

## Tenancy Sign Up Policy

Version date: May 2018  
Review date: May 2021  
Policy owner: Director Housing and Homelessness

### Purpose

To commence a successful tenancy by ensuring that tenants are provided with all necessary information, complete all required documentation and positive relationships are established.

### Scope

This policy applies to all Place Management staff in all long-term tenancies.

### Principles

- Tenants are fully informed of their rights and responsibilities
- Unison meets all its legal obligations to tenants
- Sign-ups are an important part of establishing a positive relationship with a new tenant

### Application

Place Managers are responsible for all aspects of tenancy sign up.

- Establish a positive relationship between Unison and incoming tenants at point of entry
- Engage agencies supporting tenants in the sign-up process by ensuring that they attend
- Provide tenants an overview of their rights and responsibilities, including tenancy, privacy and feedback and complaints
- Ensure tenants have access to all necessary information about Unison and their property. This includes an induction to the building which might include Owners Corporation Rules and rooming house rules and working through the relevant resident's manual.
- Provide the tenant information about their tenancy, including lease agreement and rent payment
- Collect the tenant information necessary for reporting and effective tenancy management in line with privacy principles
- Ensure customers are aware of how their personal information is stored and used and have signed a Consent to Obtain and Release Information form
- Complete the sign-up checklist to ensure all key pieces of information to be given and collected are covered.

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Place Managers will ensure that the tenant is able to fully participate in the process and understands the implications of entering into a lease agreement. This includes:

- Ensuring a legal guardian or support worker is present at sign-up if the person is under 18 years old or lacks decision making capacity due to illness or disability
- Arranging interpreting services if required

### Glossary

**Tenancy sign-up:** the process that Unison follows to start a tenancy, meaning once an applicant has accepted an offer of housing in a property owned or managed by Unison.

### Review of policy

This policy will be reviewed every three years as delegated by the responsible Director.