

Privacy Policy

ACTIVE PROPERTY SERVICES MANAGEMENT PRIVACY STATEMENT

Active Property Services Management adheres to privacy and confidentiality provisions included in the Information Privacy Act 2000. All information provided to Active Property Services Management is stored securely in filing cabinets or in password protected computers.

Applications

All applications will be treated with the privacy they deserve. APSM has updated application forms to include a privacy clause. This is so applicants can provide details of support workers or significant others for the APSM staff to speak to whilst assessing the application. It is important to note that if people do not provide names of people to contact this will not affect their application. Any such information is to assist APSM staff to assess the applications as appropriately as possible and ensure that when a property becomes available that the applicant is matched appropriately to the vacant property.

Tenants

All tenants are treated with the dignity and privacy they deserve. Upon sign up tenants are provided with a tenancy permission form. This form provides APSM the ability to speak to the nominated parties in regard to the person's tenancy. This may be from a support service or significant other. APSM will only speak to the people that are provided on the form as it relates to tenancy issues only. APSM will only speak to people on the permission form if the service deems it necessary. Tenants can withdraw permission for APSM to speak to people on the permission form at any time. If this is done it does not impact on the tenancy in any way.

Support Agencies

All tenant/applicant information provided to APSM by support agencies is treated with the dignity and privacy they deserve. This would occur in a variety of situations including:

- Support Agency Nomination form for applications
- Tenancy issues such as rent and tenant satisfaction with service
- Reporting of maintenance

APSM will only discuss issues with support agency workers as they relate to the tenants residence and tenancy. This will only be done with the permission of the tenant usually via the tenancy permission form.

