

END OF TENANCIES POLICY

1.0 PURPOSE AND SCOPE

The purpose of this policy is to describe EACH Housing's (EHL's) approach to ending tenancies, including voluntary exits, forced termination and abandonment, consistent with the requirements of the Residential Tenancies Act 1997 (RTA), and Victorian Housing Regulatory Performance Standards.

This policy applies to all EHL tenancies.

2.0 POLICY STATEMENT

EHL is committed to sustaining tenancies through positive renter engagement and early intervention and response to tenancy issues.

EHL is committed to the rights of renters to have safe, secure, and affordable housing.

EHL's policy is to ensure tenancies are ended in a way that is legal and minimises the impact on EACH Housing and renters. Tenancies can end voluntarily or may be terminated through the Residential Tenancies Act (RTA) process.

EHL recognises that tenancies end for various reasons including:

- The renter leaves of their own accord
- The renter is evicted from the property
- The renter abandons the property
- The renter is deceased
- The fixed term lease ends

In situations where the tenancy cannot be sustained, EHL will deal with voluntary or forced termination of a tenancy in a manner that is fair, transparent and complies with the provisions of the Residential Tenancies Act 1997.

EHL informs renters verbally, and in writing at sign-up, of their rights and obligations in relation to ending a tenancy and explains how the likelihood of VCAT intervention can be reduced.

EHL staff informs the renter of the Complaints and Appeals Resolution procedure.

Rental Repayment Agreements will be encouraged in circumstances of arrears and/or property related damage, where appropriate.

Renters are always encouraged to attend any Tribunal or legal hearings that relate to their tenancy and access to support agencies or advocates will be facilitated where it is identified that such a referral may assist the renter to sustain their tenancy.

EHL always considers the Charter of Human Rights before taking actions to end a tenancy. All renters will be treated with respect in all circumstances.

3.0 DEFINITIONS

Charter of Human Rights - The Charter of Human Rights and Responsibilities (the Charter) is a **Victorian law that sets out the basic rights, freedoms, and responsibilities of all**

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people in Victoria. It is about the relationship between government and the people it serves.

4.0 DOCUMENT OWNER

The Operations Manager, EHL is the subject matter expert and person responsible for this document review.

5.0 REFERENCES AND RELATED DOCUMENTS

- Charter of Human Rights (the Charter)
- Abandoned Goods Policy and Procedure
- Death of a Renter Policy and Procedure
- Rent Arrears Policy and Procedure
- Charter of Human Rights Form
- Residential Tenancies Act 1997 (Vic)
- Housing Registrar (Vic) Performance Standards
- End of Tenancies Procedure