

THM Property Management Policy

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Review date: May 2022
Policy owner: Director Housing and Homelessness

Purpose

This policy is intended to establish the minimum standards for Transitional Housing properties owned/leased by the Victorian Director of Housing (Department of Health and Human Services - DHHS) and managed by Unison. These standards form the basis of all tasks associated with Transitional Housing Management property maintenance.

Scope

This policy applies to Unison's Transitional Housing Management (THM) program.

Principles

The Department of Health and Human Services (DHHS) 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.

Unison philosophy is to supply a property that is clean, suitable for occupation, is economic to maintain for both the tenants 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 so as to avoid high costs for tenants.

Application

THM Property Expectations

Items included in THM properties

Unison ensures that DHHS transitional housing properties contain the following items within a property:

- Lighting, including emergency lighting where applicable
- Smoke detectors
- Kitchen stove
- Heating (acknowledging that this is not a legal requirement for leased properties)
- Gas appliances where possible to support an economic option for tenants
- Windows that are not lockable by key

- Security door (for all DHHS owned properties noting that the property owner may not agree to install in DHHS head leased properties)
- Window blinds, that meet fire ratings standards (not curtains due to fire risk)

Items NOT included in THM properties:

Unison aims to support cost reduction for tenants living in THM properties and the THM Team Leader may ask the DHHS Leasing team for any of the following items to be removed /modified at the time of handover from the DHHS leasing team inspection:

- Dishwashers
- Air conditioners
- Clothes driers

General Information

Heating

It is not a legal requirement for heating to be supplied at a property, therefore owners/agents may not agree to installation.

Unison aims to support cost reduction for tenants and therefore prefer DHHS properties to have gas heaters. For properties without heating Unison would contact DHHS Maintenance to install heating if it is not provided by the owner.

Rooming Houses - Unison prefers wall-mounted oil heaters in each room to prevent residents using fan heaters, which are a fire hazard and a high cost to tenants.

Windows

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 DHHS.

Master Keys

All THM properties are secured with a master key system to allow Unison and its representatives to access the premises when required.

Shared tenancies - all bedrooms have lockable doors with separate and unique keys to maintain each tenant's privacy and security.

Review of policy

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