

# Gateway Standards



Gateway 2015 Properties Limited (Gateway) has been a Tier 3 Provider under the National Regulatory System Community Housing (NRSCH) since June 2015.

Gateway provides specialist disability accommodation and shared independent living support for people with moderate to complex intellectual disabilities.

The NRSCH aims to ensure a well governed, well managed and viable national community housing sector that meets the housing needs of residents and provides assurance for government and investors.

The tier of registration determines the performance requirements and the intensity of regulatory engagement applicable to an individual community housing provider.

The National Regulatory Code sets out the performance requirements that registered housing providers must comply with in providing community housing under the National Law. A key purpose of the NRSCH is to improve resident outcomes and protect vulnerable residents. Through this process, residents can have confidence that Gateway is meeting nationally consistent performance standards for service delivery.

As a Registered Housing Provider, Gateway will:

- Be fair, transparent and responsive in delivering housing assistance to residents and other people we support
- Have suitable properties available now and in the future
- Promote housing within the community
- Be well-governed to support the aims and intended outcomes of our business
- Maintain high standards of probity relating to our business
- Manage our resources to achieve our intended business outcomes in a cost-effective manner
- Be financially viable at all times

As a resident of Gateway, you can expect:

- To be treated with dignity and respect
- To be assisted to explore options, so you can make choices to best meet your needs
- To feel safe, secure and supported
- For your privacy to be respected and for your personal information kept confidential.

We value your feedback and input to our services and will ask for your input in different ways.

If you have any questions about your tenancy, or would like any other information about your tenancy, please feel free to [contact us](#). Our staff will do their best to assist you with your enquiries and matters relating to your housing needs.

For more information, please refer to the [NRSCH Housing website](#)