

## Vacancy Management Process

### Declaring a Vacancy

The Parties agree to work together to notify each other of impending vacancies.

#### A vacancy may arise if:

- A tenant advises that they will be vacating
- A tenant passes away
- A tenant's Tenancy Agreement is terminated in accordance with applicable legislation and regulations

Under the SDA Terms of Business for Registered Providers YPH is required to notify the NDIA within 5 business days if the Participant gives notice to vacate.

Partner	Responsibility
<b>Tenant</b>	<ul style="list-style-type: none"> <li>■ In accordance with the SDA Service Agreement or Tenancy Agreement notify YPH of their intention to vacate</li> <li>■ Periodic Tenancies minimum notice period is 21 days (unless otherwise specified in the tenancy agreement)</li> <li>■ Fixed Term Tenancies minimum notice is 28 days prior to the expiry of the agreement, via CBS Form 4B</li> </ul>
<b>YPH</b>	<ul style="list-style-type: none"> <li>■ Notify the NDIA if the vacancy is an SDA vacancy               <ul style="list-style-type: none"> <li>— Under the SDA Terms of Business for Registered Providers YourPlace Housing is required to notify the NDIA within 5 business days of a vacancy</li> </ul> </li> <li>■ Notify [ORGANISATION] if a tenancy is likely to be terminated</li> </ul>
<b>[ORGANISATION]</b>	<ul style="list-style-type: none"> <li>■ Support the tenant to provide vacancy notice in compliance with their tenancy agreement</li> <li>■ Notify YPH if a tenant passes away</li> </ul>

### Advertising a Vacancy

The Parties agree to have a collaborative approach to filling ad hoc vacancies in multi-tenanted or shared support properties and utilise a variety of communication tools.

Partner	Responsibility
YPH	<ul style="list-style-type: none"> <li>■ Advertise the vacancy via YPH’s website, Housing Hub, Nest or as otherwise agreed</li> <li>■ SDA properties will be advertised for a minimum of 10 business days</li> </ul>
[ORGANISATION]	<ul style="list-style-type: none"> <li>■ Promote the vacancy within existing networks</li> </ul>

### Identifying a Preferred Participant for a multi-tenanted property

Where a vacancy occurs in a multi-tenanted or shared support property including an SDA property, the Parties will work together to identify a suitable participant. All interested participants must contact YPH and will be required to go through the application process to ensure fairness and transparency.

The Parties acknowledge the ultimate decision to accept or decline an offer rest with the participant and their support network.

### Application Process

YPH as landlord is ultimately responsible for managing the tenant application process with the [organisation] implementing their matching/suitability process and providing any additional support the participant may require completing the application process.

The [organisation] will provide YPH with an overview of their matching/suitability procedure to assess participant suitability in multi-participant housing so as to allow YPH to assess and manage any potential risks. Existing tenant written approval is required for any part of the matching/suitability process that requires a prospective participant/tenant to sleep overnight.

**Throughout the application process, YPH will ensure sufficient information is captured about the participant to assess:**

- Compliance with YPH’s tenant eligibility criteria
- If tenancy is in an SDA property, compliance with NDIS SDA eligibility guidelines
- The outcome of [organisation’s] matching/suitability process assessing the participant’s suitability with the existing tenants

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**Some of the factors both Parties will collaboratively take into consideration when assessing the applicant's suitability include:**

- The views, opinions and choices of any current tenants on new tenant selection
- Age and Gender
- Cultural background and community of origin
- Diagnosis and functional ability
- Support needs including:
  - Personal support (e.g., physical assistance or prompting and supervision)
  - Self-management (e.g., motivation, interactions with others)
  - Activities of daily living (e.g., money management, telling the time, cooking, and cleaning)
  - Mobility (specialist design features required within the house, equipment needs, utilising public transport and public facilities)
  - Behaviours of concern and protective skills (including risk assessments, and restrictive practices where appropriate)
  - Communication skills (expressive and receptive)
  - Personal interests (recreational pursuits, including solitary and group activity)

### **Open Inspections**

Once an initial screening process has occurred, participants will be encouraged to attend an open inspection which will be arranged between the Parties.

Open inspections are an integral feature of advertising and provide a valuable opportunity for prospective tenants to view the property and seek further information about the building design and/or location.

Partner	Responsibility
<b>[ORGANISATION]</b>	<ul style="list-style-type: none"> <li>■ Provide assistance to YPH to minimise disruption to existing tenants</li> <li>■ Attend all open inspections</li> <li>■ Collate the views of other residents and their support network to inform tenant selection</li> <li>■ Make a recommendation in relation to preferred tenant</li> </ul>
<b>YPH</b>	<ul style="list-style-type: none"> <li>■ Liaise with [ORGANISATION] to develop a schedule for open inspections</li> <li>■ Provide reasonable notice to existing tenants of the dates of the inspections</li> <li>■ Ensure that inspections do not cause any security or safety problems to existing tenant</li> <li>■ Respect existing tenants' privacy, including the outgoing tenant if they are still residing in the property, by restricting access to private rooms during inspections</li> <li>■ Ensure inspections are only available to prospective tenants and/or their support networks</li> <li>■ Coordinate and attend scheduled open inspections</li> <li>■ Advise prospective tenants of the outcome of application</li> <li>■ Work with the successful applicant to execute the appropriate tenancy agreement</li> </ul>