



# Record of Understanding (NSW Police)

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## 1. Purpose

The Record of Understanding (ROU) is an agreement between NSW Police and registered community housing providers that facilitates the exchange of information in relation to crime and anti-social behaviour. The purpose of this policy is to outline Housing Trust access and use information held by NSW Police in accordance with the ROU.

## 2. Obtaining information

The Housing Trust may request information from NSW Police under the ROU for the purpose of:

- Investigating and responding to complaints about a tenancy
- Determining whether a breach of a residential tenancy agreement has occurred
- Supporting an application to the NSW Civil & Administrative Tribunal

Information received under the ROU will not be shared with other persons, except as permitted or required by law.

## 3. Storage

Requests and information obtained under the ROU will be kept securely locked on the tenant's file in Greentree.

## 4. Providing information

Under the ROU, Housing Trust will respond to formal requests for information from NSW Police in a timely manner. Requests for information must relate to an officer's official duties such as where there is an investigation of alleged criminal activity, threat to life or property, or the carrying out of community protection functions. The release of information to NSW Police under the ROU in respect of a tenant or household member must be authorised by the General Manager.