

Service Providers Connecting Renter/Tenant Utilities Policy

Version 4.1

This policy has been adopted by:

Name of Company	Adoption Date
Community Housing Ltd (CHL)	June 2023
Community Housing (Vic.) Ltd (CHVL)	June 2023
Community Housing (TAS) Ltd (CHTL)	June 2023
Community Housing (QLD) Ltd (CHQL)	June 2023

And any other entities within CHL which adopt this policy.

TABLE OF CONTENTS

1. Introduction	2
2. Principles of CHL's Service Providers Connecting Renter/Tenant Utilities Policy.....	2
2.1. Use of rewards	2
2.2. Renter's/tenant's choice	2
2.3. Accountability of rewards scheme	3
2.4. Use of money from rewards.....	3
3. Related Resources	3
3.1. CHL Group References	3
3.2. External References	3
4. Monitoring and review	4

1. INTRODUCTION

The connection of gas and electricity services to CHL housing is the responsibility of the renter/tenant. As a convenience to the renter/tenant, Community Housing Limited Group of Companies (CHL) may enter into an agreement with a service provider to arrange the connection of some of these utilities. This is of benefit to the renter/tenant, easing the process of moving. Where a dwelling is connected to a utility service via a shared or master meter or connected via embedded networks, CHL will arrange the required utility connection.

The connection service providers may receive reward payments from utility suppliers for the connection arranged. A portion of the reward payment may be passed on to CHL.

Within CHL, reward payments may only be received as direct payments. Any other mechanisms for payment such as debit cards will not be used.

CHL is committed to achieving a high standard of professionalism in the procurement of goods and services. This includes maintaining effective systems of internal control.

2. PRINCIPLES OF CHL'S SERVICE PROVIDERS CONNECTING RENTER/TENANT UTILITIES POLICY

2.1. Use of rewards

As there may be competing demands on the use of funds provided by rewards schemes, their use shall be decided by State Operations Managers in conjunction with the Chief Operations Officer, National Community Development Manager, Deputy Chief Executive Officer and/or the Managing Director. CHL shall consider at least every three years the rewards scheme provided by utility connection service providers, determining how to utilise those for the best benefit of the organisation and/or customers.

2.2. Renter's/tenant's choice

New renters/tenants will be given the choice of using the connection service provider, or to make their own arrangements for the connection of utility services. Records will be maintained of the renter's/tenant's choice and this will contribute to the transparency of the process for signing up the renter/tenant.

This process will not apply to renters/tenants in shared accommodation or in properties where the utility is not separately metered. In those situations, the renter's/tenant's utilities will be provided by CHL and arrangements will be made between CHL and the renter/tenant for the payment of those utilities. These arrangements will be consistent with legislative requirements related to residential tenancies and any relevant government program.

2.3. Accountability of rewards scheme

It is the responsibility of the line manager of the housing services team to maintain records of referrals to the connection service provider, reward points earned, payments made and the use of the funds provided by the payments.

2.4. Use of money from rewards

Purchases using moneys provided by rewards shall be undertaken following the organisation's procurement process. Purchases shall be accompanied by the written approval of management in accordance with delegations and budgetary processes. Purchases shall also be in accordance with the purposes specified by the State Manager for which the funds will be used.

Payment for purchases shall be made using the Finance Department's Accounts Payable process. Payments shall be approved by management in accordance with the Delegations Policy and charged to the account required by Finance.

The State Operations Manager conjunction with the State Finance Manager shall be responsible for setting up an annual acquittal process to provide control over the receipt and the use of the moneys provided by the rewards scheme. This approach will maintain control by requiring the use of funds to be subject to the normal approval processes and by comparing and reporting on actual expenditure against budgets and forecasts.

3. RELATED RESOURCES

3.1. CHL Group References

CHL National Housing and Homelessness Policies and Procedures
CHL Code of Conduct
CHL Conflict of Interest Policy
CHL Procurement Strategy
CHL Privacy Policy
CHL Community Development Framework

3.2. External References

National Regulatory Community Housing Standards
Victorian Community Housing Regulatory Framework
Western Australian Community Housing Regulatory Framework
Housing Assistance Act 1996 (COM)
State Housing Acts (NSW 2001, NT 1982, QLD 2003, SA 1995, TAS 2022, VIC 1983, WA 1980)
State Residential Tenancy and Rooming Acts (NSW 2010, NT 1999, QLD 2008, SA 1995, TAS 1997, VIC 1997, WA 1987)
Community Housing Providers National Law Acts 2013 (NT, NSW, QLD, SA and TAS)
The National Affordable Housing Agreement

Related resources (cont.)

[NRSCH National Regulatory Code](#)

[Consumer Charter for Community Managed Housing and Homelessness Services \(VIC\)](#)

[NDIS Quality and Safeguarding Framework](#)

[National Disability Insurance Scheme Act 2013](#)

[NDIS Code of Conduct](#)

[The Human Rights and Responsibilities Charter Act 2006 \(VIC\)](#)

[Human Rights Act 2019 \(QLD\)](#)

[Privacy Act 1988 \(COM\)](#)

4. MONITORING AND REVIEW

This policy is maintained and managed by the CHL Group's Chief Operations Officer.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed two years. This document remains valid until such time that a new version is published

Review History

Document reference	Date Approved	Version	Reason for review	Review frequency	Owner	Approver(s)
POLHOUAUSNATUT1202404	March 2024	4.1	Reformat	Existing	Chief Operations Officer	Executive
POLHOUAUSNATUT1202312	December 2023	4.0	Scheduled review	Every two years	Chief Operations Officer	Managing Director
POLHOUAUSNATUT1202103	December 2021	3.0	Scheduled review	Every two years	National Manager Operations	Managing Director National Manager Operations
POLHOUAUSNATUT1201702	July 2017	2.0	Scheduled review	Every two years	National Manager Operations	Managing Director National Manager Operations