



## HOME VISIT POLICY

SPO14

<b>Responsible Manager:</b>	Executive Manager Housing Services
<b>Head of power:</b>	Housing Policy PO12 Residential Tenancy Authority
<b>Authorised by:</b>	Council
<b>Authorised on:</b>	July 2017
<b>Implemented from:</b>	July 2017
<b>Last reviewed:</b>	N/A
<b>Review history:</b>	N/A
<b>To be reviewed on:</b>	June 2019
<b>Corporate Plan:</b>	Environment

## 1. POLICY STATEMENT

- 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 staff 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. SCOPE

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

## 3. PROCEDURE

This Policy is to be implemented in conjunction with Home Visit Procedure SPO14-PR1.

## 4. AUTHORISATION

This page and the previous bearing my initials were duly authorised by Council on 19 July 2017 as Torres Strait Island Regional Council Home Visit Policy and shall hereby supersede any previous policies of the same intent.



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**Chris McLaughlin**  
Acting Chief Executive Officer

**Date: 19 / 07 / 2017**