

## 1.0 Neighbours and Community Policy

### 2.0 Identification Grid

<b>Date first approved:</b> 17/05/2018	<b>Date of effect:</b> 30/04/2019
<b>Date last amended:</b> 30/4/2019	<b>Date of next review:</b> 30/4/2021
<b>Policy Owner:</b> GM Keeping Housing	<b>Portfolio:</b> Client Services & Housing Supply
<b>Content Owner (Author)</b> GM Keeping Housing	

### 3.0 Purpose

This policy outlines how Launch Housing will foster and support positive relationships with neighbours and local communities involved in and/or affected by services provided by Launch Housing. The policy intends to balance the rights of clients and tenants with the rights of neighbours.

### 4.0 Definitions

Neighbour	Neighbour includes residents, businesses or organisations near or in the immediate vicinity of a Launch Housing office or property.
Local Community	Local community is the neighbourhood and suburb where Launch Housing has an office or property.

### 5.0 Policy details

#### 5.1 Scope:

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

#### 5.2 Policy Principles

- 5.2.1 Launch Housing recognises the right of neighbours to undertake their activities without undue impact from our activities or the activities of our clients and tenants.
- 5.2.2 Launch 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 service users and homelessness generally.
- 5.2.3 Launch Housing will communicate openly and honestly with neighbours and encourage our neighbours to do the same. We believe any issues and problems are generally best addressed at the local level, by local people working together.
- 5.2.4 Launch 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.
- 5.2.5 Launch Housing will respond promptly to any disputes or complaints from neighbours.
- 5.2.6 Launch 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.

## 6.0 Responsibilities

Role	Responsibilities
General Manager Keeping Housing & General Manager Housing Supply	<ul style="list-style-type: none"><li>• Provide guidance and support initiatives to foster good relationships with neighbours and the community.</li><li>• Responding to issues that arise and supporting staff in dealing with community issues as appropriate.</li></ul>
Group Managers and Program Managers	<ul style="list-style-type: none"><li>• Identify opportunities to establish and maintain community relationships and implementing activities and initiatives to support these.</li><li>• Actively developing and supporting good relationships at all times.</li></ul>
Co-ordinators	<ul style="list-style-type: none"><li>• Respond promptly to neighbour complaints.</li><li>• Ensure proactive tenancy management practises to ensure tenants are meeting the requirements of their tenancy agreement.</li></ul>

## 7.0 Relevant Legislation & External Documents:

- DHHS Policy and Funding Guidelines
- Residential Tenancies Act (1997)
- Housing Act 1983 (Vic)

## 8.0 Supporting Documents and Implementation Tools

- Launch Housing Service Philosophy
- Launch Housing OH&S Policy
- Launch Housing Code of Conduct
- Launch Housing Partnerships Policy