

Tenancies involving people in difficulty

A GUIDE FOR PROPERTY MANAGERS

Serious Illness or Injury

Job Loss

Addiction

Debts

Relationship Breakdown

Poor Mental Health

Loss or Grief

Disability

Unexpected Expenses

Challenging life circumstances can impact anybody.
Here is how you can assist your tenants when things get tough.



What can I do?

Three proactive steps

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

Three responsive steps

1. Engage in open communication as soon as a problem is suspected
2. Link the tenant with a third party to limit your involvement
3. 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
2. The community centre will refer your tenant to relevant support
3. 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

NEWTOWN
Neighbourhood Centre