

<b>Ending Tenancies Policy</b>		Document #: CEH 016	Print Date: 15/03/19
		Prepared by: GM BDSO	Date Prepared: 15/2/2019
Effective Date: December 2018	Revision: 2.0	Review by: Manager HR	Date Reviewed: 15/2/2019
Compliance: This policy aligns with Standard 1.4 of the National Community Housing Standards		Approved by: ED CatholicCare Tasmania	Date Approved: December 2018

We will respond immediately to advice or indication that a tenant will be moving out of their property (or has moved out) and we will work proactively to support a planned and stable exit.

We will support the tenant to understand and meet their lease obligations. We require the tenant to pay, either in full or by instalments, any outstanding debt.

We have procedures to manage voluntary and forced termination of tenancies that are consistent with legislation. Our procedure outlines who in the organisation is empowered to make decisions regarding terminations and how records of communication are documented and maintained.

We will not evict without a just cause and we take reasonable steps to ensure tenants are not evicted into homelessness.

#### Forced terminations

We will take all reasonable steps to support a tenant to uphold their lease obligations, such as:

- attempt to hold a personal interview with the tenant outlining the situation
- provide information and facilitate access to support agencies
- encourage the tenant to attend any Court or legal hearings

When these efforts fail and we initiate a tenancy termination, we will proactively attempt to engage with the tenant and continue to treat the tenant fairly and with respect. We will ensure that due legal process is followed and relevant legislation is adhered to.

We will facilitate access to our complaints policy for those tenants whose tenancy is terminated and who wish to raise issues about the termination with us.

#### Voluntary terminations

When a tenant gives notice of ending a tenancy, we will:

- attempt to organise a joint inspection of the property. We will use the condition report prepared at the beginning of the tenancy as a baseline for identifying damages that the tenant is responsible for. A joint inspection also provides the opportunity for the parties to make an agreement about any outstanding issues or actions that need to be taken;
- calculate rental payment and assess bond conditions (if applicable).

#### Abandonment of tenancy

We have a procedure that is consistent with relevant legislation, to recover possession of an abandoned property and deal with any of the tenant's goods. We keep records and document all action taken in line with legislation to:

- contact the tenant and inform them how long their goods will be stored
- take an inventory of the goods
- store the goods for a reasonable period
- dispose of the goods
- recover any costs in relation to the disposal of goods and/or cleaning/repairing the property

### References

This policy aligns with Standard 1.4 of the National Community Housing Standards

### Scope

This policy applies to all staff and clients of the following entities:

- CatholicCare Tasmania Affordable Housing
- Centacare Evolve Housing

### Associated Documents:

- Complaints & Appeals Policy and Procedures
- Property Condition Report

### Policy Review

This policy and related procedure will be reviewed on a 24 month cycle, unless there are legislative, policy, or other organisational changes that instigate an earlier review. The responsibility for the development, amendment and review of policies and procedures rests with the subject matter experts, with the support of the Quality Systems Coordinator.

The most current version of this Policy is available from Domus; changes to the Policy will be communicated via Domus and staff meetings.

Changes to this policy will prompt an update to the Centacare Evolve Tenancy Policy page accessed at [www.centacareevolve.com.au](http://www.centacareevolve.com.au) to be actioned within one week of any change.