

1. Purpose of Policy

1.1 Purpose

This policy

- sets the principal objective of Teacher Housing Authority of NSW (THA) to provide and maintain suitable and adequate housing accommodation for teachers in New South Wales.
- aims to support provision of affordable and well-maintained properties to attract and retain teachers in rural and remote locations
- is committed to support quality and efficient service delivery to ensure schools are not impacted by dissatisfied tenants.

1.2 Operating Context

THA owns and manages approximately 1300 properties in 198 communities to house teachers in NSW.

THA provides accommodation in rural and remote locations in New South Wales where the private rental market fails to meet the needs of teachers and Department of Education (DoE) staff.

2. Scope and application

2.1 In scope

The policy applies to THA properties which include 1,308 properties to house teachers.

2.2 Application

This policy is to be applied to all tenants and stakeholders of Teacher Housing Authority, including:

- THA employees;
- DoE stakeholders;
- Teachers;
- TAFE teachers;
- Private citizens;
- School Principals; and
- NSW Teacher's Federation.

3. Policy

THA provides a guarantee of service (GOS) which sets out the standards of service tenants can expect to receive. The GOS forms part of the tenant information kit at the commencement of their tenancy.

Where a tenant is unhappy with the level of service provided, the tenant can lodge a complaint with the Director, Housing Services, Senior Tenancy Services Manager, Tenancy Services Manager, Building Services Manager and/or the managing agent if they feel that the service has not met expectations.

Tenants are informed of the complaint avenues and methodology for resolving complaints available to them on their tenancy documentation. Complaints can be made either by phone, by post to our PO Box or via our generic inbox housingservices@property.nsw.gov.au. Complaints can also be registered through the housing services website using the feedback 'widget' on the landing page.

Complaints will be addressed promptly by providing a telephone response within two working days where the complaint is received by telephone. If the complaint is received in writing, a written response will be provided within five working days if the matter cannot be responded to sooner by telephone contact.

Where a complaint received is considered to be unreasonable by Housing Services, it will be responded to outlining the reasons it is considered unreasonable within 5 working days by either the Director, the Senior Tenancy Services Manager, the Tenancy Services Manager or the Building Services Manager, depending on the area relating to the complaint.

If a complaint cannot be resolved within the set timelines, a response will advise the course of action and the alternative timeline for that action.

If the customer is dissatisfied with the outcome of their complaint, a review may be undertaken by the Director, Housing Services. These matters will be reviewed with a decision communicated within 10 working days.

Should the customer still not be satisfied with the decision, the matter will be referred to the THA Members for further resolution. Customers also have the option of raising their complaint directly with the NSW Ombudsman.

4. Failure to comply with this Policy

An employee who fails to comply with this policy will have the matter formally raised with them by their Manager.

This may result in the recording of any non-compliance of the policy in the staff members Annual Performance Plan.

Non-compliance of this policy by employees should be reported to the respective Manager for investigation.

5. Code of Ethics and Conduct

Public officials are expected to act ethically and in the public interest. Part 2 of the *Government Sector Employment Act 2013* establishes the ethical framework for the Government sector.

Corrupt conduct is defined in Sections 8 and 9 of the *Independent Commission Against Corruption Act 1988*.

6. Monitoring and review

THA will review this policy no later than three years from the date the document is approved. The document may be reviewed earlier in response to post-implementation feedback, changes to legislation, or as necessary.

Policy Metadata

Category	Description
Status	Final
Date of approval	24 August 2021
Approver	THA Board Members and Chairperson
Approval reference (CM9)	PAG21/00402-003
Division	Housing Services
Policy owner	Director, Housing Services
Branch	NSW Land and Housing Corporation
Next review date	August 2024
Application to non-DPIE entities	Department of Education NSW Teachers Federation NSW TAFE

Version Control

Version Number	Date Issued	Changes
1	24 August 2021	New document