



## Welcome Home Webinar 1 – Case Study 1

# Getting to know a tenant

### An SDA tenant explains

This statement was made by an SDA tenant about a co-tenant who had to move out of their SDA apartment block.

*“One of my support workers recently ran into a non-verbal tenant and his support worker in the lift. The support worker mentioned that the tenant was having trouble remembering how to get out of the building. The tenant also seemed very frustrated and the support worker was constantly ramming his arms into the wall. This tenant has since moved back into his earlier group home to get the care he needs.*

*On the other hand, I have a non-verbal friend who has recently moved into SDA housing. She has no issues with it, but she also has a strong support network of advocates around her.*

*The SDA provider needs to get to know their tenants and their individual needs before they move in.”*

*“People don’t understand it’s hard for me to be spontaneous and quickly adjust if something goes wrong. If there is no electricity, I can’t just move in with a friend until it’s fixed.” (SDA tenant)*

### Q. In getting to know a prospective tenant, what should an SDA provider’s top priority be?

#### A. Making direct contact with the person as early as possible

Direct contact between an SDA provider and a prospective tenant can be crucial to establishing a successful tenancy. Be careful of the timing.

- A prospective tenant should ideally identify you as a possible SDA provider after exploring their housing needs and service options more broadly.
- If you engage with a person too early, you may risk unduly influencing that initial exploration period.
- If you connect too late or too briefly, you may not identify key issues or risks for a tenancy.

#### B. Collecting information from as many sources as possible about a person’s support needs

- With consent from a prospective tenant, you can collect useful information from a range of sources about their background, lifestyle preferences and support needs. Nominated members of a person’s support network, such as a family member or a professional supporter such as a support coordinator, may provide useful information.
- Always confirm any legal authority a supporter claims to have to represent a tenant and establish the tenancy matters that authority allows them to address.
- Remember, a prospective tenant should always be your first point of contact and consultation with other people should not replace that direct relationship.

### **C. Developing procedures for identifying issues and risks**

- It is important to identify any potential issues and risks for providing housing and tenancy support services to an individual. This will help you to identify any 'deal breakers' that may jeopardise a tenancy or create problems down the track.
- An SDA provider is in the best position to lead this process. Provide prospective tenants and their supporters with a list of questions or issues you would like them to consider, such as terms and conditions related to access or use of the property that may be challenging for an individual to comply with or that may impact their personal autonomy or privacy.