

2.2.4 Connecting Electricity & Gas & Telephone

Preamble

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

WHC guarantees the following of all landlord responsibilities as stated in the NSW Residential Tenancy Act 1987.

Women's Housing Company is unable to provide support services to our tenants in such cases when the tenant may require additional support to successfully live independently. Partnerships with other support providing agencies are in place to address such needs.

POLICY

Women's Housing Company offers the provision of a property to prospective and current tenants and the management of these properties to a high standard.

Women's Housing Company is unable to practically support tenants to establish these properties into homes that is, we cannot provide direct assistance with the connection of electricity, gas and telephone. If a worker identifies a need for support in these areas tenants are referred to appropriate support providing agencies.

PROCEDURE

At the meeting when a tenancy agreement is signed by a WHC worker and a tenant, the worker informs the tenant that it is their responsibility to connect electricity and gas (if relevant), as well as the telephone.

Women's Housing Company will include an information sheet with a selection of contact numbers of supplier options to the tenant as part of a 'Moving in checklist'.

Date developed: 2007

Date/s policy was ratified and/or changed by Board: 31/1/05; 28/8/07

Note: Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.