

Home Visit Policy

Responsible Manager	Manager, Housing
Head of power	<i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> <i>Housing Policy</i> <i>Residential Tenancies and Rooming Act 2008</i> <i>Housing Act 2004</i> Residential Tenancy Authority
Authorised by	Council
Authorised on	30 June 2021
Implemented from	July 2021
Last reviewed	2021
Review history	2017
To be reviewed on	June 2023
Corporate Plan	People, Sustainability and Prosperity

1. Purpose

Council is strongly committed to ensuring that the local government principles are reflected in the Home Visit Policy.

1.1. Overview

This policy sets out the principles to be followed when conducting home visit to properties in communities. Our aim is to ensure:

- a) Council is committed to building sustainable relationships with Council social housing tenants. Council will use home visits to identify and respond in a timely manner to tenants' needs, with the aim of improving the way Council manages social housing tenancies.
- b) Council may visit all its social tenants. Council may not visit tenants whose tenancy is managed by the Department of Housing and Public Works or other agencies in the Torres Strait.
- c) When completing home visits, Council Officers will ensure that cultural, professional, and legislative protocols are observed.
- d) Council is committed to the health and safety of its staff and will ensure that all home visits are conducted in a manner that does not place staff or tenants at risk of injury.

2. Application

This policy applies to all Council employees, Councillors, volunteers, agents and assigns of Council.

3. Legislation/Policies

This policy is established with reference to obligations specified in the *Housing Act 2003*. This policy is to be applied in conjunction with Home Visit Procedure.

Manager Responsible for Review:

Manager, Housing



Adoption: 30 June 2021

Due for Revision: 30 June 2023

Hollie Faithfull
A/Chief Executive Officer