



6.2 Housing Partnerships

General principles

- To facilitate appropriate and adequate access to support services for tenants with special needs.
- To ensure partnerships with service providers are clearly documented.

SGCH will encourage the development of formal partnerships with agencies that can support tenants. These partnerships will involve SGCH undertaking the housing management (landlord) functions and the partner offering ongoing support services for residents.

Such arrangements will reflect the current service priorities and target groups of SGCH. In working with other agencies it is wise to develop a protocol or service agreement. This will ensure there is a documented relationship between the agencies detailing agreements that have been reached about how the agencies will work together.

Service Agreements

A service agreement will clarify the working relationship between the agencies involved. It can serve a number of purposes, such as:

- Gaining a greater understanding and appreciation of the other agency.
- Clarifying roles and boundaries in working with mutual clients/tenants.
- Maintaining a consistency of relationship when there is a staff turnover.
- Knowing what both agencies have agreed to.

A service agreement should include:

- Aim of the partnership.
- Identified roles and responsibilities for each party.
- Protocol and procedures of housing management and support provision.
- Costs of the arrangement including a project budget.
- An established disputes resolution and complaints procedure.
- The tenants and clients rights for each partner.
- House rules where appropriate.
- Provisions for client confidentiality.
- Provisions for review of the arrangement.

SGCH will be mindful of the rights of the tenant under the Residential Tenancies Act and will take no action, for whatever reason, that may undermine such rights. It is important to note that the policies and procedures of the organisation are flexible enough to accommodate partners but should also be adhered to in the management of tenants.