



OBJECTIVE

The following procedures are to be implemented to guarantee that Indigo Junction meets its policy of managing property and providing safe and affordable housing to people who are experiencing homelessness.

1.0 PROCEDURE

1.1 Asset management plan

The Property and Tenancy Coordinator will regularly assess the Asset Management plan and determine whether any planned or routine maintenance pertaining to any of Indigo Junction managed properties is scheduled to be completed.

1.2 Maintenance

Indigo Junction will provide regular maintenance to preserve the safety, cleanliness and good repair of property, and also a longer term assessment of the property's suitability and viability by:

- Adhering to the maintenance requirements as set out in the Housing Authority lease agreements and in accordance to the Housing Authority Assets condition standards and guidelines manual.
- Schedule cyclical inspections every 3 months and inspect property for any hazards and repairs. Complete a full safety inspection to check RCDs, smoke alarms, anti-tilt brackets/chains and earth stakes every 3 months. Should additional maintenance be required outside of these inspections it is to be requested as per the 'Maintenance Request' Procedure (HP4015).
- Schedule and complete annual termite inspections.
- Address responsive maintenance requests on a case by case basis and action where required.
- Each time tenants move on, the property will be cleaned and refreshed to reflect a trauma informed standard. If required, maintenance and repair work carried out.

For further information refer to the 'Repairs and Maintenance' Policy (HP4005) and Procedure (HP4014).

1.3 Meeting national housing and homelessness agreement contractual obligations

a. Youth Service

In accordance with the service agreement, Indigo Junction agrees to provide:

- Crisis and transitional accommodation for young people experiencing homelessness, or at risk of homelessness;
- Case management support;
- Linked service delivery with other service providers;
- Assistance to access other services e.g. education, training, employment, medicinal and income support; and
- Independent living skill development.

Accommodation Type:

- Youth crisis house where up to 6 young people can be accommodated at one time; and
- Transitional housing.

Specialist Homelessness Services for Young People are safety net services. Young people are not to be turned away on the basis that they are unable to pay for the service.

Client Group:

Priority given to youth with links to the Midland area.

- Young people between the ages of 15 to 25 years;
- Referrals from the Department for Child Protection; and
- Service utilisation should reflect, where appropriate, the cultural make-up of the local client group.

b. Family Service

In accordance with the service agreement, Indigo Junction agrees to provide:

- Transitional accommodation for people experiencing homelessness;
- Early intervention support where there is a risk of future homelessness;
- Assistance to access other services e.g. education, training, employment, medical and income support;
- Assistance to access mainstream housing;
- Flexible case management providing support tailored to the clients' needs;



- Advocacy and referral;
- Linked service delivery with other local providers; and
- Active referrals to other appropriate service providers.

Accommodation Type:

- Supported accommodation service.

Homeless Accommodation and Support Services are safety net services. People are not to be turned away on the basis that they are unable to pay for the service.

Client Group:

Perth metropolitan Area with priority given to families with links to the Midland areas.

- Priority to families, including single fathers with children;
- Aboriginal families;
- Referrals from the Department for Child Protection;
- Service utilisation should reflect, where appropriate, the cultural make-up of the local client group.

1.4 Reporting requirements

Indigo Junction Program and Service Managers will report as per all contractual obligations. These include:

a. National Data Collection

Each service funded through the NHA is required to supply information about the work undertaken by participating in the National Data Collection. Services are to use the Specialist Homelessness Information Platform for Management and Reporting (SHIP).

b. Department for Child Protection

Each service is to report their performance to the Department of Communities, Child Protection, by means of a 6 monthly Progress Report comprising reports on outcomes and the Disability Access and Inclusion Plan (DAIP). Indigo Junction must use the reporting template provided by the Department for Child Protection to meet these requirements.

c. Progress Reports (Outcomes Reporting)

Indigo Junction is required to report against the outcome objectives listed in the service agreement appropriate to the service model, including:

- The number of hours per week the service was available and the number of weeks the service operated in the reporting period.
- Description and explanation of any periods when the service was not available at 100% funded capacity.

d. Disability Access and Inclusion Plan Reporting

Indigo Junction shall prepare an annual contractor Report describing the access activities undertaken against each of the Principal's DAIP outcomes in relation to the preceding financial year (July to June). The annual Contractor Report is to be submitted by 31 October.

1.5 Data and record management

Data and record management will be managed as per the 'Records Management' policy (MA5003) and as outlined in the 'Tenant Engagement' procedure (HP4012).

1.6 Notice periods and tenants ending tenancies

The staff member who receives information from the tenant about an impending move is to take details and advise the Service Manager and Property and Tenancy Coordinator by email as soon as possible.

Once the tenant has vacated the property and returned the keys, the Property and Tenancy Coordinator is responsible for ensuring Chintaro records are updated, any rent owing is refunded, the property is inspected and required maintenance and repairs are scheduled.

The Program and Service Managers are responsible for ensuring the transitional housing allocations process is followed.

As per Indigo Junction policy, we do not charge rent once the tenant has signed a new tenancy for a non-Indigo Junction property. In order to determine the cut-off date for rent:

- The tenant's key worker must take note of the date on which the new tenancy is signed;
- Key worker is to advise Service Manager and Property and Tenancy Coordinator of this date immediately;
- The family or youth service manager must authorise rent payment deductions to stop (as of the date the new lease commences);
- Property and Tenancy Coordinator will ensure that Centrepay deductions are cancelled and rent charges are ceased in Chintaro.

If the client is moving to a place where rent will NOT be charged (e.g. moving back to family), their rent payments will continue until the tenant moves from the property and the keys have been returned.

The Property and Tenancy Coordinator will ensure that rent is calculated and if a rent refund is due to the tenant, the tenant's key worker will be informed.

The rent refund process commences as per the 'Rent Setting' Policy (HP4004) and procedure (HP4013).



Finally, the tenant's key worker must advise the Service Manager and the Property and Tenancy Coordinator when the tenant has vacated the property and the keys have been returned.

Family service or youth service staff will then end the tenant's accommodation stay on SHIP.

The Property and Tenancy Coordinator will visit the property to ensure that it has been left secure and that all lights, taps and gas fittings are off and create maintenance items, where required so that cleaning and maintenance tasks can commence.

The Property and Tenancy Coordinator will liaise with the Service Manager with regard to maintenance and cleaning of the property in preparation for its reallocation.

When a tenant is planning to move, staff can refer them to the "Moving On" information in the Indigo Junction Tenant's Handbook. This contains information for tenants about

- The final property inspection;
- Closing/transferring gas and electricity accounts;
- Cancelling Centrepay deductions;
- Clearing out and cleaning the property;
- Handing over keys; and
- Exit interview.

1.7 Property abandonment, unexpected vacated property, property breaches

Please refer to the Tenant Engagement Policy (HP4003) and procedure (HP4012).

1.8 Final inspections

Prior to the tenant leaving the property, a joint final inspection (between the tenant and the Property and Tenancy Coordinator) of the property should be carried out. Staff are to take a copy of the initial Property Condition Report so that the condition of the property on exit can be compared to that on entry.

At this inspection, staff can remind tenants about the requirement to leave the property empty and free of rubbish. Staff can provide information about disposal options for old furniture/rubbish and remind tenants to leave bins out for collection.

Where there has been damage to the property, quotes will be gained and the tenant requested to pay for the damage caused, payment may be received from any credit the tenant has accumulated.



If serious, wilful damage has occurred, the Property and Tenancy Coordinator will alert the CEO immediately. The CEO will give consideration to the circumstances and determine the best course of action. This may involve providing the tenant with the opportunity to right the damage or may involve the debt recovery process as outlined in the Rent Setting policy (HP4004) and procedure (HP4013).

Organisational Policy this procedure relates to:

1. Property Management (HP4002)
2. Records Management (MA5003)
3. Tenant Engagement (HP4003)
4. Repairs and Maintenance (HP4005)
5. Rent Setting (HP4004)

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