

Williamstown Rental Housing Co-operative Policy Document

Policy Number:	037
Policy Name:	Tenant Damage Repair and Charge
Version Number:	03
Date approved by Board:	15/04/2019
Date reviewed by Board:	28/09/2021
Scheduled review date:	28/09/2023

1. Introduction

Williamstown Rental Housing Co-operative Ltd. (WRHC) may charge tenants for the cost of repairing tenant-caused damage for which the tenant is responsible.

Tenant-caused damage includes damage caused by children, partners, pets or any visitors invited into the property by the tenant and through the tenant neglecting their responsibilities as defined by the Residential Tenancies Act.

2. Purpose

This policy establishes the approach of WRHC to tenant- related property damage.

3. Scope

All damage caused by the tenant to properties managed by WRHC. Damage may be caused through accident, intention and/or neglect.

This policy does not include recovery of costs due to fair wear and tear.

4. Relevant Co-operative Objectives

To ensure that the properties are maintained in good repair.

5. Policy

WRHC believes that all tenants have both the right and obligation to meet all the terms of their Tenancy Agreement in accordance with the RTA.

WRHC will attempt to recover charges for repairs where it can be proven that a tenant has caused damage to a property in the following circumstances:

- Intentional damage to the property, services and appliances;
- alterations being made without approval;
- malicious damage to the premises;
- neglectful damage;
- sewer and/or drainage blockages caused by inappropriate use of services;
- failure to take care to prevent damage;
- failure of the tenant to report damage;
- failure of the tenant to report maintenance;
- pest control due to neglect and the lack of preventative measures;

- end of tenancy cleaning and removal of goods left behind;
- failure to return alterations back to their original condition; and
- failure to be compliant with third party instructions from emergency services, including directions from Victoria Police, Local Council and Fire Services.

WRHC may not seek to recover repair charges for damage caused by mental and physical health, instances of family violence, or third-party criminal damage. Where a tenant claims that damage has been caused by the preceding circumstances, they will be required to provide evidence to that effect within 10 working days of receiving notice to recover the costs by WRHC.

6. Responsibilities

The Housing Administrator will ensure that all tenants are aware of their rights and responsibilities as a tenant.

The Housing Administrator is responsible for identifying tenant-caused damage and implementing this policy.

Tenants are responsible for ensuring that they maintain their properties in good repair and report any maintenance issues as they arise.

7. Definitions

8. Related Documentation

Legislation and standards

Residential Tenancies Act 1997 (Vic)

Housing Act 1983 (Vic)

Guidelines for Registered Housing Agencies published by DFFH

Performance Standards for Registered Housing Agencies published by DFFH

9. Transparency and accessibility

This policy will be available on the WRHC website www.williamstownhousingcoop.org.au