

PROGRAM POLICY: APPROPRIATE ALTERNATIVE ACCOMMODATION

Policy number	PPOL004	Version	v2.0
Drafted by	Program Director	Approved by Board on	30 March 2021
Responsible person	Program Director	Scheduled review date	30 March 2026

1. PURPOSE

1.1. The purpose of this policy is to:

- a. ensure alternative accommodation offers are appropriate, consistent and equitable, where CEHL requires a Program Participant to relocate from existing accommodation
- b. specify the considerations that are relevant in determining appropriate alternative accommodation offers
- c. articulate the responsibilities of CEHL and the Program Participant when relocation is required.
- d. ensure that appropriate alternative accommodation offers balance the needs of the Program Participant with Program viability, and ability of the Program to deliver an offer of appropriate alternative accommodation.

2. POLICY CONTEXT

The Program Principle of Security underpins the Program's obligation to provide appropriate alternative accommodation where a Program Participant is required to relocate. The Residential Tenancies Act (RTA) provides for a residential rental provider to give a Program Participant a notice to vacate a rented premises in a range of instances, including where the premises are deemed unfit for human habitation or unsafe, where the residential rental provider intends to repair or renovate the premises, or where the residential rental provider intends to sell the premises. These provisions must be considered in the context of the Performance Standards for Registered Housing Agencies, which require registered agencies to minimise enforced transfers and strive to sustain tenancies.

3. POLICY STATEMENT AND PRINCIPLES

3.1 STATEMENT

- a. Appropriate alternative accommodation will be offered to any Program Participant required to relocate from their current property, provided the Program range can meet the Program Participant's needs.
- e. The alternative accommodation offered will represent a reasonable balance between the Program Participant's needs and CEHL Program capacity.
- b. Program property portfolio planning will prioritise offering Program Participants appropriate permanent accommodation and minimising required relocations.

3.2 PRINCIPLES

- a. CEHL will strive to minimise required relocations, particularly urgent relocations.
- b. In determining an appropriate alternative accommodation offer, CEHL will strive to negotiate the best outcome for the Program Participant while balancing Program viability. The determination will represent a balanced consideration between CEHL and the Program Participant. In reaching this decision CEHL will consider:
 - i. Current declared household composition,
 - ii. current property location,
 - iii. access to school, work and significant services such as medical services
 - iv. existing approved property modifications
 - v. the length of time for which the household is required to relocate and
 - vi. current program property standards and practice (as per policy schedule).
 - vii. Availability and cost to Program of property matching agreed criteria, ability to deliver within an appropriate timeframe
- c. The appropriate alternative accommodation offer will be based on the information in the most current Household Information Form at the time the need for a required relocation is determined, unless an exemption to the relevant policy has been granted.
- d. CEHL will undertake a Relocation Needs Assessment in consultation with the Program Participant to understand their needs.
- e. The Program Participant will be required to provide sufficient evidence to support their statement of reasonable needs.
- f. The Program Participant will be provided with an offer of appropriate alternative accommodation before they are required to vacate a property.
- g. The timeline for alternative accommodation offers will reflect the urgency of the need to vacate the existing property.
- h. Where a permanent relocation is required and cannot be established in the necessary timeframe, temporary accommodation will be offered until permanent accommodation is secured.
- i. A Program Participant is permitted to make their own temporary arrangements. This will not affect their offer of permanent relocation and rent will not be charged while the Program Participant 's own temporary arrangements are in place. The Program will not be responsible for urgent or interim accommodation where a Program Participant has chosen to make their own temporary arrangements
- j. The Program will not have an obligation to make further accommodation offers or maintain security of tenure within the Program, if a Program Participant refuses an appropriate offer of permanent alternative accommodation.
- k. If the alternative accommodation is to be allocated to a co-op, CEHL will consult with that co-op about any new property allocation.

- I. Neither the Program nor the Program Participant will experience unreasonable financial detriment because of a required relocation.
- m. CEHL will pay for or reimburse any reasonable costs associated with the relocation.

4. SCOPE

4.1 This is Program Policy. It applies to all residential tenancies managed by CEHL or its member co-ops, where CEHL requires a Program Participant to relocate from existing accommodation.

5. DEFINITIONS

5.1 For all definitions relating to this policy, please refer to the Program Glossary.

6. LEGAL REQUIREMENTS

6.1 This policy adheres to and incorporates guidance from:

- a. [Residential Tenancies Act 1997](#)
- b. [Performance Standards and evidence guidelines](#)
- c. [Victorian Charter of Human Rights and Responsibilities 2006.](#)

7. PROGRAM REQUIREMENTS

7.1 This policy is consistent with:

- a. International Co-op Principles:
 - Open & Democratic Membership
 - Co-operation among Co-operatives
 - Concern for Community.
- b. Program Principles:
 - Security & Security of Tenure
 - Quality of Housing
 - Affordability
 - Financial Sustainability
 - Changing Needs.

8. RELATED PROGRAM POLICIES

8.1 This policy should be considered in conjunction with:

- a. Property Assets Disposals Policy.
- b. Property Assets Maintenance Policy.
- c. Property Assets Renewals Policy.
- d. Ending a Tenancy (Residential Rental Provider Initiated) Program Policy.

9. AUTHORISATION

Approved by CEHL Board Date of approval 30 / 03 / 2021
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Position

CEHL Chair

Heidi Lee