Pathways to assist management of high risk tenancies

These pathways provide guidance on possible responses that a CHP might take when managing high risk tenancies and behaviours of concern.

COMMUNITY HOUSING RESPONSE TO HIGH RISK TENANCIES

High risk behaviour types: verbal abuse / threats, self-harm, property damage, harm to others, substance misuse, mental health, hoarding, financial management

Is this a new behaviour during the tenancy?

Is an existing response plan in place?

What is the behaviour that could place the tenancy at risk?

Is the tenant at imminent risk or a danger to self or others?

Refer to Emergency Response to Behaviours of Concern flowchart

Discuss with the tenant the risk / behaviour that could potentially destabilise their tenancy

Undertake a risk assessment with tenant to determine the tenant’s vulnerability & capacity to sustain their tenancy

Explore support options & behaviour management strategies with the tenant. Ensure processes adhere to residential tenancy legislation

Refer tenant to support provider.

CHP to collaborate with support provider & tenant to develop a support plan

Develop a tenancy response plan between the CHP, support provider & any specialist services engaged

Develop and / or review agreements with tenant & partner agencies.

Adjust the plan to the changing needs of the tenant

Maintain collaboration with partner agencies.

Regularly review the response plan & implement any changes.

Involve the tenant throughout all decision making processes

Ensure all processes & actions are in accordance with residential tenancy legislation requirements