) VCCH seeks to reduce the frequency of legal proceedings and minimise the likelihood of a return to homelessness for renters as a result of evictions.
 - c) Rent will remain payable until the day the property keys are returned to VCCH.
 - d) Any amount of rent in credit shall be repaid to the renter.

4. Supporting Documentation

- 4.1 Alterations and Disability Modifications Procedure
- 4.2 Evictions Procedure
- 4.3 Transitional Housing Procedure
- 4.4 Housing Transfers Procedure
- 4.5 Maintenance and Repairs Procedure
- 4.6 Maintenance Charge Against Renter Procedure
- 4.7 Property Inspections Procedure
- 4.8 Neighbours and Disputes Procedure

4.9 Rent Monitoring and Arrears Procedure

4.10 Rights of Entry Procedure

4.11 Transitional Housing Management – Fire Risk Management Procedure

5. Legislative and Regulatory Obligations and Quality Alignment

5.1 This Procedure supports SVDPV's alignment with the following legislation or quality standards:

- a) [Housing Act 1983](#)
- b) [Public Health and Wellbeing Act 2008 \(Vic\)](#)
- c) [Residential Tenancies Act 1997](#)
- d) [Performance standards for registered housing agencies](#)
- e) [Rainbow Tick Standards - 3rd edition](#)
- f) [QIC Community Services Standards](#)