

C1.3 Start of Tenancy Policy and Procedure



1. Purpose

- 1.1. To provide guidelines regarding the management of the start of tenancy for both Directly Managed and Co-operative properties.

2. Scope

- 2.1. Applies to all staff
- 2.2. Applies to Co-operatives

3. Exceptions

N/A

4. Definitions

- 4.1. **Landlord** - the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 4.2. **Tenant** - the person who has the right to occupy residential premises under a residential tenancy agreement.

5. Responsibilities

5.1. Chief Executive Officer (CEO)

- 5.1.1. Providing resources
- 5.1.2. Oversight of process

5.2. Manager

- 5.2.1. Staff competency
- 5.2.2. Monitoring

5.3. Quality Coordinator (QC)

- 5.3.1. Review the policy with relevant staff as per schedule or when required

6. Content

- 6.1. We will offer security of tenure and establish an honest and respectful relationship with our tenants/members.
- 6.2. For every new tenancy we will sign a written standard form Residential Tenancy Agreement that has been explained to the tenant before they take up occupation.
- 6.3. We will deal with the Premises Condition Report as required by the Residential Tenancies Act.
- 6.4. We will protect our tenants' right to a secure property by ensuring they are given a full working set of keys on the day they sign the agreement, and that

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no unauthorised person has keys to the property.

- 6.5. We will give tenants a copy of the Community Housing Rent Policy when they sign the agreement and explain how we calculate rent payments.
- 6.6. We will offer appropriate information about our Co-op so all our members/tenants can understand how we operate. We will provide the tenant/member with a Tenant handbook/Co-op induction kit
- 6.7. We will offer appropriate information, training, and support to all our members about the rights and responsibilities of landlords and tenants.

7. External References

- 7.1. Residential Tenancy Act NSW 2010
- 7.2. Community Housing Rent Policy NSW March 2012
- 7.3. National Regulatory System Community Housing (NRSCH) 2014
- 7.4. Anti-Discrimination Act 1977

8. Internal Associated Documents

- 8.1. Tenants Induction Kit
- 8.2. Pets Fact Sheet
- 8.3. C1.7 Rent and Rebate Policy and Procedure
- 8.4. Tenant Handbook
- 8.5. Code of conduct attached to tenancy agreement
- 8.6. Coop Rules

9. Forms

- 9.1. Residential Tenancies Agreement property condition report
- 9.2. Property file
- 9.3. Property Inspection Checklist
- 9.4. Tenancy Compliance Agreement
- 9.5. Offer of Housing

10. Procedure

10.1. Starting Tenancy

Steps	Task owner	When
1. Preparing the agreement and other documents a. Collect all necessary information from the applicant	Tenancy Committee or Co-op Development Officer	When offer of housing is accepted by the applicant

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<ul style="list-style-type: none"> b. Prepare all legal, administrative, tenant information (Tenant Induction Kit) and other support documents in advance of sign up. c. Include pet's policy and rent policy into additional terms of agreement d. Prepare condition report by inspecting property when it is ready for occupation. e. Require tenants to pay 2 weeks in advance and a bond payment. 		
<p>2. Signing the agreement</p> <ul style="list-style-type: none"> a. Provide tenants with the copy of the Residential Tenancies Agreement property condition report and renting guide booklet, a full set of keys, information about all charges (Tenant Induction Kit). 	<p>Tenancy Committee or Co-op Development Officer</p>	<p>At the time of sign up</p>
<p>3. Setting up the housing management records</p> <ul style="list-style-type: none"> a. Records are established and immediately entered property file. 	<p>Tenancy Committee or Co-op Development Officer</p>	<p>Immediately after new tenancy started.</p>
<p>4. When a Tenant moves in</p> <ul style="list-style-type: none"> a. Deal promptly with any repairs or maintenance needed. b. Arrange with tenant to visit them with c. 14 days to check whether they need any further information or help. 	<p>Tenancy Committee or Co-op Development Officer</p>	<p>When Tenant moves in</p>

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Name, Designation and Signature of Approver	Corine Addison, Operations Manager
Contact/Responsible Delegation	Co-op Development Manager
Date	February 2021
Date Committee/Board Approved	N/A
Date Staff Informed	
Upload to Website and Date	
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