Tenancies involving people in difficulty

A GUIDE FOR PROPERTY MANAGERS



Challenging life circumstances can impact anybody.

Here is how you can assist your tenants when things get tough.

Open a dialogue

Provide support options

Prevent a crisis

Increase stability

Save time and money

What can I do?

Three proactive steps

- Get info and brochures about support services from your local community centre
- Include info in communication to tenants via welcome packs, emails and letters
- 🐍 Attend workshops/training on community-related matters to remain aware

Three responsive steps

- Lengage in open communication as soon as a problem is suspected
- Link the tenant with a third party to limit your involvement
- 🐍 Follow-up to check how they go, provide further options as necessary

What can I say?

Your tenant falls behind on rental payments:

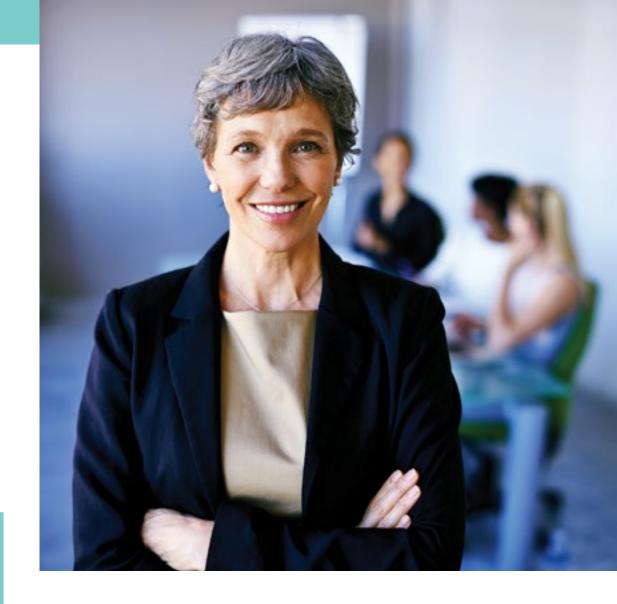
You do need to pay your arrears and we'd like to support you in catching up. I can connect you with community support if you like? We will have to take action if you do not catch up, but we would rather not to. Can I refer you to a service?

Your tenant displays disturbing behaviour.

It seems your recent behaviour (ensure this is being defined) has significantly disturbed your neighbours and I would like to check that you are ok. If we receive further complaints we will need to take action but I would rather connect you with community support if you like?

How to maintain boundaries?

- 1. Refer the tenant to your local community centre, you do not need to know what their issue is
- The community centre will refer your tenant to relevant support
- You do not solve the problems yourself and maximise confidentiality



For further assistance, contact:

Information and Referral Services 02 9564 7333 (dial #4)

Boarding House Outreach Service (One-on-one support to residents) 02 9509 1800

