

## TAS Key Policies

TAS connects communities in need with temporary accommodation services following displacement from their homes after a civil defence emergency.

If your home was damaged during this event and you are unable to live in it, Temporary Accommodation Service (TAS) may be able to help find a temporary solution for you while your home is repaired or rebuilt.

This document outlines our key service policies.

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## Eligibility policy

If your home was damaged during this event and you are unable to live in it, the Temporary Accommodation Service (TAS) may be able to help find a temporary solution for you while your home is repaired or rebuilt.

In the immediate aftermath of an emergency event, emergency accommodation is provided by local civil defence emergency management groups. TAS then provides temporary accommodation to support people who continue to be displaced from their damaged homes. Once you have registered for temporary accommodation we will check your eligibility for our service. We understand circumstances may change over time and accordingly TAS regularly reassesses eligibility.

### Eligibility criteria

You may be eligible for TAS if your property was affected by a Civil Defence Emergency that TAS has activated for and:

- You were living at the affected property at the time of the emergency,
- The property is your primary place of residence and,
- You were displaced from your property because of the emergency and cannot return (for example your property received a yellow or red sticker/placard).

To confirm this information, we will require evidence such as:

- A document showing your primary place of residence e.g. rates bill, power bill. The document should include your name, address and be recently dated, and
- Evidence of your yellow or red placard. Please note, we may also be able to source this information from your local Council.

If you have not received a placard from the Council or your property has received a white placard, get in touch with us to discuss your circumstances as we are able to accept other evidence of damage. Once we have reviewed the required information, we will let you know the outcome of the assessment.

### Eligibility review

TAS accommodation is temporary. We regularly assess your household's individual circumstances to ensure we provide the right level of support. As part of this, we request updated information to confirm your current situation, and that you're still eligible for TAS accommodation.

During our assessment of your ongoing eligibility for our service, we will request evidence from you to show that you are working toward returning home, or awaiting confirmation of the circumstances of your property, for example awaiting categorisation. If your situation has changed and you are not returning to the affected property, this may affect your eligibility for TAS.

### Ineligible for TAS service

If you are deemed ineligible to continue your stay in TAS supplied accommodation, we will work with you throughout the process, which includes providing you with advice about how you can find alternative accommodation before we terminate your contract with TAS and issue a notice to vacate.

## Part-payment arrears policy

Households staying in TAS accommodation are required to pay a weekly part payment towards the cost of their temporary accommodation, with the remaining cost covered by TAS.

Arrears is any part-payment that is unpaid from the day after the initial payment due date.

### Managing part payment arrears

Your Matching and Placement Coordinator will be in touch with you about any outstanding amounts. If you believe that you are unable to meet the cost of the accommodation, please contact us to discuss the possibility of completing a financial hardship application. We will work with you throughout the process to find the best solution for your circumstances.

If arrears are not addressed, this may lead to:

- Informal and formal notices asking you to pay your arrears or enter into a payment plan.
- The amount being sent to a debt collection agency.
- Removal from TAS supply.

### Property Managers

TAS works with local Property Managers who will work with you arrange for full payment of arrears or set up a payment plan. Missing or stopping payments on an agreed payment plan will result in additional contact from the Property Manager. This could result in non-compliance notices being issued, and potential removal from TAS accommodation.

### Debt collection agency

TAS may engage a debt collection agency if no action has been taken to address the outstanding amount.

For information about our Hardship Policy and other financial assistance, please see: [TAS website - Financial information page](#)

## Non-communication policy

The non-communication policy is to support productive communication with households. Non-communication is when a household has stopped communicating with TAS or does not engage with TAS in a constructive manner. This makes it difficult for TAS to continue to support your household.

TAS will generally contact you in the following circumstances:

- General wellbeing check in.
- Part Payment or arrears updates.
- To acquire evidence or updates on your affected properties repair progress.
- Accommodation offers, updates and occupancy agreements.
- Follow ups on your attempts to find long-term accommodation if you are not returning to the affected property.

### Forms of Contact

Usual methods of contact	Alternative methods of contact
<p><b>Phone:</b> This is the primary method of contact with households and phone call attempts will be made at various times of the day (or your preferred time) to ensure an exhaustive effort to contact you. Voice messages will be left if appropriate with a request to contact TAS.</p>	<p><b>Couriered letter/posted letter:</b> In appropriate circumstances letters may be posted to you. To ensure your privacy, correspondence will generally be placed in a sealed envelope and addressed to the primary contact for your household. In exceptional circumstances this may be sent to the property or delivered by the Accommodation Provider or Property Manager.</p>
<p><b>Email:</b> Emails will be sent following unsuccessful phone call attempts. Emails may also be sent about occupancy agreements/license to occupy agreements, accommodation extensions, or general check ins.</p>	<p><b>Personal visit – Accommodation Providers:</b> may be asked to call or physically visit the property. Providers should only be asked to pass on a message and ask the household to contact us. No other information about the household should be divulged for privacy reasons.</p>
<p><b>Texts:</b> Text messages will generally be sent to alert you that TAS is attempting to establish contact with your household.</p>	<p><b>Personal visit – Property Manager:</b> may be asked to visit the property. The Property Manager may also do property inspections or make contact attempts if TAS is unsuccessful at establishing contact with you.</p>

### Barriers

We understand that there may be barriers communicating due to the circumstances of an event affecting your community. We will work with you to establish a communication plan that will allow regular communication that suits your circumstances.

If you are unable to stay in contact, you may wish to consider nominating someone to act on your behalf. This will require a signed 'authority' form.

### New registrations

If we have not been able to make contact with you to conduct a needs assessment within 10 working days of registering with us, we may close your case. Your file can be re-opened if you re-establish contact.

### Households in TAS accommodation

If we are unable to make contact with you and have issued a formal notice, this may result in termination of your agreement with TAS and a notice to vacate.

## Anti-social behaviour policy

The Temporary Accommodation Service (TAS) has an anti-social behaviour policy to support households during their stay in temporary accommodation. Anti-social behaviour is any act or omission (whether intentional or not), that reasonably causes alarm, distress, or nuisance.

Expectations around anti-social behaviour will be set out in your Licence to Occupy or Occupancy Agreement which Households staying in TAS accommodation are required to sign and follow. In general, you will be asked to agree to:

- not damage the accommodation, and to rectify any damage caused
- not remove any items from the accommodation
- keep the property clean
- not break the law
- not permit additional guests to reside in the property (without prior approval from TAS)

If you are residing in commercial accommodation, you will also be asked to agree to follow the Accommodation Provider's terms of occupancy.

### Impacts and consequences

If a member of your household displays anti-social behaviour during their time in temporary accommodation, the consequences will depend on the nature of the behaviour. For example:

1. Low impact: Minor theft, minor damage, inconvenience to staff/guests e.g., noise, access.  
Household to receive the following for low impact situations:
  - Notice to remedy
  - Second notice to remedy
  - Removal from TAS supply
2. Medium impact: Verbal abuse to staff/guests, invasion of privacy (not involving trespassing, Possession of illegal substances (Class C/psychoactive)).  
Household to receive the following for medium impact situations:
  - First written notice
  - Removal from TAS supply
3. High impact: Major damage to property, physical abuse to staff/guests (or threat of), invasion of privacy (involving trespassing), dealing of illegal substance (A-C/psychoactive), sexual attempt/offending, major theft, possession or manufacture of illegal substances (Class A and B).  
Household to receive the following for high impact situations:
  - Removal from TAS supply

### Police will be involved where appropriate or where explicitly required

The police will be contacted if your behaviour is illegal, for example:

- Major damage to property
- Physical abuse to staff/guests, or threatening physical abuse
- Invasion of privacy (involving trespassing)
- Dealing of illegal substances (A-C/psychoactive)
- Sexual assault attempt/offending
- Major theft
- Possession or manufacture of illegal substances (A-B)

In most cases, illegal behaviour will result in you being removed from TAS accommodation.

TAS has an obligation under the Children's Act 2014 to identify and report any suspected child abuse, and where there are concerns of this nature, TAS will follow the process identified in MBIE's Child Protection Policy.

## Abandoned belongings policy

The temporary accommodation service has an abandoned belongings policy that covers what happens when a household leaves behind personal items after moving on from TAS supplied accommodation.

Personal belongings are defined as movable possessions that are owned by the household which may include, household goods, clothing, and furniture.

Note: Accommodation Providers such as motels, hotels and serviced apartments generally have their own policy for managing abandoned personal belongings. Therefore, this policy is applicable for TAS-owned or leased accommodation such as porta-cabins, private houses and apartments.

### Before leaving TAS accommodation

Your Matching and Placement Coordinator will remind you to remove your belongings before your move out date.

### Leaving TAS accommodation

Once abandoned personal belongings have been identified, TAS will try to contact you a minimum of three times over 7 days. This contact will primarily be via phone call or email.

If you are unable to retrieve your belongings, you can authorise someone to collect these on your behalf.

### Managing abandoned personal belongings

1. Up to 7 days after leaving TAS accommodation: TAS will dispose of all litter, perishable and used consumable items immediately. These include items such as:
  - Food
  - Toiletries
  - Paper
  - Used containers

After this time, abandoned belongings will be donated or thrown away.

2. Up to 21 days after the initial 7-day period: Storage may be arranged for high value items such as:
  - Phones
  - Computers
  - Jewellery

Personal documents such as passports and birth certificates will be surrendered to the Police.