



“Your home, Your choices”

ACCESS 2 PLACE TENANT CHARTER



Your Home,
Your Choices.



This Tenant Charter outlines how we will provide you with caring and skilled housing services.



Our Mission:

To provide appropriate housing for people with high needs disability that is affordable and secure.



Who we are and what we do

Access 2 Place is an independent non-government charity established to provide affordable housing for people living with a high level of disability.

We provide housing for individuals and families that is safe, secure and affordable so our tenants can thrive and pursue their own personal social and economic goals.

Access 2 Place is registered with the National Regulatory System for Community Housing as a Tier 2 Provider; and is a registered National Disability Insurance Scheme (NDIS) service provider, which means that tenants can be confident that Access 2 Place is meeting national standards for service delivery.



Access 2 Place
manage my house
and tenancy.



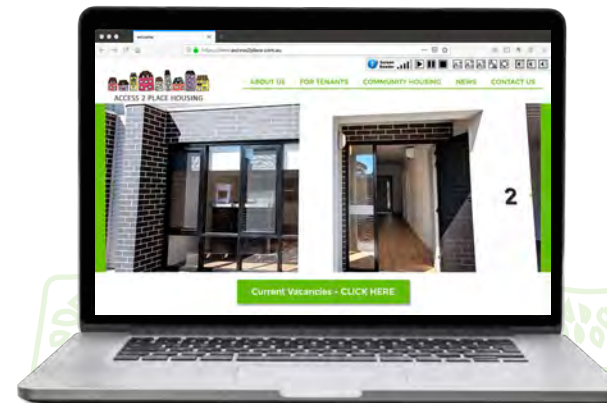
Our Tenants

We provide housing and tenancy management services for individuals and families living with disability who are looking for affordable long-term accommodation.

Our tenants must meet Community Housing income eligibility criteria and Access 2 Place disability specific criteria; and be registered on the Community Housing Customer Register.

You can read the full Access 2 Place tenant charter on our website here:

www.access2place.com.au/charter







Meet Dave

The A2P team member devoted to repairs and maintenance.



1. Quality

Our staff are professional and knowledgeable

<p>1. We will consult you to see if you want or need support when making decisions about your tenancy.</p>	<p>5. If there is a problem, we will listen, learn the facts and be non-judgemental - we will be open and honest with you.</p>
<p>2. We will encourage you to ask questions - If we don't know the answer we will work with you until we find someone who does.</p>	<p>6. We will have a flexible decision-making process that includes you in finding outcomes that are fair and equitable.</p>
<p>3. Staff are competent, well trained and remain up-to-date with best practice standards of professionalism in community housing tenancy service provision.</p>	<p>7. Staff will not undertake duties that they are not qualified or trained to deliver.</p>
<p>4. Staff will communicate in a manner that is professional, polite and easy to understand.</p>	<p>8. We will have a Tenant Engagement Strategy that identifies a range of inclusion activities.</p>



2. Responsibility & Compliance

Our staff act with integrity and transparency

<p>1. We will meet all the regulatory obligations required to remain a Tier 2 NRS Provider and an NDIS service provider.</p>	<p>6. All tenancy management staff and maintenance contractors will have passed the appropriate screening checks.</p>
<p>2. Staff will comply with the Access 2 Place Code of Conduct and Cultural Charter.</p>	<p>7. We will have current and research-based policies and procedures. We will make sure you have access to our policies.</p>
<p>3. We will keep you informed of your and our rights and responsibilities.</p>	<p>8. We will respect and protect your right to privacy and confidentiality.</p>
<p>4. We will follow due process and be accountable for our actions and decisions.</p>	<p>9. We will provide you with an appeal and dispute resolution process if you are unhappy with the decisions we have made.</p>
<p>5. We will improve our services through a continual review of our service provision and customer feedback.</p>	

We will respect
and support
your choices.



3. Person-Centred Practice

Our staff will place you at the centre

<p>1. We will make sure you understand your legal and human rights in relation to your home and tenancy services.</p>	<p>5. We will support you to make informed choices, exercise control and maximise your independence relating to your home and tenancy services.</p>
<p>2. We will support your right to dignity of risk when making choices relating to your home and tenancy management services. When needed we will support you to make informed choices about the benefits and risks of the options under consideration.</p>	<p>6. We will make sure you know what to expect from your tenancy application process. We will make sure you have enough time to consider and review your options and seek advice, if required, at any stage of support provision.</p>
<p>3. We will support your right to have an advocate present - of your choosing.</p>	<p>7. We will be courteous, polite and respectful when working with you.</p>
<p>4. We will actively seek your feedback regarding our service performance.</p>	<p>8. We will respect the privacy and confidentiality of your personal information by:</p> <ul style="list-style-type: none">• Taking all reasonable precautions to prevent unauthorised access to your valued information.• Working with you to keep your personal information accurate and up to date.• Making sure that if photographs of your property are required, we let you know what we are taking pictures of and why.



4. Accountability

Timelines you can expect

All Tenants

We will:

- Return your calls within 2 working days.
- Acknowledge all enquiries by email within 2 business days.
- Reply to all written enquiries within 5 business days of receipt.

Applicants

We will:

- Notify all applicants in writing within 7 days of receipt of completed application on the outcome of your application.

New Tenants

We will:

- Provide all new tenants with a welcome pack upon signing a lease with Access 2 Place Housing.

Property Inspections

We will:

- Undertake routine property inspections at least once per year (in line with state-based legislation)
- Advise you between 7-14 days in advance that there will be a scheduled property inspection of your home.

Repairs and maintenance

We will:

- Undertake repairs and maintenance in line with state-based legislation.
- Conduct regular repair and maintenance quality checks.
- Make sure that if maintenance is required in your home our contractors organise an agreed time to visit your home.

Feedback, Complaints and Appeals

We will:

- Acknowledge feedback, appeals and complaints within 5 business days of receipt.

Engagement

We will:

- Conduct a tenant survey at least every two years.
- Keep tenants informed through our website, social media and quarterly newsletters.
- Consult on major operational changes directly affecting tenants.
- Publish an Annual Report.
- Offer a range of opportunities for engagement.

GOALS

ACCESSIBLE

- Homes will be accessible: we aim to meet Livable Housing Australia Platinum levels
- The home will be well located and close to community hubs

INCLUSIVE

- We will provide housing services in a way that is appropriate for people from culturally and linguistically diverse backgrounds
- Stable housing serves as a platform from which tenants can pursue personal goals and thrive

AFFORDABLE

- Rent will be affordable
- Rent will be set at lower than market rent

CHOICE-BASED

- We will keep you informed and place you at the centre of any decision making processes about your home
- We will support you to have choice and control - we follow the disability advocacy concept of "nothing about us without us"

SECURE

- Tenants will have a tenancy lease in their name
- Tenancy management services will be separate from support services

ENGAGEMENT

- We will have a tenant Engagement Strategy to support meaningful engagement with tenants and families
- We will work collaboratively with your support service provider to resolve any tenancy requirements, if you need it

SAFE

- Tenants will have choice in who they live with
- We will maintain the house to community housing maintenance standards

ACCOUNTABILITY

- We will have a Results Based Accountability Framework: we will continue to improve our services through research, consultation, engagement and measurement against Key Performance Indicators
- We will meet NDIS and NRS regulatory requirements



We are here to assist with your tenancy needs.



Help Make Your Housing Services Even Better

You can help us to meet our service commitments to you by:

- Participating in tenant engagement activities, when you can.
- Being courteous, polite and respectful of our staff.
- Respecting the rights of, and being courteous towards, other tenants.
- Being open and honest with us by providing accurate and complete details when contacting us.
- Letting us know when your situation changes, for example, your personal details change or the people living in your home may change.
- Contacting Access 2 Place Housing if you have a complex or technical enquiry or need to meet with a specific employee.
- Contacting the employee referred on any correspondence sent to you and quoting the reference number/ address - if applicable.
- Using appropriate channels for tenant requests, complaints and compliments.
- Working with us to help solve problems.
- Telling us where we fall short on our service in any aspect so that we may improve our services to you.
- Helping us recognise our employees by telling us when you have received excellent tenant service.



The full Access2Place Tenant Charter Policy is available on our website or by request.

Your Feedback

We encourage you to provide feedback - whether it be a compliment, complaint or request. There are many ways that you can provide feedback to Access 2 Place including:

- Contacting a staff member via phone or email.
- Regular property inspections.
- Tenant surveys (every two years).
- Regular maintenance surveys.
- Support agency surveys.
- Via appeals and the complaints process.

How To Contact Us

Call:

Speak to a staff member by calling:
(08) 8274 6300.

Visit:

Visit our office: 20 Greenhill Road, Wayville SA 5034 and complete a Tenant Feedback Form or speak with a staff member in person.

Email:

Access 2 Place:
info@access2place.com.au

Internet:

Visit Access 2 Place website at:
www.access2place.com.au
and complete the online Tenant Feedback Form.

Mail:

Write to Access 2 Place:
Ground Floor, 20 Greenhill Road,
Wayville SA 5034.





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Your Choices.





ACCESS 2 PLACE HOUSING