

METRO COMMUNITY HOUSING CO-OP LTD

STATEMENT OF TENANT RIGHTS

Metro Community Housing recognises the right of tenants to:

- Safe, secure and affordable housing
- Security of tenure within the constraints of funding and program guidelines
- Fair, open and non-discriminatory treatment both in the selection process and in all other dealings
- Privacy and confidentiality of information except where consent to disclose is given
- Access to their own files
- Be consulted on all changes to their tenancy conditions
- Be kept informed of all actions in relation to their tenancy and rent payments
- Be treated with respect at all times and to have their culture and background respected
- Have their changing needs recognised and have these needs met where possible (within our guidelines and subject to the resources of Metro)
- To participate in decision making and know how to do this
- Complain or appeal if they do not agree with action taken or decisions made by the organisation.

This means that as an organisation we welcome tenant feedback, even if it is negative, and we will do everything possible to ensure that tenants:

- know how to make a complaint,
- feel comfortable that they can do so without being penalized
- know how to lodge an appeal, including information about/encouragement to use an advocate

Our Commitment to Our Tenants

- Our policies must recognise the stated rights of our tenants
- The objectives and actions in our Strategic Plan are consistent with these rights
- Tenants will be informed of their rights in a variety of ways
- We will conduct regular tenant surveys and ask tenants about their awareness of their rights
- Tenants will be informed of their rights in a variety of ways including:
 - Being provided with a Tenant Handbook
 - Given verbal advice when signing their lease
 - In Newsletters and other published materials
 - Via an interpreter if required
 - Via referral to a tenancy advocate or support service where appropriate