

Policy Document

Ainslie Village – Access to Resident’s Room Policy

Location	Ainslie Village, ACT
Policy Type	Social Housing Policy
Version	4.41
Issue Date	January 2022
National Regulatory Code	Performance Outcome 1- Tenant and Housing Services

1 OBJECTIVE

- 1.1. This policy provides details of the rights and responsibilities of both Argyle and residents, with regard to access to the resident’s premises in different circumstances.

2 BACKGROUND AND SCOPE

- 2.1 Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2 Argyle Housing’s Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3 Argyle Housing’s Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4 Argyle Housing’s Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5 Argyle Housing’s Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

3. DEFINITIONS

- 3.1 Refer Argyle Policy: Policy Definitions.

4. POLICY DETAILS

- 1.2. Argyle Housing keeps all keys in locked (controlled) key safes. Staff and security contractors (after hours) have access to all keys. No other individuals can access keys without prior permission from management.
- 1.3. Keys to houses may be given to contractors to provide access to perform maintenance in common areas of houses including the kitchens, lounges, toilets, and bathrooms.
- 1.4. No bedroom keys are allocated to any persons outside of the company, except in the case of Next of Kin where there has been a death in the Village (refer to Death of a Resident Policy and Procedure).
- 1.5. All keys allocated to contractors need to be signed out and signed back in using the contractors sign in register. This register is located at reception and managed by Argyle Housing staff.

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- 1.6. If the need arises to enter bedrooms, Argyle Housing staff attempt to seek permission from the resident and always accompany any contractors who require access.
- 1.7. The Fire Brigade has access to all program keys in cases of emergencies that occur after hours.

Accessing Room with Resident's Permission

- 1.8. A resident may give permission for Argyle Housing to enter their room at any time. However, a resident must be present at the property to accompany the Argyle Housing staff member. If the resident is not present at their room, permission to enter the room must be provided in writing.

Accessing Room without Resident's Permission

- 1.9. Argyle Housing staff may access a resident's room without permission, but only when:
 - In an emergency, such as a fire alarm. Note: Staff must adhere to health and safety rules and policies in regard to entering rooms where danger may be present
 - 'Urgent' repairs are required
 - There is a Health or Safety reason to enter the premises
 - Argyle Housing staff have reasonable concerns for the safety of the resident or others in the premises
 - Argyle Housing staff have reasonable grounds to believe that the premises has been abandoned
 - There is a Routine Inspection due, but the resident is not present at the agreed time, and an alternative date has not been arranged
 - Argyle Housing staff will make all reasonable attempts to contact a resident before entering premises without permission.

Routine Inspections

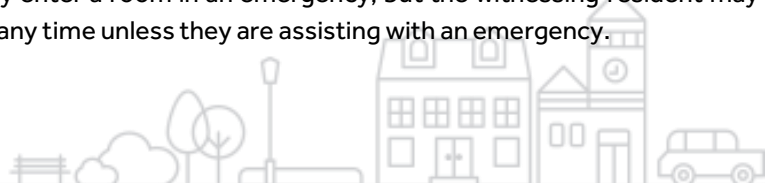
- 1.10. Argyle may carry out the following routine inspections of a resident's premises:
 - Two inspections within one month of commencement of occupancy
 - Routine Inspections at six-monthly intervals, or sooner if Argyle consider there may be a health risk to residents or occupants
 - Follow-up inspections if the premises fail an earlier inspection
 - An inspection within the last month of the occupancy
- 1.11. Argyle will give residents written notice at least one week before a Routine Inspection. Argyle will carry out Routine Inspections only between the hours of 10am and 5pm, Monday to Friday.

Additional Reasons for Entering Rooms

- 1.12. Argyle staff may also access a resident's room at the request of Police, but only where Police are holding a relevant search warrant.
- 1.13. Argyle staff will not provide room access to other resident's – including retrieving property – without the written and spoken permission of the resident of the room concerned.

Argyle Staff Entering Unattended Rooms

- 1.14. Two staff members will enter any room when it is unoccupied. Variations to this include:
 - When the staff member accompanies an emergency worker, such as a Police or Ambulance Officer.
 - When no other staff member is available, staff can ask a resident to 'registered volunteer' as a witness when they enter a room in an emergency, but the witnessing resident may not enter the room at any time unless they are assisting with an emergency.



5. RELATED POLICIES AND DOCUMENTS

- 5.1. Delegation of Authority Schedule
- 5.2. Ainslie Village Procedures
- 5.3. The 'Ainslie Village Occupancy Agreement'
- 5.4. Death of Resident at Ainslie Village Policy
- 5.5. Contractors on Site Policy
- 5.6. Property-specific Complaints Policies, Procedures and Tools.
- 5.7. National Community Housing Standards Reference - 1.2 Establishing and maintaining tenancies.

Version Control

Version No	Date	Author	Position	Next Review Date
1.0	01/05/2014	J. Irwin	Acting CEO	30/04/2015
2.0	08/05/2015	T. Stiller	Operations Manager ACT	07/05/2016
2.1	01/05/2016	M. Ward	GM Operations	01/05/2017
3.0	09/01/2018	J. Irwin	Regional Manager West	09/01/2019
3.1	30/08/2019	C. Doherty	Housing Services Manager	01/11/2020
3.2	22/04/2021	C. Doherty	Housing Services Manager	22/04/2023
3.3	11/01/2022	C.Tizzoni	Operations Manager	11/01/2023

