

T 4.02 Starting a Tenancy Policy

1. Purpose

This policy explains how CENSW sets up new tenancies, making sure tenants have a safe home, a clear tenancy agreement, and information about their rights and responsibilities.

2. Scope

This policy applies to all new tenancies started by CENSW.

3. Policy

CENSW establishes all new tenancies in a fair, transparent and consistent way, providing tenants with clear information about their rights, responsibilities and the terms of their tenancy agreement. CENSW complies with all relevant legislation, including the *Residential Tenancies Act 2010 (NSW)* and program-specific requirements.

3.1 Signing a Tenancy Agreement

The tenancy process begins when an applicant accepts an offer of housing.

CENSW will arrange an appointment to sign the tenancy agreement and start their tenancy within one week of the offer being accepted. Applicants will be told what information to bring to the appointment.

At the sign-up appointment:

- CENSW will explain the rights and responsibilities under the tenancy agreement and provide the New Tenant Checklist (NSW Fair Trading) and CENSW tenancy information.
- The tenancy agreement will be signed, setting out the terms and conditions of the tenancy. The initial lease term is generally twelve months, after which the tenancy continues on a continuous (no fixed end date) basis unless ended in accordance with the *Residential Tenancies Act 2010 (NSW)*.
- Two printed copies or one digital copy of the Condition Report will be provided. This records the state of the property at the start of the tenancy. The report must be reviewed, comments added if required and returned within 7 days.
- Tenants must pay two weeks' rent in advance and a rental bond. Rent starts on the first day of the tenancy agreement.
- Where the agreement refers to "rent," this means the market rent for the property. Tenants paying a subsidised rent will receive a separate letter explaining how rent is assessed and reviewed (see the *Rent Charges Policy* for more details).

- The rental bond is lodged with the Rental Bond Board and returned at the end of the tenancy if there is no property damage and all rent has been paid.
- Tenants will also receive relevant contact details and fact sheets they may need during their tenancy.

After signing the tenancy agreement, tenants will be provided with a set of keys. Tenants are responsible for moving into the property and arranging connection of utilities such as electricity, gas, phone and internet.

4. Appeals

Tenants have the right to appeal decisions made under this policy. The CENSW Appeals Policy has more information on appeals.

5. Related Legislation, Documents and Policies

- Residential Tenancies Act 2010 (NSW)
- NSW Government Signing a Lease and Moving In
- Eligibility and Allocations Policy
- Appeals Policy

6. Variations

Name and Designation of Approver	Head, Co-operative Services
Contact/Responsible Delegation	Co-operative Services Team Manager
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