

NRAS Approved Participant Code of Conduct

In serving as the Approved Participant for an approved rental dwelling, the National Affordable Housing Consortium:

- a) will comply with legal obligations relating to investors in a timely manner; and
- b) will comply with the law of the Commonwealth and the States and Territories in relation to dealings with investors and tenants; and
- c) will lodge an annual Statement of Compliance in relation to the dwelling; and
- d) will respond to a communication from an investor within 30 days, unless the approved participant has a reasonable excuse; and
- e) will have an internal or external dispute resolution mechanism for use by investors; and
- f) will not enforce, seek to enforce or threaten to enforce an unfair contract; and
- g) will not make a misrepresentation to an investor; and
- h) will not engage in misleading or deceptive conduct in relation to an investor; and
- i) will not threaten or coerce an investor to take an action the investor is not required to take under contract; and
- j) subject to the contracts in place between NAHC and the investor, will not prevent an investor from entering into a contract with a suitably qualified and experienced person in relation to the dwelling; and
- k) will not threaten to take action that would result in an investor not receiving incentive to which the investor is entitled under law; and
- l) will not require an investor to enter into a contract with another person in relation to the dwelling, unless the contract relates to a property management service provider and the approved participant is able to ensure that the provider:
 - (i) complies with the contract between the provider and the investor; and
 - (ii) complies with legal obligations relating to the investor in a timely manner; and
 - (iii) complies with the laws of the Commonwealth and the States and Territories in relation to dealings with investors and tenants; and
 - (iv) does not enforce, seek to enforce or threaten to enforce an unfair contract with an investor; and
 - (v) does not make a misrepresentation to an investor; and
 - (vi) does not engage in misleading or deceptive conduct in relation to an investor; and
 - (vii) does not threaten or coerce an investor to take action the investor is not required to take under contract; and
- m) if NAHC requires the investor to enter into a contract as mentioned in paragraph (l)— we will ensure that the property management service provider acts in accordance with subparagraphs (l)(i) to (vii).

Further information about the Code of Conduct can be found on the Department of Social Services website or by clicking [here](#).

What to do if you think that a breach has occurred

If you consider that the National Affordable Housing Consortium (NAHC) may have breached the code of conduct, other provisions of the Regulations or the conditions of allocation for the allocation covering your rental property, you should raise the issue with NAHC in writing at pdm@nahc.org.au providing full details of your concerns.

If you do this, NAHC will work to resolve your concerns, in accordance with NAHC's dispute resolution process. Details of NAHC's dispute resolution process are available on its website at nahc.org.au.

If you are not satisfied with NAHC's response after 90 days from the day when you first raised your concerns with NAHC in writing, you may request the Department of Social Services to transfer the allocation covering your rental property. The Department will then assess whether there has been a breach of the code of conduct or other conduct justifying a breach determination and transfer of allocation.

More information about this process is available at www.dss.gov.au/NRAS.