



POH1801

RENTERS' RIGHTS AND PARTICIPATION POLICY

1. INTRODUCTION

Women's Property Initiatives (WPI) will perform its obligation as a Residential Rental Provider in accordance with the *Residential Tenancies Act 1997* (RTA), which protects the rights of both the Residential Rental Provider and the renter.

2. POLICY SCOPE

This policy applies to all renters and staff members of WPI.

3. PURPOSE

The purpose of this policy is to ensure that all renters have the right to participate in relevant decision-making processes of WPI that may impact on renters and that their rights are upheld in all aspects of the work of WPI.

In order to achieve its objectives, WPI has the following processes in place:

- the documentation of WPI reflects a strong commitment to enabling renters to play an active part in relevant decision-making processes that may affect renters and to uphold the rights of renters;
- renters and applicants are regularly informed by WPI of their rights and this information is to be presented in an appropriate and accessible way;
- a range of strategies are used by WPI to assist renters to exercise their rights;
- WPI regularly seeks feedback from renters.

4. POLICY STATEMENT

WPI is committed to ensuring renters feel both supported and empowered to exercise their rights. To do this WPI will:

- identify and understand the concerns of renters in relation to their needs, expectations and perceptions and incorporate this understanding of renters in policies and practices.
- consider and respond to the concerns of renters; and
- make provision for renters to participate in decision making related to their tenancy.

5. RELEVANT DOCUMENTATION

PPH1811 Renter's Rights and Participation Procedures
POH1803 Housing Allocation and Eligibility Policy
POH1804 Rent Setting and Subsidy Policy
POH1805 Arrears Policy
POH1401 Complaints and Appeals Policy
POH1919 Building Modifications Policy
POH1921 Inspections Policy
POH1924 Privacy and Information Sharing Policy
POG1703 Privacy Policy
Victorian Housing Register Standards

6. RELEVANT LEGISLATION

Residential Tenancies Act 1997 (Vic)
Housing Act 1983 (Vic)

7. REVIEW AND VERSION CONTROL

Policy number	POH1801	Version	0.5
Approved by Board on	26/07/22	Board Minute ref. no.	2.3
Responsible person	CEO	Person responsible for review	Operations Manager
Reviewed on	18/07/22	Scheduled review date	25/07/25