



Tenant Rights Policy

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1. Purpose

To document Eastern Suburbs Rental Housing Co-operative's (ESRHC) commitment to upholding tenants' rights within the organisation.

2. Basis for Policy

Housing Act 1983 - Performance Standards for Registered Agencies

3. Policy and Procedures

3.1 Tenant Rights

ESRHC is committed to the fair and just treatment of all our members and tenants. ESRHC will ensure that all tenants have a right to:

- Fair and non-discriminatory treatment
- Be treated with respect
- Have access to safe and secure housing
- Be consulted on housing needs and preferences
- Have their confidentiality and privacy protected
- Be consulted on changes to the way tenancies are managed
- Have an open and transparent complaints procedure
- Participate and contribute to decision making

- Have access to their own files

ESRHC will uphold the following tenants' rights:

Legislative rights, including rights under the following:

- Residential Tenancies Act 1997
- Co-operatives National Law Application Act 2013
- Privacy and Data Protection Act 2014 (*see Privacy Policy*)

Rights under lease including:

- The right of quiet enjoyment and use of the property
- Security of tenure
- The right to a copy of the lease and a condition report at the beginning of a tenancy

3.2 Information on Rights

ESRHC will provide all members/tenants with information relevant to their tenancy including the following matters:

- Membership
- Repairs and maintenance
- Rent calculations
- Changing needs of tenants
- Pets
- Ending tenancies
- Tenant rights
- Complaints

3.3 Reviewing Performance

ESRHC holds quarterly meetings with members at which members are encouraged to raise matters of concern regarding their tenancies and membership of the Co-operative.

In addition, ESRHC will periodically conduct a member satisfaction survey to receive feedback on its performance.