



**Access 2 Place  
Tenant Charter**

## Our Housing Service Commitment

Access 2 Place is committed to providing a high level of housing services for our tenants. We know this high level can only come through involving tenants in the planning and delivery of our housing services, in a variety of accessible ways. We are passionate about what we do and the outcomes we deliver.

Innovative, caring and skilled housing services is the bedrock of our approach to choice-based disability housing. We are guided by the Housing First approach that is founded on the principle that stable housing serves as a platform from which people can pursue personal goals and improve their quality of life, see Diagram 1 below. Additionally, Housing First is based on the theory that tenant choice is valuable within housing service participation, and that exercising that choice is likely to make a tenant more successful in remaining housed and thriving.

This Tenant Charter defines how we will achieve our housing service objectives. We will use this Tenant Charter to set professional standards for ourselves, measure our performance and make sure we continue to meet our commitment to meeting tenant needs through including you in the planning and delivery of Access 2 Place services.

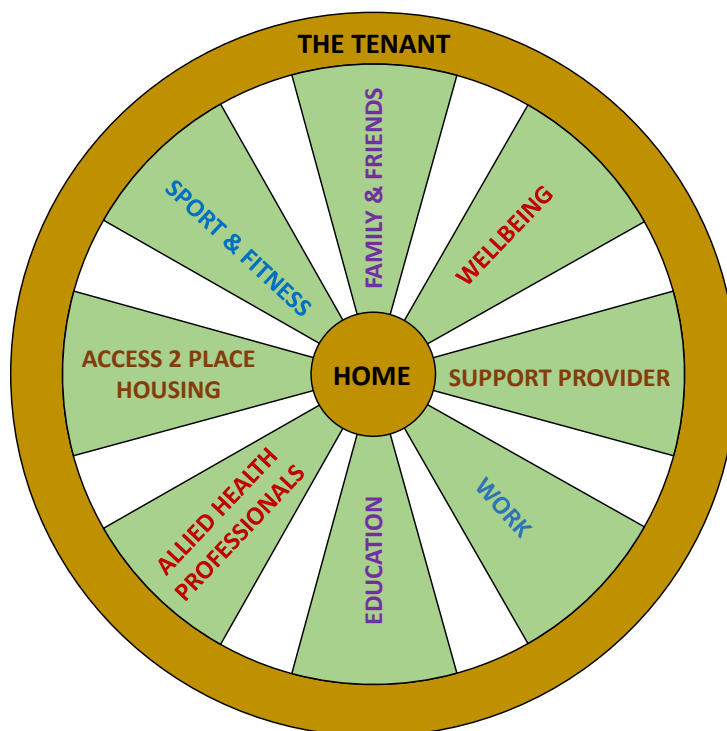


Diagram 1: A stable home provides the platform for tenants to pursue personal goals and thrive.

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## **Introduction**

Access 2 Place knows that success lies in delivering excellent housing services to you, our tenant. This Tenant Charter sets out how we will achieve our commitment to provide you with caring and skilled housing services.

## **Our Vision**

That appropriate specialised housing solutions are available to all people living with disability so that they have the freedom and opportunity to live their lives with independence, choice and control.

## **Our Mission**

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

## **Our Values**

Our values guide our actions and identify what we aspire to be and offer, both as an organisation and as individual employees. Our core values are expressed through our interactions with tenants, you can always expect to be treated in a manner consistent with our values and we commit to always communicating in a manner that is courteous and professional.

## **Who We Are and What We Do**

A2P is an independent non-government charity primarily established to provide affordable housing for people living with disability. Access 2 Place is an innovative dynamic and pioneering organisation with a person-centred approach. 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.

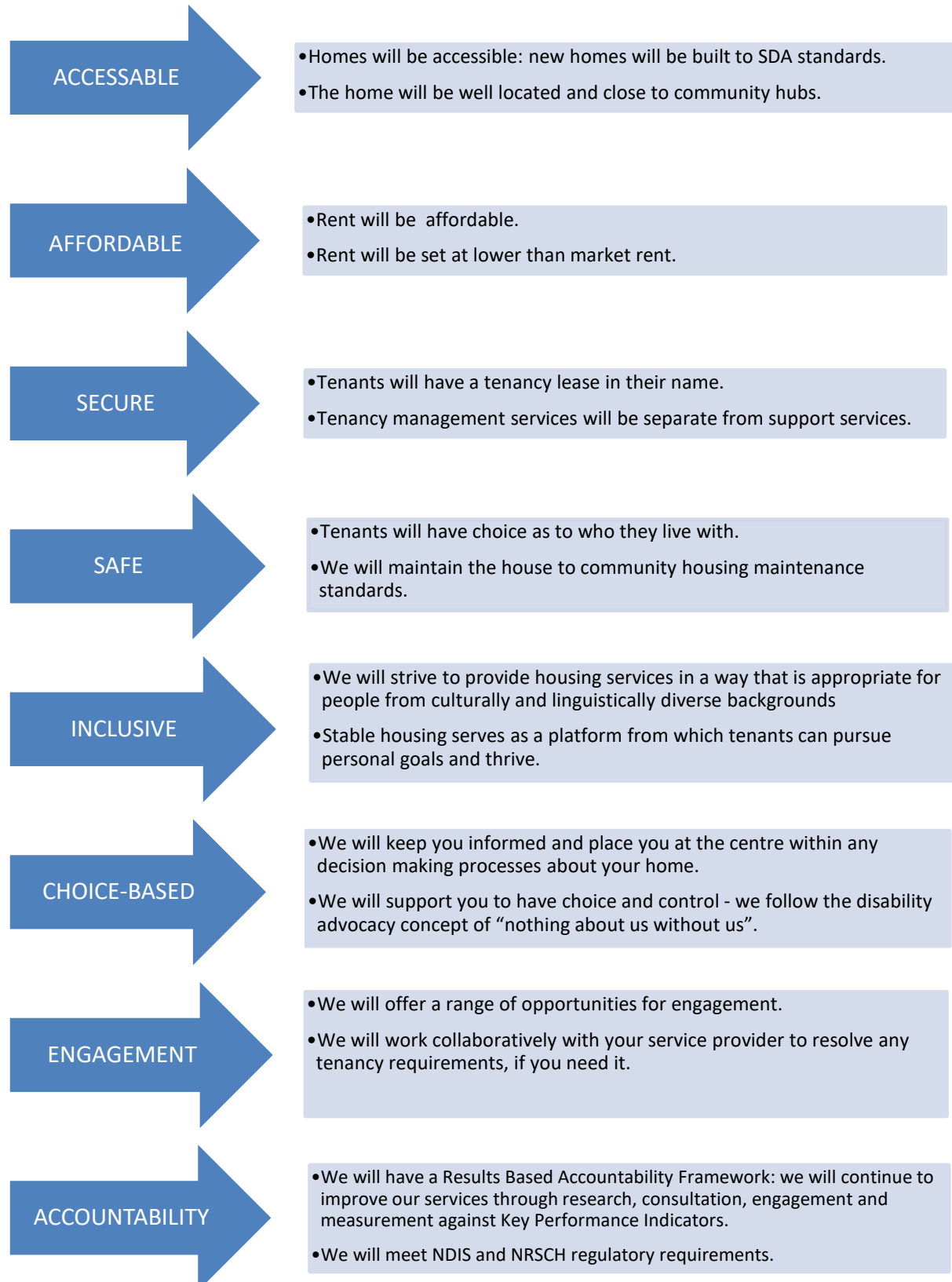
Access 2 Place is also registered with the National Regulatory System for Community Housing (NRSCH) as a Tier 2 Provider; and is a registered National Disability Insurance Scheme (NDIS) service provider, which means that tenants can be confident that Access 2 Place is meeting national standards for service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

## **Our Tenants**

We provide housing and tenancy management services specifically 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 South Australian Single Housing Register.

## Housing Services Standard Framework

Access 2 Place has developed a housing service standard framework that identifies 8 core areas that support Access 2 Place to provide innovative, choice based and affordable housing options and tenancy management services for people living with disability.



## Our Housing Service Commitments

As a disability community housing provider Access 2 Place has a variety of housing service areas that range from providing stable low-cost housing through to assisting tenants to maintain their tenancy and engage within the broader community. The Key Performance Indicators below set our targets and identify our commitment to you in providing innovative, affordable housing and skilled tenancy management:

Housing Service Area	Key Performance Indicators
<p><b>Quality</b> <i>Our staff are professional and knowledgeable</i></p>	<p>Staff are competent, well trained and remain up-to-date with best practice standards of professionalism in community housing tenancy service provision.</p>
	<p>Staff will not undertake duties that they are not qualified or trained to deliver.</p>
	<p>Staff will communicate in a manner that is professional, polite and easy to understand.</p>
	<p>We will have a flexible decision-making process that includes you in finding outcomes that are fair and equitable.</p>
	<p>We will support your right to make decisions and acknowledge you may require additional support about your tenancy.</p>
	<p>We will encourage tenants to ask questions - if we don't know the answer we will work with you until we find someone who does.</p>
	<p>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>We will offer a range of opportunities for engagement.</p>
<p><b>Responsibility &amp; Compliance</b> <i>Our staff act with integrity and transparency</i></p>	<p>We will meet all the regulatory obligations required to remain a Tier 2 NRSCH Provider and an NDIS service provider.</p>
	<p>All tenancy management staff and maintenance contractors will have passed the appropriate screening checks.</p>
	<p>Staff are required to act in accordance with the Access 2 Place Code of Conduct and Cultural Charter.</p>
	<p>We will have current and research-based policies and procedures. We will make sure you have access to our policies.</p>
	<p>We will keep you informed of your and our rights and responsibilities.</p>
	<p>We will respect and protect your right to privacy and confidentiality.</p>
	<p>We will follow due process and be accountable for our actions and decisions.</p> <p>We will provide you with an appeal and dispute resolution process if you are unhappy with the decisions we have made.</p> <p>We will improve our services through continual review of our service provision and customer feedback.</p>

<p><b>Person- Centred Practice</b> <i>Our staff will place you at the centre</i></p>	<p>We will provide information and help you to understand your legal and human rights in relation to your home and tenancy services.</p> <p>We will support you to make informed choices, exercise control and maximise your independence relating to your home and tenancy services.</p> <p>We will support your right to the dignity of risk in decision making relating to your home and tenancy services. When needed we will support you to make informed choices about the benefits and risks of the options under consideration.</p> <p>We will tell you what you can expect from your tenancy application process. We will give you time to consider and review your options and seek advice, if required, at any stage of the process.</p> <p>We will support your right to have an advocate present - of your choosing.</p> <p>We will be courteous, polite and respectful when working with you.</p> <p>We will actively seek your feedback regarding our service performance.</p> <p>We will respect the privacy and confidentiality of your personal information by:</p> <ul style="list-style-type: none"> <li>• Taking all reasonable precautions to prevent unauthorised access to your valued information.</li> <li>• Working with you to keep your personal information accurate and up to date.</li> <li>• Providing you with our Privacy, Confidentiality and Information Management Policy through our Access 2 Place website.</li> <li>• Making sure that if photographs of your property are required, we let you know what we are taking pictures of and why.</li> </ul>
<p><b>Accountability</b> <i>Timelines you can expect</i></p>	<p>All Tenants</p> <p>We will:</p> <ul style="list-style-type: none"> <li>▪ Return your calls within 2 business days.</li> <li>▪ Acknowledge all emailed enquiries within 2 business days.</li> <li>▪ Reply to all written enquiries within 5 business days of receipt.</li> <li>▪ Acknowledge complaints within 2 business days of receipt.</li> </ul> <p>Applicants</p> <p>We will:</p> <ul style="list-style-type: none"> <li>▪ Notify all applicants, within 7 days of receipt of completed application, on the progress of their application.</li> </ul>

	<p><b>New Tenants</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>▪ Provide all new tenants with a welcome pack upon signing a lease with Access 2 Place Housing.</li> </ul>
	<p><b>Property Inspections</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>▪ Undertake routine property inspections at least once per year (in line with state-based legislation).</li> <li>▪ Advise you between 7-14 days in advance that there will be a scheduled property inspection of your home.</li> </ul>
	<p><b>Repairs and maintenance</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>▪ Undertake repairs and maintenance in line with state-based legislation.</li> <li>▪ Conduct regular repair and maintenance quality checks.</li> <li>▪ Make sure that if maintenance is required in your home our contractors organise an agreed time to visit your home.</li> </ul>
	<p><b>Feedback, Complaints and Appeals</b></p> <ul style="list-style-type: none"> <li>▪ We will acknowledge feedback, appeals and complaints within 2 business days of receipt.</li> </ul>
	<p><b>Engagement</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>▪ Conduct a tenant survey at least every two years.</li> <li>▪ Keep tenants informed through our website, social media and quarterly newsletters.</li> <li>▪ Publish an Annual Report.</li> <li>▪ Offer a range of opportunities for engagement.</li> </ul>

## Help Make Our 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 if you have a complex or technical enquiry or need to meet with a specific employee.
- Contacting the employee referred to 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.

## Tenant Feedback

As part of our commitment to continual quality improvement we strive to deliver exceptional tenant service and we encourage you to provide feedback – whether it be a compliment, complaint or request. There are many ways that you can provide feedback, including:

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

## How To Contact Us

- Call:** Speak to a staff member by calling: (08) 8274 6300.
- Visit:** Visit our office - Ground floor, 20 Greenhill Road, Wayville and complete a Tenant Feedback Form or speak with a staff member in person.
- E-mail:** Access 2 Place Housing: [info@access2place.com.au](mailto:info@access2place.com.au).
- Internet:** Visit Access 2 Place website at [www.access2place.com.au](http://www.access2place.com.au) and complete the online Tenant Feedback Form.
- Mail:** Write to Access 2 Place at Ground Floor, 20 Greenhill Road, Wayville SA 5034.

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### Policy Approval

<b>Content Author:</b>	<b>Delegated Authority: Board</b>
Date: November 2018	Date Approval given in minutes: 27 <sup>th</sup> December 2019
Name: Rebecca Chapman Position: Policy Consultant	

### Revision History

Date	Version	Author / Amended By	Comments / Review History
May 2016	1	Unknown	Original development of G102 Service Charter
November 2018	1	Rebecca Chapman	Significant changes made to G102 Service Charter – renamed Tenant Charter.
September 2019	2	Rebecca Chapman	Ongoing refinement and plain English version creation in consultation with graphic designer.
February 2022	3	Stephanie Singleton	Updated LHA to SDA standards; minor clarifications.