

STARTING A TENANCY POLICY

1 Purpose

The commencement of a tenancy is important to establish the right expectations, provide clarification of roles, responsibilities and ensure processes are in place leading to successfully tenancies.

For EHL's long term properties, EHL aspire to provide secure, safe and affordable housing.

This Policy establishes the approach of EACH Housing (EHL) to starting a tenancy.

1.1 Legal Requirements

EHL will ensure that its documentation and processes comply with the Residential Tenancies Act Victoria and also any additional requirements from its funding agreements.

EHL will consider best practice and reviews its documentation for starting a tenancy from time to time and at least once every two years.

1.2 Security of Tenure

EHL's long term housing programs provide security of tenure. EHL will ensure that it communicates security of tenure in its verbal and written communication with the renter.

1.3 Transparency on Rent Charged

EHL charges rent that is affordable and will communicate how rent has been calculated to the renter at the commencement of the tenancy. At the start of the tenancy, EHL will communicate its processes of rent review and what is expected of the renter for the rent review process.

1.4 Safety and Condition of Property

EHL ensures the property is safe to occupy and all elements of the dwelling are in working condition. EHL undertakes an initial condition report and communicates its maintenance processes.

1.5 Working with Renter's support

EHL will ensure that the client is linked in with a support agency/worker to help establish the commencement of the tenancy.

EHL believes in the housing first model and that housing provides a base for the renter to receive the various supports to live independently. EHL recognises that some renters will successfully transition to not requiring formal supports. Further, EHL also recognises that some renters, despite not requiring formal supports may from time to time require intervention. Within reason, EHL will work with its partner organisations and develop processes to link clients who require support at different times.

EHL will monitor the status of support for renters.

1.6 Customer Rights, Responsibilities and Customer Feedback

EHL will communicate with the renter about their rights and responsibilities and provides an easy to use, anonymous complaints and feedback process.

1.7 Administration

EHL will ensure that its systems are accurate and that data collection and storage are well ordered to manage the tenancy.

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2 Scope

This policy applies to all EHL long term properties managed by EHL (owned or leased).

This policy does not apply to the following:

Deuchar Place as this is accommodation for respite.

Programs operated by EACH (not EHL) which include accommodation as part of the program. Examples of this includes Youth Residential Rehabilitation Programs and Residential Drug and Alcohol Rehabilitation.

3 Definitions

Residential Tenancies Act 1997 (RTA) - In Australia, laws that apply to tenancy agreements vary from state to state. The legislation that covers Rental Providers and renters in Victoria is called the Residential Tenancies Act (RTA). The purpose of the RTA is to define the rights and duties of Rental Providers and renters/residents of:

- Rented premises
- Rooming houses
- Caravan parks

Renters' rights and duties vary slightly with each of the options.

The provisions in the RTA outline procedures to avoid and/or resolve disputes under the Act.

Renter - A person who occupies land or property rented from a Rental Provider

4 How the policy can be changed

EHL may from time to time implement changes to this policy. The revised policy will apply to all tenancies on and from the date of the change.

EHL will implement strategies to mitigate the effect of any changes of this policy on renters and households.

5 Contact Officer

The Housing Manager – EACH Housing via email: tenancyservice@each.com.au

6 References/Relevant Legislation

This policy implements the obligations of EHL under:

Residential Tenancies Act .1997 (Vic)

Department of Health and Human Services

Consumer Affairs Victoria

Housing Registrar

Victorian Housing Register

Housing Act 1983 (Vic)

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7 Implementation Procedures

Procedures established by EHL include processes to ensure compliance with this policy, including:

- Starting a tenancy procedure
- Access to VHR procedure
- Bond Procedure
- Service Level Agreements (Housing Provider and Support Provider)
- Centrepay

8. Related Policies/Documents

- Rent Setting Policy
- Long Term Housing Allocations Policy
- Consumer Affairs Renters Rights and Responsibility Booklet
- Residential Tenancies Bond Form
- DHHS Bond Application Form.
- Condition Report
- Rent Certificate
- Centrepay Form
- Maintenance Procedure