

THM Property Management Policy

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 Policy owner: Director Housing and Homelessness

1 Purpose

- 1.1 This policy is intended to establish the minimum standards for Transitional Housing properties owned/leased by the Victorian Director of Housing (Department of –Families, fairness and Housing - DFFH) and managed by Unison. These standards form the basis of all tasks associated with Transitional Housing Management property maintenance.

2 Scope

- 2.1 This policy applies to the Unison Transitional Housing Management (THM) program

3 Policy Statement

Principles

- 3.1 The Department of Families, fairness and Housing - DFFH has a specification of property standards and all properties managed by Unison's Transitional Housing service must meet these standards prior to acceptance of the property.
- 3.2 Unison philosophy is to supply a property that is clean, suitable for occupation, is economic to maintain for both the renters and the organisation and meets safety and security standards. Unison will provide the necessities and where possible supply energy-efficient appliances and/or low running cost items to avoid high costs for renters.

Application

- 3.3 THM Property Expectations
- a Items included in THM properties
 - i Unison ensures that DFFH transitional housing properties contain the following items within a property:
 - ii Lighting, including emergency lighting where applicable
 - iii Smoke detectors
 - iv Kitchen stove
 - v Heating (acknowledging that this is not a legal requirement for leased properties)
 - vi Gas appliances where possible to support an economic option for renters
 - vii Windows that are not lockable by key
 - viii Security door (for all DFFH owned properties noting that the property owner may not agree to install in DFFH head leased properties)
 - ix Window blinds, that meet fire ratings standards (not curtains due to fire risk)

3.4 Items NOT included in THM properties:

- a** Unison aims to support cost reduction for renters living in THM properties and the THM Team Leader may ask the DFFH Leasing team for any of the following items to be removed /modified at the time of handover from the DHHS leasing team inspection:
 - i** Dishwashers
 - ii** Air conditioners
 - iii** Clothes driers

General Information:

3.5 Windows

- a** Under the fire regulations prescribed by DHHS, Unison is not allowed to provide windows with keyed locks because of the danger of people being locked inside and not being able to escape through the window in case of a fire. If keyed security window bolts are installed, the keys are removed, and the window secured with a removable pin only as prescribed by DFFH

3.6 Master Keys

- a** All THM properties are secured with a master key system to allow Unison and its representatives to access the premises when required.
- b** Shared tenancies - all bedrooms have lockable doors with separate and unique keys to maintain each renter's privacy and security.

4 Review

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