

### 4.9.3 Tenant Rent Incentives



#### **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. Tenure is linked to remaining eligible according to Women's Housing Company criteria and specific program guidelines. Some properties have strict income levels to qualify.

Community housing providers are monitored by the [Community Housing Division](#) against benchmarks for service provision. One of these indicators is the level of rent arrears as part of the overall rental income. It is therefore in the interest of Women's Housing Company to keep rent arrears as low as possible.

Women's Housing Company recognises that its tenants have limited financial means and therefore it is in the interest of Women's Housing Company to implement strategies to avoid the occurrence of rent arrears.

Women's Housing Company acknowledges that tenants are the foundation and key stakeholders in the business of the organisation. Women's Housing Company is motivated by an understanding that real and meaningful tenant involvement and participation will lead to better and accountable services, increased tenant and staff satisfaction and confidence, and a greater sense of ownership and responsibility towards property.

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#### **POLICY**

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Women's Housing Company will implement a program of reward for tenants who maintain their rent payments two weeks in advance, as per their lease agreement.

The Tenant Rent Incentive program will award a gift voucher to two tenants each quarter (i.e., eight prizes per year, in total) whose rent payments show no arrears as at their rent due date (i.e., the anniversary date of their lease signing).

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#### **PROCEDURE**

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Four times per year the Operations Manager will run a report of all tenants who have no arrears showing on their rent account as at their rent due date (i.e., the anniversary date of their lease signing). Two tenants will be selected at random from this list to be awarded a \$100 gift voucher. Winners of the Tenant Rent Incentive will be contacted by mail and have basic details (first name and suburb) published in the Women's Housing Company newsletter.

Tenants cannot be awarded the voucher if they:

- Have current arrears on their non-rent account; or
- Have been awarded the voucher within the past year.

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**Date developed: 29/08/11**

**Date/s policy was ratified and/or changed by the Board: 31/10/11**

**Date/s policy/procedure was reviewed & implemented: 31/10/11**