

Factsheet updated 17th April 2023

TENANT RIGHTS

We want all tenants to understand their responsibilities whilst housed with My Foundations Youth Housing Ltd (MFYH) and these are:

GENERAL

- Giving all people who are looking for housing access to our services and information.
- Be treated in a professional, courteous, and caring manner, and receive the same quality and level of service regardless of your gender, religion, cultural or linguistic background, sexual orientation, age, disability, or previous criminality (*unless safety for yourself or others is likely to be compromised*).
- Providing safe, secure, affordable, and appropriate housing.
- Be communicated with in a fair, open, and clear way.
- We will inform you of your rights and responsibilities when you receive a service from us
- Provide feedback, make a complaint or appeal a decision and we will respond in a confidential, respectful and timely way.
- Your personal privacy will be respected and confidentiality protected, except where we have a legal obligation to do otherwise. We will explain to you what this means when you use our service.
- Be provided with opportunities to take an active role in the decision-making processes of our service (if you would like to become a member of the organisation, ask your Youth Housing Manager how!).
- We aim for you to feel safe and we will have systems in place to ensure protection from harm.
- You can expect our service to meet health and safety requirements.



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TENANT RIGHTS CONT....

PROGRAM

- In coordination with your support service, MFYH to check in on your program participation and progress and provide you with feedback and lease extensions up to the maximum program timeframe requirements when engagement and progress are being met.

PROPERTY

- To have reasonable security provided at the premises eg: locks in working order with a copy of keys or other devices that open any access doors or windows, and any necessary security swipes/digital codes for my property.
- To have necessary repairs carried out in a reasonable time.

TENANCY

- Be housed under the Residential Tenancies Act 2010 or a Residential Agreement, and have these clearly explained to me at sign up or anytime throughout the tenancy.
- Help our tenants to get the skills and resources they need to improve their lives and their communities.
- Make sure that all tenants can participate by providing access to interpreters and disability access (where practical).
- To have the appropriate notice when us as the landlord &/or a Real Estate agent wants to visit your home.
- To have quiet enjoyment of the premises.
- Keep records of payments made by you and provide you with a ledger when requested in an appropriate timeframe.

