

Transitional Housing Policy

1. Policy Statement

Uniting Vic.Tas (Uniting) provides tenancy and asset management services for community housing to Uniting Housing Victoria (Uniting Housing), a Registered Housing Provider.

This policy describes Uniting’s approach to managing transitional housing tenancies managed by Uniting under a range of programs.

2. Scope

This policy applies to all Uniting Housing community housing tenancies which are managed as transitional (short to medium term) housing. This includes properties in the following programs:

- Transitional Housing Management (THM) program
- Homelessness to a Home (H2H) program
- Homes for Families (H4F) program
- Drug Court program

3. Policy

Transitional housing programs provide short to medium term subsidised housing to individuals and families. Transitional housing programs operate under specific guidelines targeting the urgent needs of people who are homeless or at risk of homelessness.

Transitional housing provides an urgent housing response to an often complex housing need and is always accompanied by funded support to the consumer, which includes help to find secure long-term housing.

Transitional housing is available for a fixed term as it is intended as temporary housing assistance before finding longer term housing, typically social housing or private rental housing.

4. Guiding principles

In applying this policy Uniting will ensure:

- All renters are treated with compassion and sensitivity
- We use fair, consistent and accountable processes and renters are kept well informed about these processes
- We help renters understand their rights and responsibilities under their Residential Rental Agreement
- We meet our contractual, legal, and regulatory duties and obligations

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- We work closely with agencies providing support to renters in transitional housing tenancies to assist the renter maintain the tenancy successfully until the renter transitions to a long-term housing option.
- We ensure that transitional housing programs are managed in accordance with program funding guidelines (as applicable).

5. Access to transitional housing

Consumers access transitional housing through a referral to Uniting tenancy teams from a referring agency. All renters in transitional housing properties must be listed on the Victorian Housing Register (VHR) for social housing. Referrals are generally made on advice provided by Uniting to the referring agency that a vacant transitional housing property is available to rent.

On receiving a referral, Uniting tenancy staff will assess whether the property is suitable for the applicant referred for the vacancy, based on property features and location. Uniting will then establish a Residential Rental Agreement with the applicant. This agreement will be for a fixed term on the expectation that at a specified date the tenancy will end and the renter is assisted to move to alternative longer-term housing.

An affordable rent is set for transitional housing tenancies. The specific rent setting method is determined by the program policies and guidelines, but is usually an income-based rent approach, where the renter pays a percentage of household income in rent.

6. During a transitional housing tenancy

All renters in transitional housing properties are expected to enter the tenancy with a housing exit plan and work with their support agency towards finding longer term housing.

Uniting is dedicated to helping transitional housing renters have a successful tenancy. Uniting will uphold its obligations as a rental provider, maintaining the property where Uniting is responsible for repairs and maintenance. If Uniting is not legally responsible for repairs, we will liaise closely with the property owner on matters concerning prompt repairs and maintenance.

In entering the Residential Rental Agreement with Uniting, renters in transitional housing must meet all their legal obligations including paying rent on time, avoid damaging the property and keeping the property reasonably clean.

During the tenancy Uniting will maintain good communication with the renter. This includes routine property inspections which take place 3 months after the tenancy starts and every 6 months after that.

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During the tenancy Uniting will maintain contact with the support agency for the renter, particularly if any tenancy issues arise, such as rental arrears. We will liaise closely with the support agency and the renter about the status of preparations to move to longer term housing and assist in any way we can, including identifying suitable housing opportunities in Uniting’s housing portfolio.

7. Definitions

Term	Meaning
Community housing	Rental housing owned and/or managed by a registered community housing provider
Residential Rental Agreement	Legal agreement between a rental provider (landlord) and renter (tenant) to rent a home
Support agency	Organisation providing case-level support to an applicant or renter in a transitional housing program
Transitional housing	Short to medium term subsidised housing targeted to people in urgent housing need

8. Transparency and accessibility

This policy will be available on the Uniting Housing and Uniting Vic. Tas websites

If you require this policy in a language other than English, or in accessible format please contact Uniting.

This policy will be fully reviewed within 3 years of the approval date.

9. Legislation/Regulations

This policy implements the obligations of Uniting under:

- Housing Act 1983
- Residential Tenancies Act 1997
- Residential Tenancies Regulations 2021
- Program funding agreements and guidelines with Home Victoria

10. Related Documents

Rent policy and procedures

Rent arrears policy and procedures

Tenancy breaches policy and procedures

Ending Tenancies policy and procedures

Sustaining Tenancies policy and procedures

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