

HOT49 Neighbours and Community

Purpose

YWCA works in partnership with others to change community attitudes and government policy to ensure the provision of safe affordable housing for women. This policy outlines how YWCA Housing fosters and builds relationships with neighbours and local communities.

Scope

This policy applies to all staff, clients, tenants, contractors, volunteers and students of YWCA Housing.

Policy Statement

1. YWCA Housing commits to building respectful, positive and constructive relationships with neighbours and, where the opportunity exists for neighbours to learn about our work, to contribute to an improved understanding of the issues that affect our tenants and homelessness generally.
2. YWCA Housing will communicate openly and honestly with neighbours and encourage our neighbours to do the same.
3. YWCA Housing will foster relationships by supporting staff to initiate, establish and maintain open and positive relationships with neighbours and local communities, and will support the involvement of staff in community initiatives, groups and networks.
4. YWCA Housing will respond promptly to address any disputes or complaints from neighbours.
5. YWCA Housing believes that active participation in the community will lead to a broader understanding of the issues relating to homelessness. This will reduce the discrimination experienced by our clients and tenants and help us achieve our long-term aim of preventing homelessness.

Appendices

N/A

Responsibilities

YWCA's National Housing Operations Manager has responsibility for ensuring that:

- this policy is implemented, and its application monitored,

- the policy continues to comply with relevant legislation, and
- this policy is reviewed to evaluate its ongoing effectiveness.

Related information

YWCA	Procedure HOT 45: Tenant Participation
Legislation	Residential Tenancies Act 1997 (Vic)
Standards	Housing Registrar (Vic): Performance Standards
Standards	NRSCH: Evidence Guidelines

Document Control Data	
Policy Neighbours and Community	
Responsible Officer	Director, National Housing
Accountable Officer	National Housing Operations Manager
Application	YWCA staff involved in tenancy management
Supersedes	

Approval and Amendment history			
Review period – 2 years			
Approval Date	Version	Amendments	Next review
	1.0		[2 years]