

2.2.6.2 Repairs & Emergency Accommodation



Preamble

Women's Housing Company is a not for profit housing association as part of the social housing system in NSW. Women's Housing Company provides long term housing for single women and medium term housing through support partnerships.

Women's Housing Company guarantees adherence to all landlord responsibilities as stated in the [NSW Residential Tenancies Act 2010](#).

Women's Housing Company guarantees that the housing provided is of a standard meeting the requirements set by tenancy law under the [NSW Residential Tenancies Act 2010](#).

Women's Housing Company strives to deliver maintenance and repair services that maintain and improve the physical environment for tenants while at the same time protecting and preserving the assets of the organisation.

POLICY

Women's Housing Company endeavours to maintain properties in a suitable condition with minimal disruption to the tenant. At times, a property may be assessed by Women's Housing Company as unsafe or uninhabitable due to repairs required or in the process of completion. In these circumstances, Women's Housing Company may make arrangements with the tenant to stay in emergency accommodation.

PROCEDURE

Required repairs are identified as per [2.2.6 Repairs & Tenant Damage & Property Inspections](#). If the repair requirements are assessed by Women's Housing Company (incorporating advice from contractors as appropriate) as rendering the property unsafe or uninhabitable, or if the tenant is required by Women's Housing Company to be absent from the property in order for them to be adequately addressed, the Housing Worker will begin negotiations with the tenant for temporary alternative accommodation options. These are, in order of preference:

1. The tenant may stay with friends/relatives until the property is habitable. In this circumstance, the tenant will be provided with a rental credit for the period that Women's Housing Company has assessed the property as uninhabitable.
2. Women's Housing Company may make arrangements for the tenant to reside in privately sourced temporary accommodation. Attempts will be made for emergency accommodation to be in the same LGA as the property however this is not always possible. Women's Housing Company will identify emergency accommodation that balances the tenant's requirements, the range of options available, and the costs to

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Women's Housing Company; emergency accommodation solutions require approval from the CEO or Operations Manager. Usual rental obligations will apply during the period of emergency accommodation however if the identified temporary accommodation does not provide cooking facilities then Women's Housing Company will provide the tenant with a meal allowance of \$30 per day.

3. Women's Housing Company may arrange a Management Transfer for the tenant to another property if the works required are expected to be lengthy or complex. This will be assessed by the Operations Manager or the CEO and conducted as per [2.3.1.1 Management Transfer](#).

During the period that the property is uninhabitable, access to property may be arranged where possible; this will need to be negotiated between the tenant, the Housing Worker, and the relevant contractors.