

LAS #:	2015-01	Established:	03/07/2015	Last amended:	03/07/2015
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Properties:	See attached schedule	Details:	% of all NCCH accommodation x.x%
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Objectives:

This LAS has been adopted in order for NCCH to make appropriate and sensitive allocations to particular (identified) properties managed by the organisation.

The neighbours to these properties have been subject to serious and ongoing issues relating to former NCCH tenancies that have affected their quality of life and, as a result, have diminished the reputation of NCCH within these communities.

This LAS will be used by NCCH to exclude client/s from allocations to these properties where it is deemed their personal circumstances and/or their rental history give an indication of potential anti-social behaviour.

Rationale – Current Management Problems:

NCCH believes that all members of our communities have a right to live in peace, free from the effects of the unreasonable behaviours of their neighbours. We understand that some neighbours have needed to endure a significant amount of disruption to their lives due to the behaviour of our tenants.

NCCH recognises that it can often be difficult to resolve breaches by tenants of their obligation to live in harmony with neighbours. NCCH's *Good Neighbour* policies (and its general commitment to sustaining its most complex tenancies) can result in a lengthy process being undertaken in order to have these matters resolved. Further, the Residential Tenancies Act imposes a high standard of evidence and proof for landlords in relation to any legal action taken against tenants due to their alleged behaviours.

This LAS seeks to promote the achievement of successful future tenancies in these affected neighbourhoods, in order to redress the reasonable concerns of residents.

Further, NCCH recognises that ongoing, serious issues at our tenancies have the potential to seriously damage the reputation of the organisation. Our standing as a professional landlord, and as a good neighbour, is important to an organisation that is committed to the growth of social housing in the Northern Region of NSW. It is critical for an organisation that has made a clear strategic commitment to acquire and develop more social housing stock in its own right. Notwithstanding the stigma that can be associated with social housing and the subsequent resistance to our presence from some parts of the community, it is important, for our own growth (on behalf of the clients we serve), that we be generally welcomed into the communities in which we chose to exist.

This LAS has been adopted with great care and consideration. We recognise that it is our charter to assist the most vulnerable members of our communities. Our mission must always include the provision of assistance to those with poor previous rental histories and for those whose capacity to live independently, without support, may be assessed as doubtful or marginal. This LAS does not seek to undermine nor diminish this broader responsibility of a social housing provider such as NCCH.

This LAS has not been adopted to respond to the unreasonable concerns (or expectations) of local residents about having NCCH as a neighbour. Nor has it been developed (nor should it be used) to pander to any discriminatory attitudes or other unfair behaviour of those who live adjacent to NCCH properties. As stated above, it exists in order to respond to reasonable and legitimate concerns about serious and ongoing issues of disharmony.

The tenancy history of each property (and the impact on neighbours) subject to this LAS must be thoroughly reviewed prior to its coverage by this LAS. Its addition must be approved by the NCCH Housing & Communities General Manager (HCGM) and the coverage of each property must be reviewed on an annual basis.

Properties already covered by a Local Allocation Strategy, that already seek to promote successful tenancies through additional or varied social housing allocation protocols, are not to be added to this LAS.

The strategies (as detailed below) include the granting of a fixed-term “provisional” agreement for all new tenants of these properties. It should be noted that NCCH would always respond to any breaches of the agreement under its Good Neighbours policies (as it would for any tenant) and it is not the intention of NCCH to evict new tenants of these properties, without affording them natural justice, using section 84 of the Act. However, this strategy is implemented in order to make it clearer to new tenants about their responsibility to live peacefully. If upon review at the end of the fixed-term, if the tenant has not maintained a satisfactory tenancy, NCCH will seek to have the tenant transferred to more appropriately located NCCH accommodation.

Allocation Strategies

1. Allocations to these properties are to be restricted to residents who have the capacity to live in harmony with their neighbours. Clients must have a demonstrated record of being able to successfully co-exist, and from the information NCCH is able to obtain about this person, be able to fit into the mix of existing neighbours. For this purpose, clients (who are not existing NCCH tenants) must provide authority for NCCH to conduct reference checks with former landlords.
2. Prior to any allocation to these properties (and prior to a referral for an allocation to a client listed on the NSW Housing Register), the local Area Manager will investigate potential “management transfers” of existing NCCH tenants. In order to be eligible for an allocation, the tenant must have no history of anti-social behaviour. The right of the Area Manager to approve such an internal transfer is endorsed under NCCH’s Management Transfer policies and procedures.
3. No allocations will be made to people who have any history of anti-social behaviour

Tenant management & support strategies

1. All new tenants are to be advised (in general terms) of previous tenancy problems at the property and should be warned that NCCH would immediately respond to any allegations of a breach of their residential tenancy agreement with NCCH, in relation to their behaviour.
2. All new tenants to properties covered by this LAS will be placed on a provisional 6-month fixed term agreement with NCCH, in order that our intentions be clear. If upon review at the end of the fixed-term, if the tenant has not maintained a satisfactory tenancy, NCCH will seek to have the tenant transferred to more appropriately located NCCH accommodation.
3. NCCH to openly communicate these allocation strategies to neighbours of properties covered by this LAS.
4. NCCH to monitor outcomes being achieved by neighbours.

Next review

03/07/2016

Outcomes & Indicators	<ul style="list-style-type: none"> Minimal further reports of nuisance and annoyance from neighbours of specific NCCH properties Increased satisfaction from neighbours Increased reputation of NCCH
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Approval	LAS approved by the Housing and Communities General Manager
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Schedule of Properties				
Property Address		Description	Added to LAS	Tenancy history notes
Ballina	28 Westlands Drive	4br detached	03/07/2015	<p>Between 2011 and 2014, the neighbours of this property were subject to ongoing annoyance, harassment and intimidation by NCCH tenants. Threats of violence resulted in a neighbour successfully obtained an AVO against our tenant (who was subsequently charged and incarcerated for her breach of this AVO in 2014). Neighbours also endured our tenant's inhumane treatment of her pets that resulted in Council intervention.</p> <p>The neighbours were extremely angered by the perceived lack of response to their concerns by NCCH.</p> <p>The tenancy was terminated in mid-2014.</p>
Banora Point	1 & 2/22 Mariners Court	2br duplex	07/07/2015	<p>Previously allocated to the A Place to Call Home project. Tenancy concerns from 2011-2015 include:</p> <ul style="list-style-type: none"> Violent assault with a knife Physical assault of occupants Intentional damage of neighbouring properties Frequent all night parties Frequent verbal abuse of neighbours and occupants Verbal and physical abuse of children Frequent police attendance