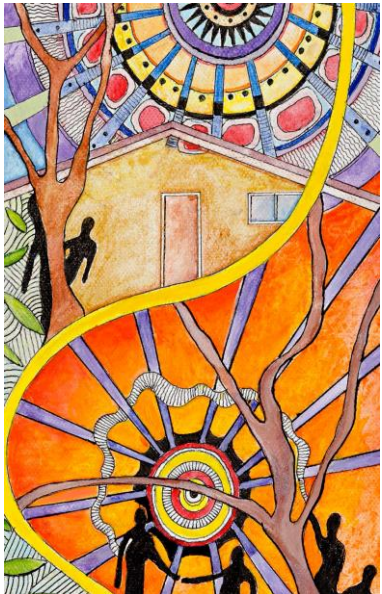




Family &
Community
Services

Understanding the end of a social housing tenancy – a critical juncture along the housing continuum



Suzanne Bermingham & Yvette Park
FACS Community Homes & Place,
Programs and Service Design

Acknowledgement of Country



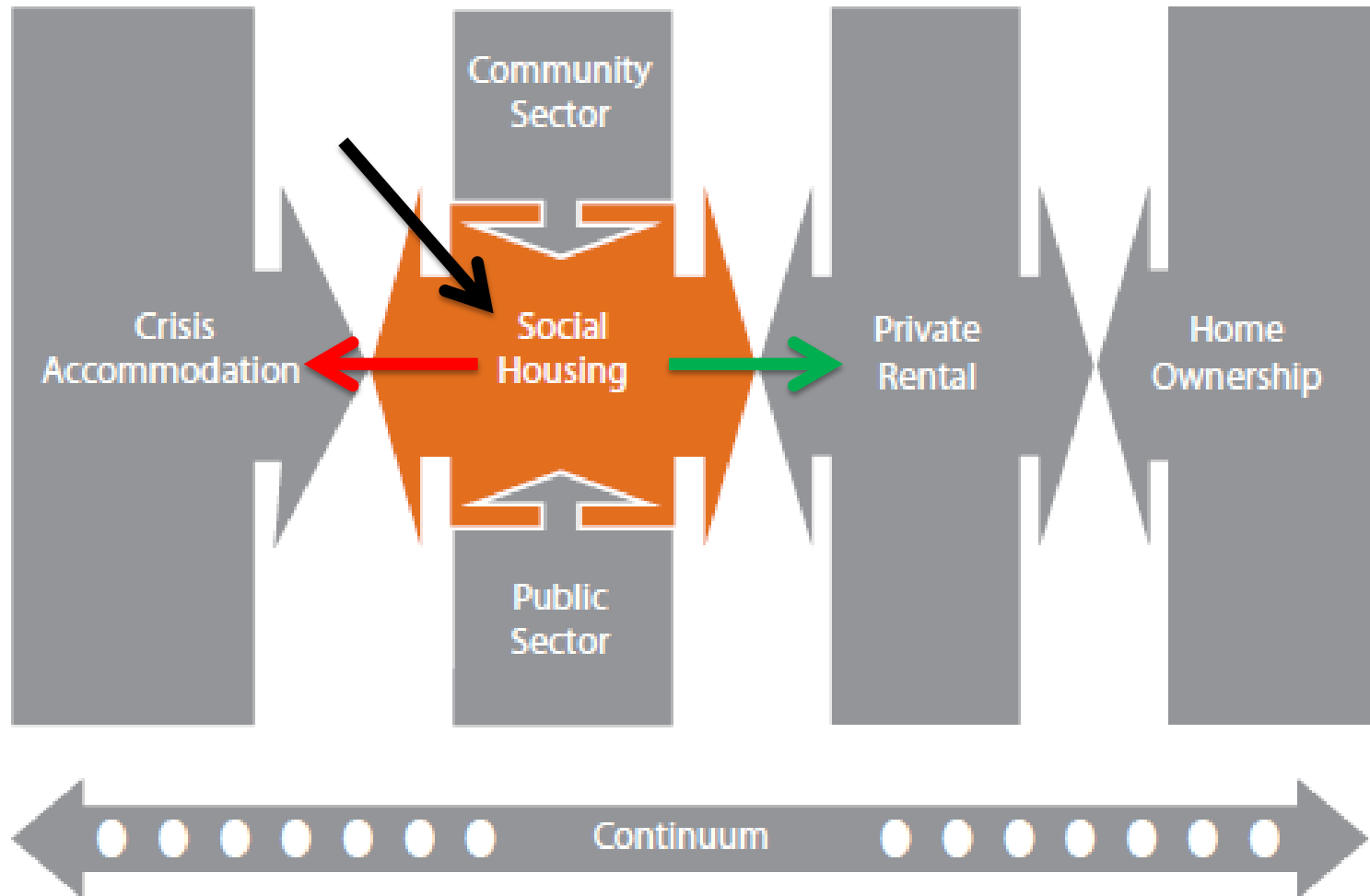
Ngallak Koort Boodja (Our Heart Country)
by Noongar artists Shane Pickett, Lance
Chad, Troy Bennell, Alice Wardell, Sharing
Egan and Yvonne Pickett.

Kaya - hello

- I respectfully acknowledge the traditional custodians of the land we are meeting on, the Whadjuk (Perth region) & Noongar people.
- I wish to acknowledge and respect their continuing culture and contribution they make to the life of this city and this region.
- May we pay respect to the knowledge embedded forever within the Aboriginal Custodianship of Country

Kaartdijin - knowledge, learn

The housing continuum – how well do we understand the end of a social housing tenancy?



The starting point for this work

- In 2013, we conducted an analysis of tenancy exit data (presented at the last National Housing Conference)

Key findings and subsequent projects

- We identified a high rate of exit and return for assistance (tenancy “churn”) among some social housing clients, particularly Aboriginal households.
- The analysis was based on the Tenancy Termination Reason – the code had significant problems and could be improved. Updated March 2015.
- We also developed *Foundations for Success*, a best practice guide for social housing providers working with Aboriginal people.

The original Tenancy Termination Reason

FACS used a single list of 31 options

The list was poorly structured and measured a mix of concepts:

- Legal mechanism for ending (CTTTOT)
- Why ended (DECEASED)
- Where next housed (PRIVRENT)

Some options were:

- Poorly defined (VACWNOT)
- Used as a default when correct option missing (PRIVRENT)
- Prone to error (CTTTOT, NONOCCUPY)

CTTTOT - CTTT ORDER TO TERMINATE TENANCY	
DECEASED - DECEASED	
NONOCCUPY - DID NOT OCCUPY / ABANDONED	←
EVCTARR - EVICTION - ARREARS	
EVCTASS - EVICTION - ASSAULT ON STAFF MEMBER	
EVCTASB - EVICTION - ANTI SOCIAL BEHAVIOUR	
EVCTINEL - EVICTION - INELIGIBLE FOR FURTHER LEASE	
EVCTPC - EVICTION - PROPERTY CARE	
ISAEND - INDEPENDENT SHARED ACCESS SUPPORT ENDED	
EXPLE - LEASE EXPIRED (COMMERCIAL / HEADLEASE)	
FAMBU - FAMILY/HOUSEHOLD BREAKUP	
FAMSA - FAMILY SUPPORT ACCOMODATION	
HSUPP - HIGHER SUPPORT ACCOMODATION REQUIRED	
PRISON - TENANT IMPRISONED	
INEL - INELIGIBLE ON INCOME	
MORTBAY - SALE OF MORTBAY PROPERTIES	
MUTUAL - MUTUAL EXCHANGE OF PROPERTY	
NAMEONLY - NAME CHANGE ONLY	
AGEDCARE - NURSING HOME AGED CARE FACILITY	
OCH - TRANSFER TO COMMUNITY HOUSING	
PEPSALE - SALE OF PEP PRIVATE PROPERTY	
PURPRIV - PURCHASED PRIVATE	
PURDOH - PURCHASED DOH	
RELMOD - RELOCATED TO MODIFIED ACCOMMODATION	
PRIVRENT - PRIVATE RENTAL	←
SUPPORT - TRANSITIONAL ACCOMODATION / REHAB	
UNINHAB - UNINHABITABLE (EG FIRE / STORM)	
VACWNOT - VACATED WITHOUT NOTICE	←
RTB - RIGHT TO BUY	
TRAN - REHOUSED	
ERROR - Tenant	

The new Tenancy Termination Codes


12 Core Reasons for Tenancy Termination (TTR)

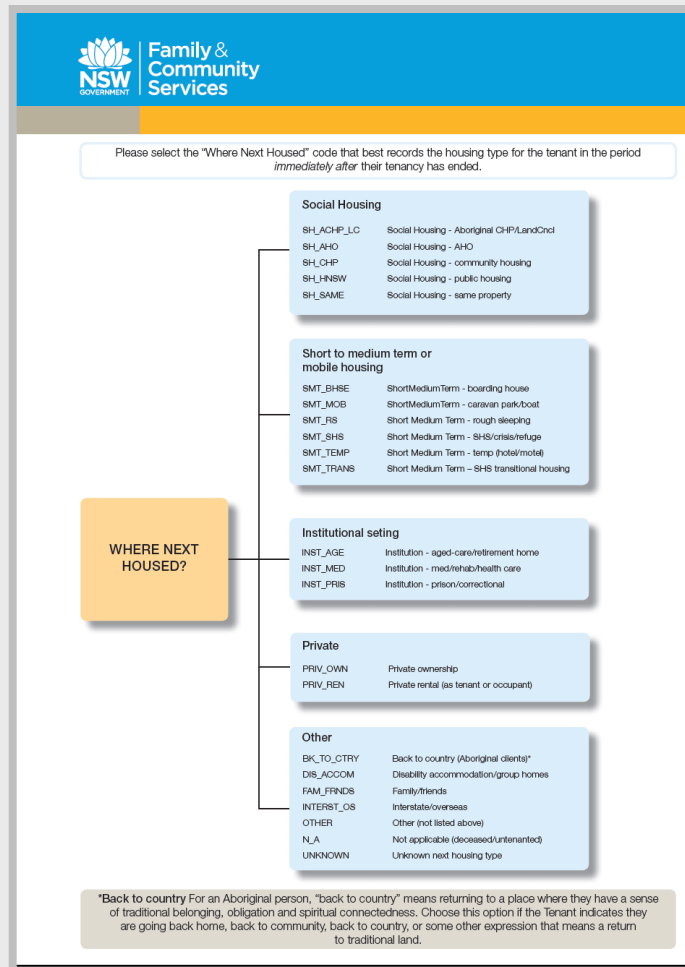
1. Deceased
2. Long Term Care *Permanent exits*
3. Short Term Care
4. Breach *Transition exits*
5. Tenant Initiated Exit
6. Provider Initiated Exit
7. Prison
8. Transfer
9. Provider relocation
10. Uninhabitable *Non-exits*
11. Re-sign
12. Untenanted *Exclude (error/DNO)*

12 Primary Categories for Where Next Housed (WNH)

1. Back to country
2. Disability accommodation
3. Family or friends
4. Institutional care
5. Interstate/overseas
6. Private ownership
7. Private rental
8. Social Housing
9. Short/medium term housing
10. Other
11. Not applicable
12. Unknown

Tenancy Termination Codes User Guide

 Family & Community Services			
Hint If two options apply, generally choose the option higher up on the table			
HOMES Tenancy Termination Reason codes			
Core Reason	Tenancy Termination Reason (TTR)	Hints	
1. Deceased	DECEASED_S - Deceased - sole occupant	Single occupant tenancy	Unlikely to return
	DECEASED_H - Deceased - head tenant	Multiple occupant tenancy where Head Tenant has died. (For joint tenancies signed to the remaining Tenant, use RES_CHG)	
2. Long-term care	LTCARE_AGE - Long Term Care - aged care	Tenant can no longer live independently, usually due to advanced age or terminal illness	
	LTCARE_OTH - Long Term Care - other (family/hospice)		
3. Short-term care	STCARE - Short Term Care- refuge/ SHS/rehab/family	Tenant requires short term or supported care. Includes a move into disability housing	
4. Breach	BRCH_EVICT - Breach - eviction	Warrant of possession has been purchased (even if warrant has not been executed). Use RES_NCANT if Tenant signs a new TA at same property. Termination order has been made by NCAT. Use RES_NCANT Code if Tenant signs a new TA at same property.	Exit from social housing
	BRCH_NCANT - Breach - NCAT terminated	Tenant has vacated with no notice. There may be other occupants remaining at property	
	BRCH_ABAN - Breach - abandoned	NOT issued within last few months, NCAT proceedings may or may not have commenced	
5. Tenant initiated exit	TENEXIT_NT - Ten Initiated Exit - after NOT issued	Tenant did not comply fully with tenancy end procedures (e.g. short notice or keys not returned)	May require social housing again
	TENEXIT_SN - Ten Initiated Exit- short notice/no keys	Tenant gave required notice and returned keys	
	TENEXIT_RN - Ten Initiated Exit - reqd notice & keys	Provider will not extend lease (provisional, 3m, 6m 2yr, 5yr, 10yr, declined RAAT etc)	
6. Provider initiated exit	PROV_EXIT - HNSW Initiated Exit- end lease/decl RAAT	Tenant incarcerated	
7. Prison	PRISON - Prison		
8. Tenant requested transfer	TRAN_MED - Transfer - medical/mobility/ disability	Tenant applied for a transfer that was approved. Choose the main reason for transfer	Move within social housing
	TRAN_OCC - Transfer - under/over occupancy		
	TRAN_RISK - Transfer - at risk/ harassment		
	TRAN_OTH - Transfer - other tenant needs		
	MUTUAL_X - Mutual exchange		
9. Provider requested relocation	RELOC_PM - HNSW relocation - portfolio management	Tenant agreed to be relocated at HNSW request or because headlease has expired. If Tenant declines relocation, use a TENEXIT Code	Non-exit from social housing
	RELOC_HL - HNSW relocation - expired headlease		
	RELOC_TM - HNSW relocation - tenancy management		
10. Uninhabitable	UNINHAB - Uninhabitable - fire/storm etc	Uninhabitable for any reason	Tenant stays in same property
	RES_NCANT - Re-sign - ended by NCAT	Tenant signs new TA at same property	
11. Re-sign	RES_HBD - Re-sign - household breakdown	Tenant moves out but household remains. Does not apply to succession or RAAT	Non-tenancy
	RES_CHG - Re-sign - joint/name change/exp tenure	New lease required	
	RES_PTR - Re-sign - property/ management transfer	Tenant stays at property, but signs new TA with a different Provider (stock transfer). If tenant declines and exits, use a TENEXIT Code	
12. Untenanted	UNENT_NEV - Untenanted - never occupied (DNO)	Tenant never moved in. Do not confuse with abandoned	
	UNENT_ERR - Untenanted - created in error	For tenancies that cannot be cancelled by MyIT	

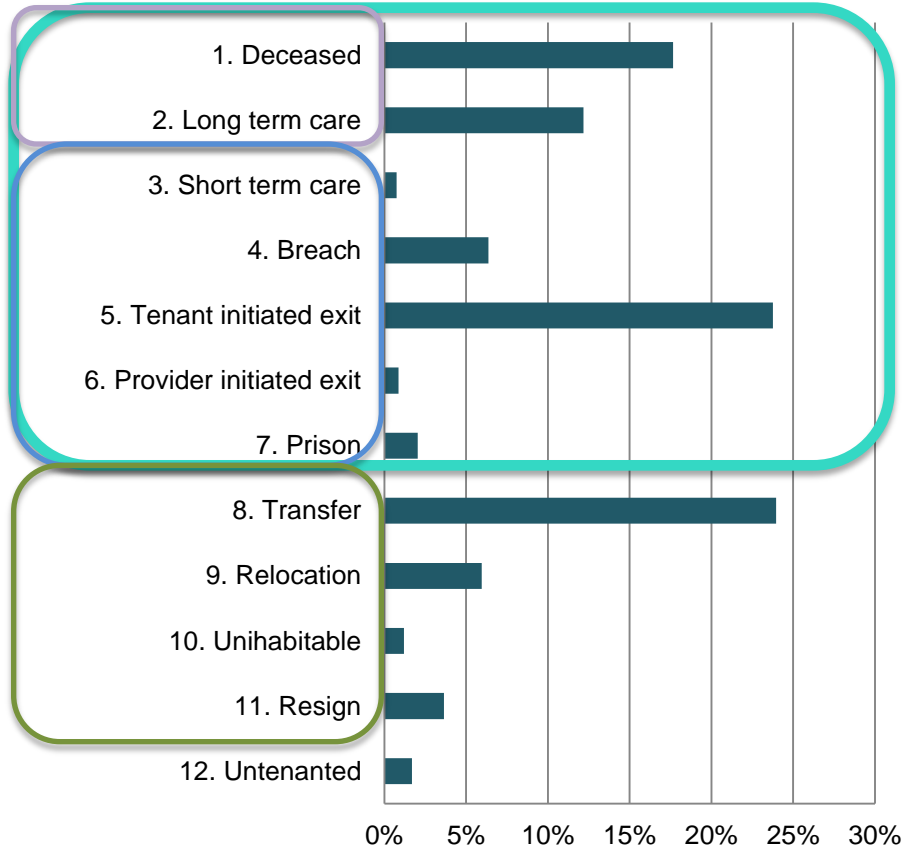




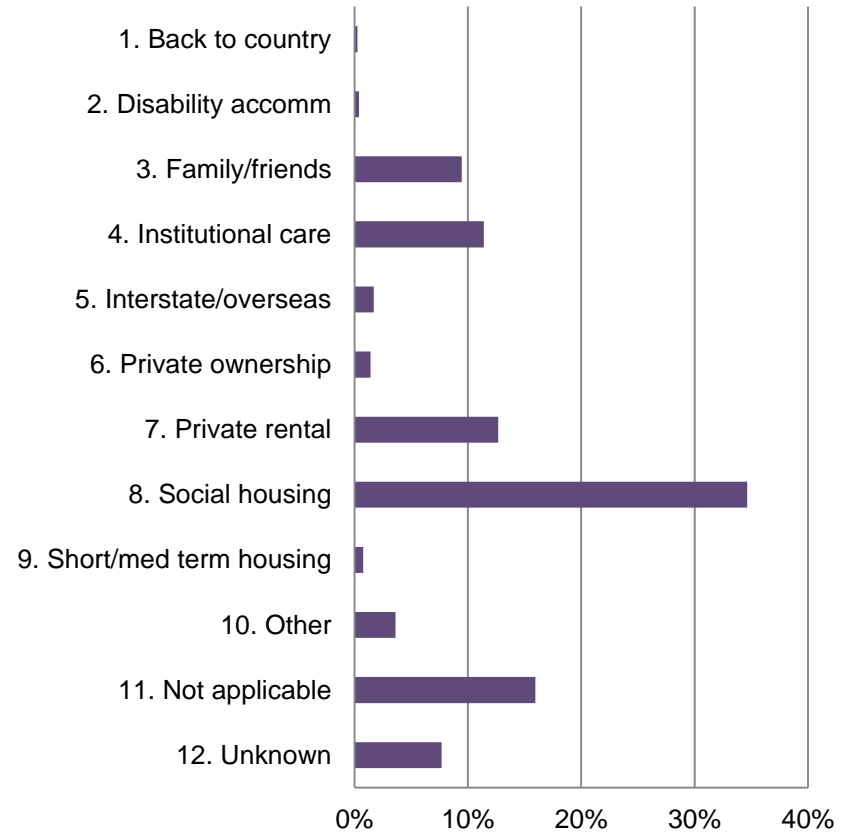
Looking at the first 6 months of data using the revised Codes

The first six months of data

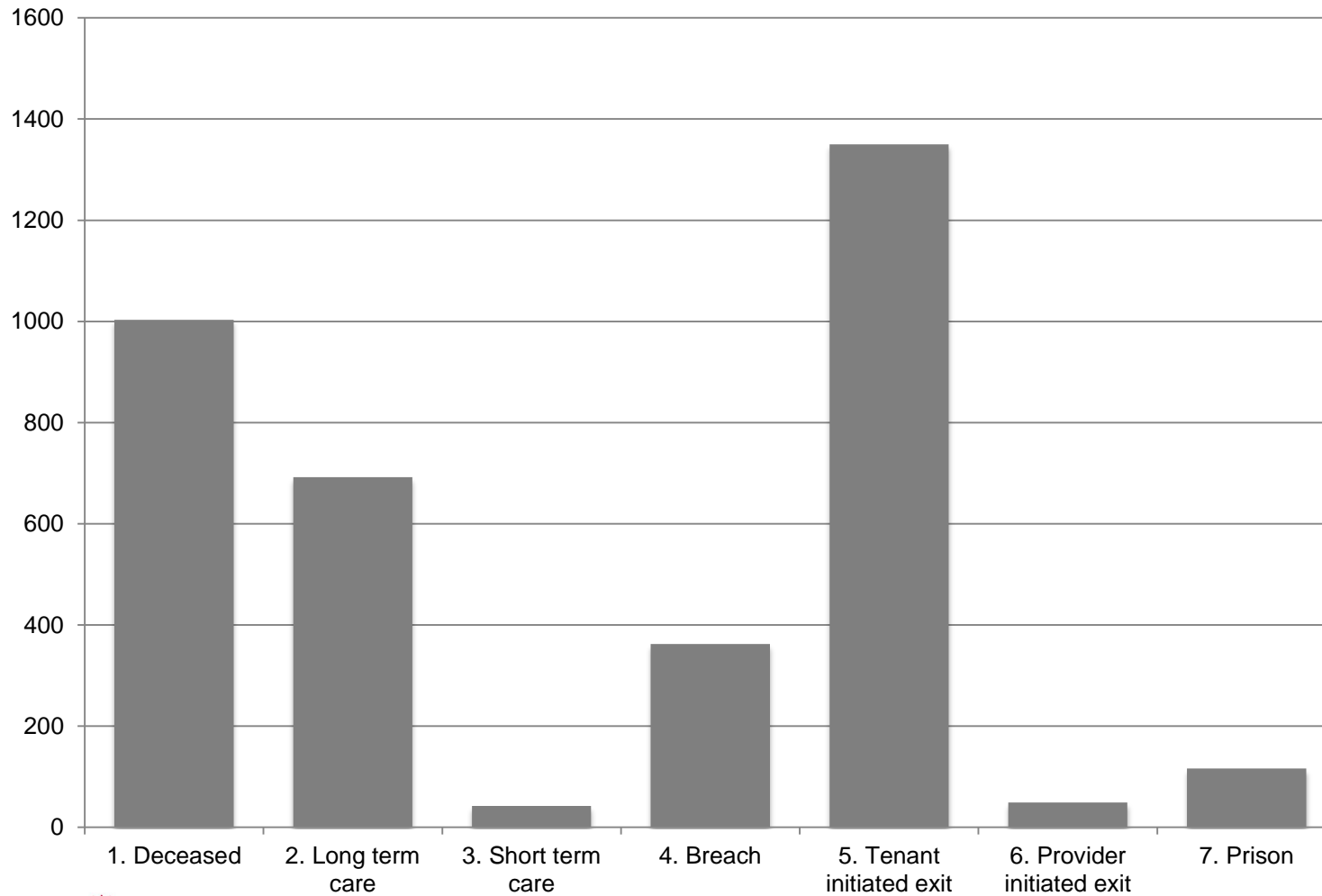
Tenancy Termination Reason



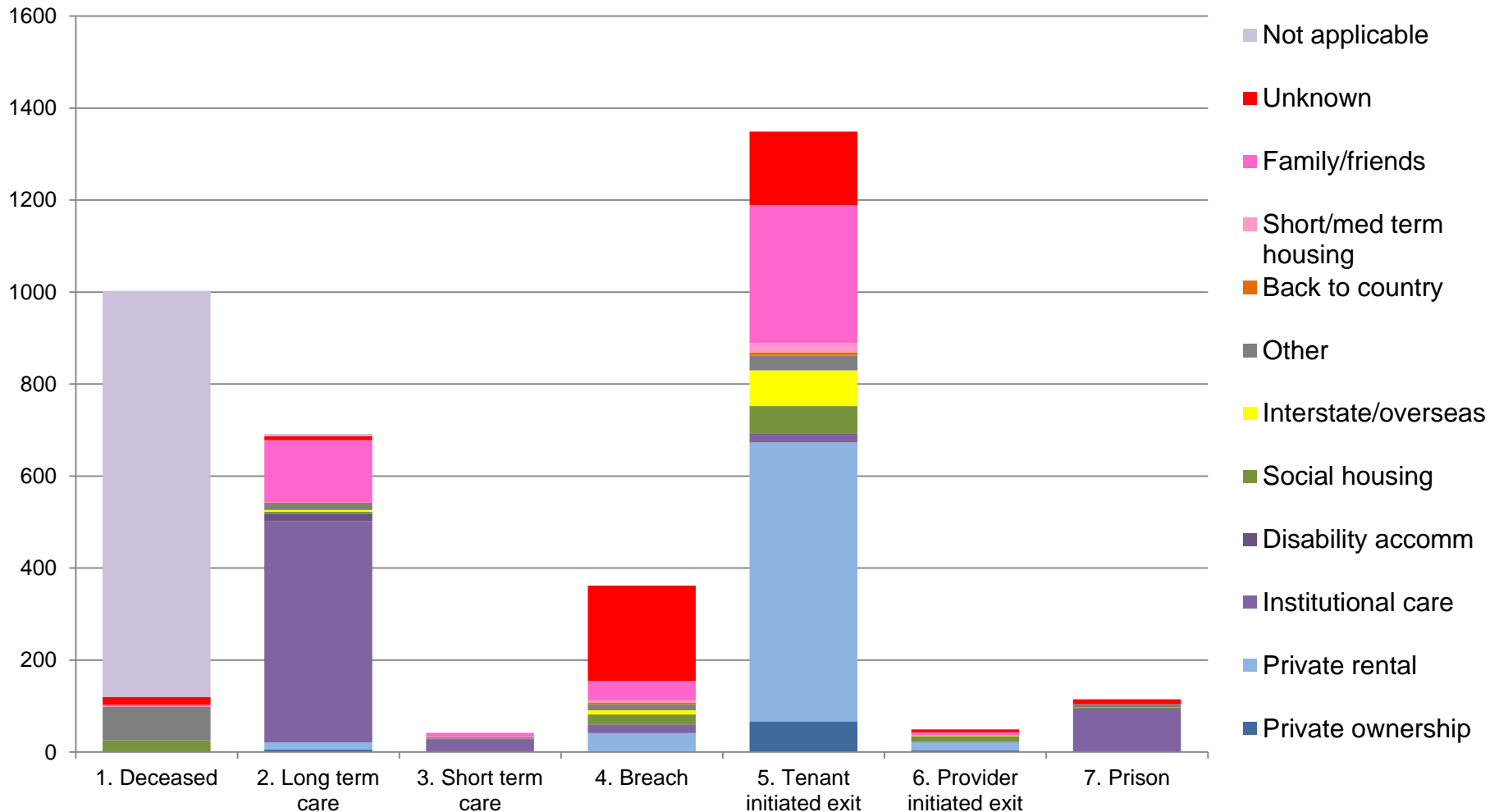
Where Next Housed



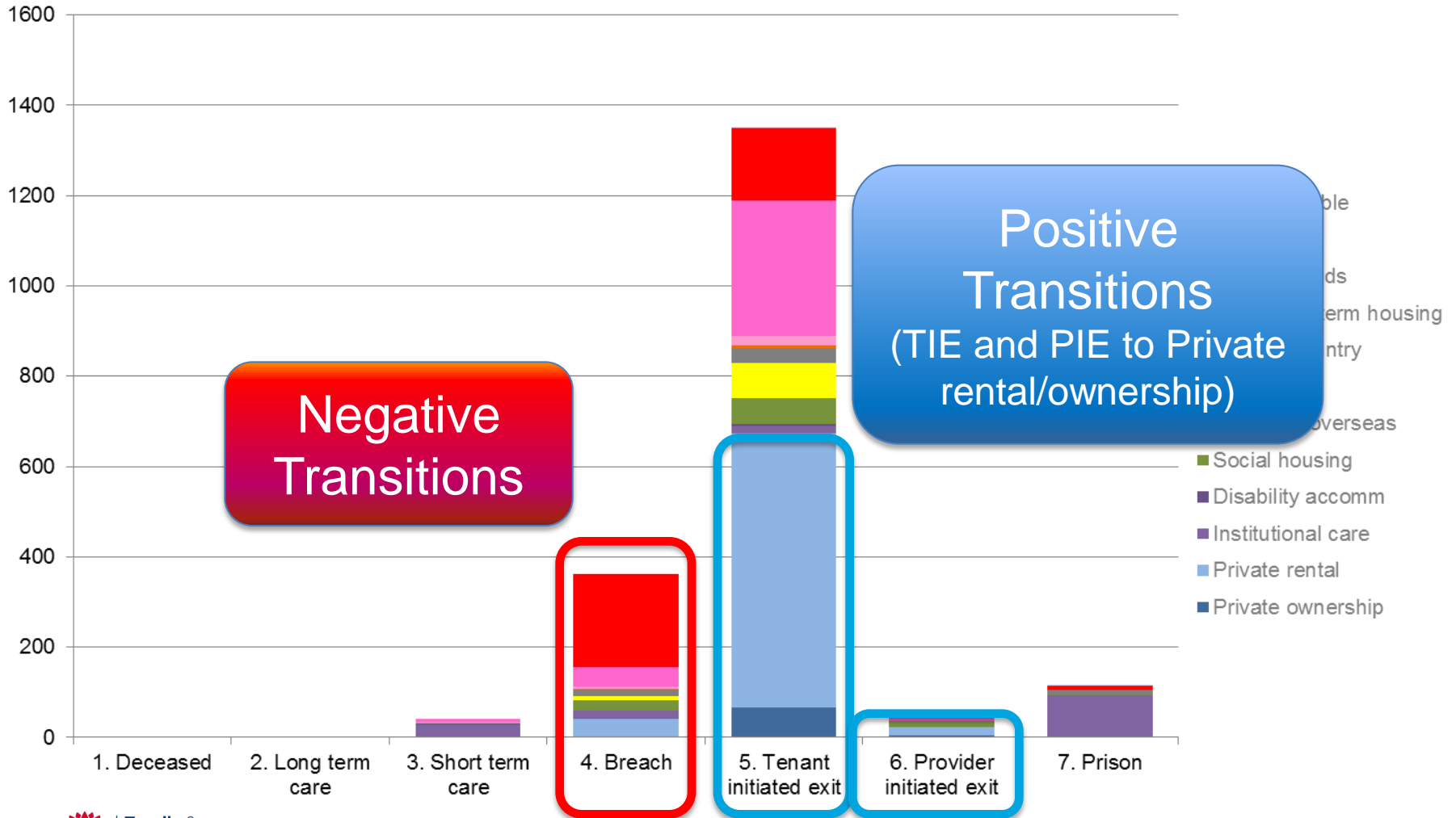
Tenancy exits from social housing



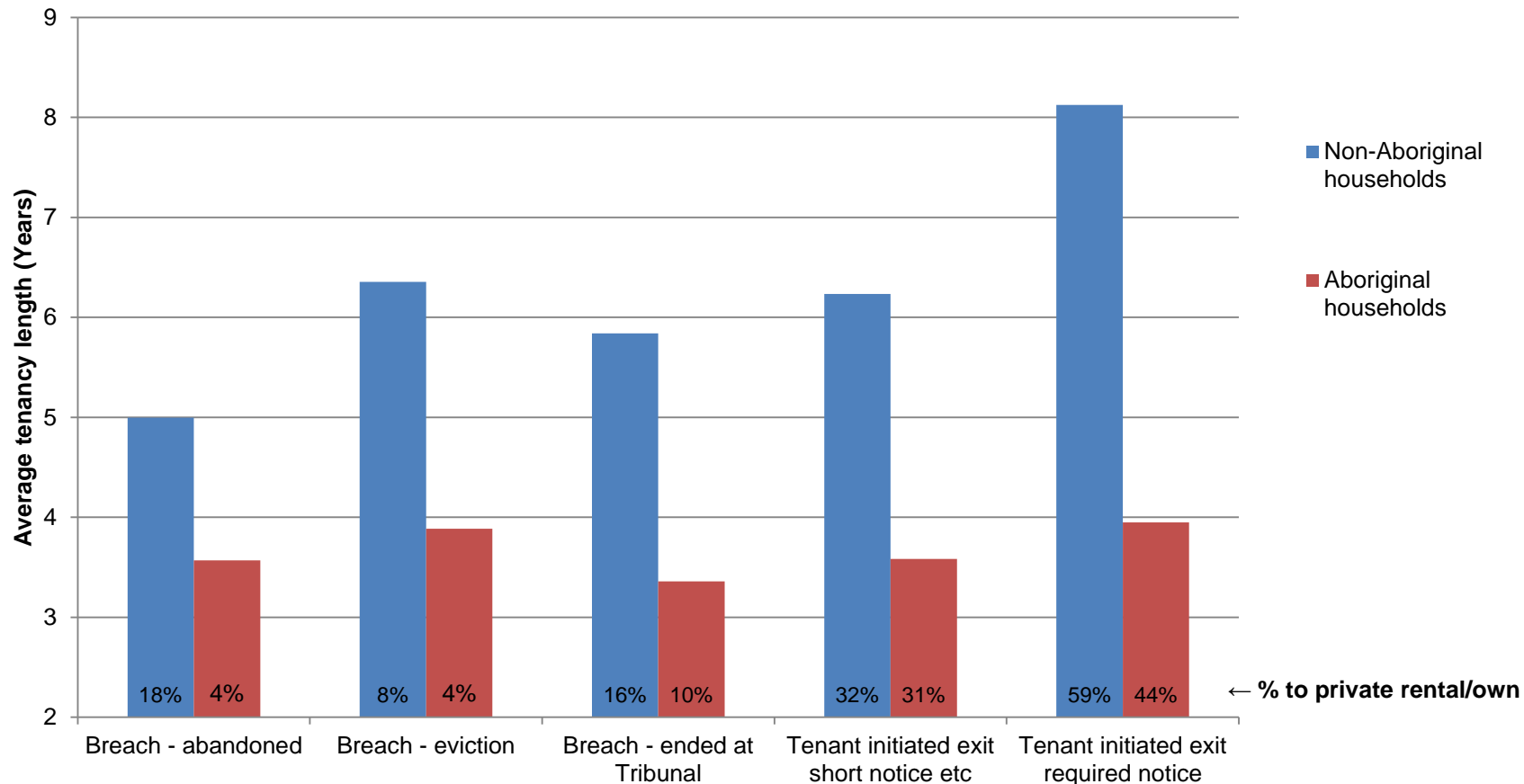
Exit TTRs and WNH cross-tabulation



Transition exits - positive and negative transitions



Linking to other data – tenancy length



Conclusion

Careful design of administrative data:

- can produce a reliable and cost effective evidence base for monitoring, evaluation, and service improvement
- shared codes can support across-sector analysis

Tenancy Termination Codes:

- are we achieving our objectives?
- insight into client characteristics and locational factors that impact on tenancy turnover

Positive and negative transitions:

- minimize negative exits – costly to client and provider
- maximize positive exits – NSW State priority (5%↑ over 3 yrs)