

<b>POLICY</b>	<b>TENANTS' RIGHTS POLICY</b>
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<b>PURPOSE</b>	The purpose of this policy outlines how the Bend Housing Group will inform and protect the rights of tenants
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**POLICY STATEMENT:**

Bend Housing Group will act in accordance with:

- The Co-operative Housing Program Operational Guidelines
- The NSW Residential Tenancy Act 1987
- The National Community Housing Standards.

Bend Housing Group will inform tenants/members of their rights and obligations and will actively uphold these rights.

Bend Housing Group determines that all tenants/members are entitled to:

- Be informed of rights and obligations as a tenant and a member
- Equal rights and opportunities
- Fair and non-discriminatory treatment
- Be treated with respect
- Have access to safe and secure housing
- Have security of tenure
- Be consulted on housing needs and preferences
- A complaints and appeals system
- Use of an advocate if needed
- Have personal information kept confidential except where required for statutory and/or contractual compliance and reporting
- Be informed of how to access their own information.

Date adopted by Group	
Signed by Director	
Date of next policy review	