



# Frequently Asked Questions For Tenants

This FAQ sheet contains questions and answers for tenants about the Community Housing Regulatory Framework (Framework) in Western Australia.

## 1. Who is covered by the Framework?

The Framework is designed to regulate providers of community housing. There will be no obligation for housing providers to be registered under the Framework. However, the Department of Communities - Housing may make registration a precondition for receiving funding or investment and for delivering funded housing services.

## 2. How will the Framework benefit me?

Tenants will be able to have confidence that their housing provider is meeting nationally consistent performance standards for service.

## 3. Will the security of my tenancy be affected by the new regulatory Framework or by the registration class of my provider?

No. Tenancy eligibility, allocation and termination will continue to be determined by the Department of Communities Housing policies and the Residential Tenancies Act 1987. Requirements under the National Regulatory Code regarding outcomes for tenants are the same for all registered community housing providers regardless of registration class.

## 4. What are the performance outcomes my provider must meet under the National Regulatory Code?

The seven performance outcomes are:

- Tenant and housing services - the community housing provider is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients.
- Housing assets - the community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future.



- Community engagement - the community housing provider works in partnership with relevant organisations to promote community housing and to contribute to socially inclusive communities.
- Governance - the community housing provider is well governed to support the aims and intended outcomes of its business.
- Probity - the community housing provider maintains high standards of probity relating to the business of the provider.
- Management - the community housing provider manages its resources to achieve the intended outcomes of its business in a cost effective manner.
- Financial viability - the community housing provider is financially viable at all times.

## **5. What is the role of the Community Housing Registration Office**

The Community Housing Registration Office administers the Framework and is managed by the Community Housing Registrar, a senior employee of Department of Communities.

The Community Housing Registration Office is authorised to register community housing providers, monitor compliance under the Framework, intervene when non-compliance occurs and cancel the registration of non-compliant providers.

The Community Housing Registration Office operates at arm's-length from the funding and contractual functions of the Department of Communities, to maintain regulatory independence and ensure the integrity of the Framework.

## **6. Will I be able to make a complaint to the Community Housing Registration Office about my registered community housing provider?**

Yes. However, the Community Housing Registration Office will only investigate complaints about the registered providers compliance with the requirements of the Framework, including the National Regulatory Code. The Community Housing Registration Office cannot resolve complaints about individual tenancy matters.

If tenants wish to make a complaint about their individual tenancies, they should contact their housing provider directly in the first instance.

Further information on how to make a complaint under the Framework can be found [Complaints Handling Fact Sheet Information for Tenants.pdf \(housing.wa.gov.au\)](https://www.housing.wa.gov.au/Complaints_Handling_Fact_Sheet_Information_for_Tenants.pdf)



## **7. What happens if my provider breaches the Framework?**

The Framework is designed to identify, monitor and respond to risks that have serious consequences for tenants, funders and investors, community housing assets and the reputation of the sector.

The Community Housing Registration Office will aim to engage with the provider when early warning signs are identified in order to avoid the possibility of serious non-compliance. Where non-compliance occurs, the Community Housing Registration Office will intervene to return the housing provider to full compliance.

## **8. What will happen to me in the event of my provider being wound-up?**

It is a condition of registration that, upon winding up, the community housing provider must transfer all its remaining community housing assets to another registered community housing provider in Western Australia or to Department of Communities. Existing tenancies would be included in this.

## **9. When did the Framework commence?**

The Framework commenced on 1 April 2017.

Please visit [Community Housing Regulation](#) website for more information on the requirements of the Framework.

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