

1.0 Launch Housing Neighbours & Community Policy

2.0 Identification Grid

Date first approved: 17/05/2018	Date of effect: 29 March 2021
Date last amended: 30/4/2019	Date of next review: 29 March 2023
Policy Owner: GM Keeping Housing	Portfolio: Client Services & Housing Supply
Content Owner (Author) 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 renters with the rights of neighbours.

4.0 Definitions

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

5.0 Policy details

5.1 Scope:

This policy applies to all staff, clients, renters, 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 renters.
- 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.

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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 renters 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">• Provide guidance and support initiatives to foster good relationships with neighbours and the community.• Respond to issues that arise and support staff in dealing with community issues in an appropriate way.
Group Managers and Program Managers	<ul style="list-style-type: none">• Identify opportunities to establish and maintain community relationships and implement activities and initiatives to support these.• Actively develop and support good relationships at all times.
Co-ordinators	<ul style="list-style-type: none">• Respond promptly to neighbour complaints.• Ensure proactive tenancy management practises to ensure renters are meeting the requirements of their tenancy agreement.

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

9.0 Version Control

Version	Date Effective	Date Last Amendment	Summary of Amendment
1.0	20/05/2015		Version 1 - approved CEO
1.1	30/4/2019	30/4/2019	Amendments as per VHR & Housing Registrar Guidelines
1.2	29/03/2021	29/03/2021	Amended terminology as per RTA changes