

2.4.7 Request for Rental Reference



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.

WHC guarantees the following of the Privacy Act 1988 in protecting applicants', tenants' and ex-tenants' privacy.

WHC aims to be transparent in all its decisions and to act in a fair manner at all times. WHC supports tenants in their housing choices and will act in the best interest of the tenant.

POLICY

Women's Housing Company will only provide rental references for tenants if they have provided written authority to WHC.

WHC will provide correct information in regards to tenancy and property management related issues; this includes rent payments, property condition, arrears and non-rent debts.

PROCEDURE

If a tenant or ex-tenant requests a written or verbal rental reference WHC will inform them that this is possible once they have provided a written authority for WHC to do so. Verbal authority can be accepted at the insistence of the tenant or ex-tenant which must be clearly recorded on TMS notes.

The tenant or ex-tenant will be informed that only correct information will be provided.

All written rental references need to be dated by WHC.

Date developed: 1/1/06

Date/s policy was ratified and/or changed by Board: 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.