

# Provision of Tenancy references

## Policy

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1.02	30/03/2022	Operational Policy	Rebranded
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1.00	02/09/2013	Executive Director, Housing Operational Client Support	New separate policy derived from Housing Services Operational Policy Manual, Chapter 9

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## 1. Policy statement

This policy explains how the Department of Territory Families, Housing and Communities ('the Department') will provide tenancy references to tenants who are leaving public housing.

## 2. Purpose

Tenancy references are a vital tool for people applying to rent in the private market, however the Department has a responsibility to ensure that personal information is protected.

## 3. Scope

This policy applies to former tenants of the Department, or tenants who are soon to leave public housing.

## 4. Roles and responsibilities

Roles	Responsibilities
Front line staff	<ul style="list-style-type: none"> <li>• Provide a Certificate of Tenancy to all former tenants upon request</li> <li>• Reply to any written requests for the release of information</li> <li>• Instruct any third parties to seek information from the client</li> </ul>

## 5. Policy details

The Department provides a reference to all former tenants. This is known as a Certificate of Tenancy, which states that the client was a tenant in public housing, as well as the length of the tenancy.

Further information will be released at the written request of the client according to the Information Privacy policy. It will be released to the client only, and not to a third party. It is the responsibility of the client to use that information as they see fit.

Verbal references are not provided by the Department due to privacy rights and legislation. Any third party who seeks information about a client will be instructed to contact the client.

## 6. References

### 6.1. Policies

Information Privacy policy

Vacating Policy