

Tenancy Management

Title	Produced by	Location	Cost	Comments
Section 1: Tenancy Management (Resources primarily related to Section 1 standards)				
Good Practice Guide 12 – Vacancies and Empty Property	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998 - 2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	"Community housing landlords have both financial and social responsibilities... The way we manage empty properties is particularly critical in helping us to keep the right balance." (p8) Checklists, sample forms, formats and model policies and procedures are provided on disk.
Good Practice Guide 3 - Housing Access: Eligibility and waiting lists	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Provides purpose and principles of why community housing service providers require policies for eligibility and waiting lists and what they should cover. Checklists, sample forms, formats and model policies and procedures are provided on disk.
Good Practice Guide 4 – Prioritising applicants for housing	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	This resource covers purpose, principles and practical issues related to prioritising applicants. Checklists, sample forms, formats and model policies and procedures are provided on disk.

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Good Practice Guide 5 - Matching people to houses	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Covers why community housing providers should have policies and procedures for the allocation of housing and what the aims of such policies are. Checklists, sample forms, formats and model policies and procedures are provided on disk.
Good Practice for Improving Disadvantaged Single Young People's Access to Community Housing	Community Housing Federation of Australia (CHFA) and National Youth Coalition for Housing (NYCH) CHFA PO Box 302, Woden ACT 2606 Phone: (02) 6232 5043 Fax: (02) 6232 5048 Email: chfa@chfa.com.au	http://www.chfa.com.au and select Clearing House , then under the heading Search for documents to download , type in ' Access ' and click on Search . Click on title of publication to download the document.	Free	Ideas for good practice can be found at the end of Chapters 4, 5 and 6. These provide an indication of how community housing providers have responded to the difficulties young people experience in accessing the sector and maintaining tenancies.
Housing People with Disabilities and Doing it Well	Queensland Government Department of Housing. Produced by Cabbage Tree Housing Service Incorporated. Email: communityhousing@housing.qld.gov.au	http://www.housing.qld.gov.au and select Community Housing , then Community Housing Publications and then click on Community Housing Best Practice Projects . Scroll down and click on the publication title to download the resource.	Free	Manual comprises principles, key outcomes and performance standards of an inclusive housing service; self assessment and planning framework for implementation; and checklists to guide acquisition of accessible housing options.

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Tenancy Matters Manual 1999	Association to Resource Co-op Housing (ARCH) and New South Wales Cooperative Housing ARCH Room 27A 94 Oxford Street Darlinghurst NSW 2010 Phone: (02) 9361 6834 or 1800 066 834 Fax: (02) 9361 6395 Email: archnsw@arch.asn.au	http://www.arch.asn.au and select Manuals . Click on 1999 Tenancy Manual . You can either browse the manual online or download it in PDF format.	Free	The ARCH Tenancy Manual contains easy to follow advice, forms, sample policies and best practice up to date guidelines on running your co-op.
Good Practice Guide 6 – Starting a Tenancy	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Refers specifically to the 'starting' of a tenancy, and all the legal and practical processes associated with establishing and settling a new tenant into their new home.
Good Practice Guide 9 – Rents and Rebates	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Focuses on setting and reviewing rents and rebates. Checklists, sample forms, formats and model policies and procedures are provided on disk.

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Introduction to Tenancy Law: A Workbook	Queensland Community Housing Coalition (funded by the Queensland Residential Tenancies Authority) 38 Hope Street South Brisbane Qld 4101 Phone: (07) 3844 9947 Fax: (07) 3844 3297 Email: adminsupport@qchc.asn.au	http://www.qchc.asn.au and select Tools & Resources . Click on the title of the resource to go to various options. Resource can be viewed online, downloaded from the website or purchased in hard copy or on CD.	Free if downloaded \$30 for hard copy or CD (inc P&H)	Outlines the rights and obligations of different types of community housing organisations. Produced in plain English, it makes extensive use of exercises, summaries and checklists. Contains useful case studies and refers the user to other legal resources and contacts.
Managing General Tenancies	Residential Tenancies Authority (RTA) GPO Box 390, Brisbane, Qld, 4001. Phone: 1300 366 311 Fax: (07) 3361 3666	http://www.rta.qld.gov.au and select Resources , then Fact Sheets and click on Managing General Tenancies .	Free	Contains easy-to-follow instructions about the procedures to follow at the beginning of, during and at the end of a tenancy.
General Tenancy Fact Sheets	Residential Tenancies Authority (RTA) GPO Box 390, Brisbane, Qld, 4001. Phone: 1300 366 311 Fax: (07) 3361 3666	http://www.rta.qld.gov.au and select Resources , then Fact Sheets and click on General Tenancy Fact Sheets .	Free	The RTA produces Fact Sheets for tenants, lessors, and agents covering a wide range of topics for general tenancies.
Good Practice Guide 7 - Responding to Tenant Breaches	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Focus on anti-social behaviour rather than rent arrears. Covers definitions of breach, purpose and principles, practical issues and putting principles into practice. Includes a policy and procedure checklist.

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Developing effective housing management policies to address problems of anti-social behaviour	Keith Jacobs and Kathy Arthurson for AHURI, Southern Research Centre. AHURI Level 1, 114 Flinders Street Melbourne, VIC, 3000 Phone: (03) 9660 2300 Fax: (03) 9663 5488 Email: information@ahuri.edu.au	http://www.ahuri.edu.au and select Research , then Research Reports . This report can be found on Page 4 (Project number: 40163; Funding Year 2002) . Click on the Project Title to access a summary of the project and select Final Report from the drop-down box to access the report document.	Free	An academic research paper on anti-social behaviour, its causes and potential responses to it. May help housing providers to consider whether anti-social behaviour is affecting their community and what arrangements they might put in place, particularly any potential for collaborative arrangements.
Handling Tenancy Disputes in the Small Claims Tribunal	Residential Tenancies Authority (RTA) GPO Box 390, Brisbane, Qld, 4001. Phone: 1300 366 311 Fax: (07) 3361 3666	http://www.rta.qld.gov.au and select Resources , then Fact Sheets and click on Handling Tenancy Disputes in the SCT .	Free	Provides information for people going to a Small Claims Tribunal about a problem with a rental property.
Policy and Procedure Manual, Section 6: Legal Action Against Tenants	Aboriginal Housing Board of Victoria Published by Vicnet 328 Swanston Street, Melbourne, VIC 3000 Phone: (03) 8664 7001 Fax: (03) 9639 2175 Email: vicnet@vicnet.net.au	http://home.vicnet.net.au/~ahbv/ and select Policy and Procedures . The entire manual can be viewed as a single web page or downloaded in PDF or MS Word formats. Go to Section 6 .	Free	Considers the process of preventing rental arrears and actions to deal with and contain rental arrears where they do occur, along with information on related legal processes.
Good Practice Guide 10 – Rent Management	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Focuses on the collection, recording and receipting of rents, along with the prevention and management of rent arrears.

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Department of Housing Policy Manual – Policy EST0005A: Mutual Exchange	New South Wales Department of Housing Head Office: Locked Bag 4001, Ashfield BC NSW Australia 1800 Phone: (02) 8753 8000 Fax: (02) 8753 8888 Email: feedback@housing.nsw.gov.au	http://www.housing.nsw.gov.au and select Policies , then Public Housing Operational Policies . Scroll down and click on Mutual Exchange .	Free	The Mutual Exchange program helps tenants already housed by the New South Wales Department of Housing find other tenants who might want to exchange dwellings.
Housing Women Escaping from Domestic Violence	Queensland Government Department of Housing. Produced by Cabbage Tree Housing Service Incorporated. Email: communityhousing@housing.qld.gov.au	http://www.housing.qld.gov.au and select Community Housing , then Community Housing Publications and then click on Community Housing Best Practice Projects . Scroll down and click on the publication title to download the resource.	Free	Covers principles, key outcomes and performance standards of a responsive service; implementation using examples and illustrations; a planning process for implementation; and a list of contacts of relevant services.
Domestic Violence Policies and Protocols	South Western Sydney Area Health Service Area Administration and Services Eastern Campus Liverpool Hospital Elizabeth Street Liverpool NSW 2170 Phone: (02) 9828 5700 Fax: (02) 9828 5769	http://www.swsahs.nsw.gov.au/whealth/Main.asp then select Plans and Policies and click on Domestic Violence Policy and Protocols .	Free	Includes definitions and legal implications, along with information on developing policies and protocols to enable appropriate identification and interventions.
Good Practice Guide 8 – Ending a Tenancy	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	Considers why organisations need policies for ending tenancies, what they should cover and how to review existing policies and practices. Checklists, sample forms, formats and model policies and procedures are provided on disk.