

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.

STATEMENT – FDV

If property management is impacted by Family and Domestic Violence, Indigo Junction will comply with all relevant laws as explained at <https://www.commerce.wa.gov.au/consumer-protection/safe-tenancy-wa>

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.

Property Management Procedure

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

Accommodation Type:

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

Property Management Procedure

- Active referrals to other appropriate service providers.
- Supported accommodation service.

Accommodation Type:

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 NHHA 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

Property Management Procedure

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.

Policy Context: this policy relates to


Applicable Standards or other external obligations	
Applicable legislation	Privacy Act 1988 13 Australian Privacy Principles (APP's) Notifiable data breach scheme
Applicable contractual obligations	



Property Management Procedure

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Policy Contact Person: CEO

Approval Signature	
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