

PURPOSE:

This policy provides guidelines for the management of empty properties of the Landlord.

1. SCOPE

- 1.1. Applies to all staff
- 1.2. Applies to co-operatives

2. EXCEPTIONS:

NA

3. DEFINITIONS

- 3.1. **Landlord** -the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 3.2. **Co-op** - governance structure where residents become 'members' of the cooperative, and play an active part in running the organisation.
- 3.3. **Tenant** -the person who has the right to occupy residential premises under a residential tenancy agreement.

4. RESPONSIBILITIES

4.1. Chief Executive Officer (CEO)

- 4.1.1. Providing resources
- 4.1.2. Oversight of process etc

4.2. Manager

- 4.2.1. Staff competency
- 4.2.2. Monitoring

4.3. Board

4.4. Quality Coordinator (QC)

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

5. CONTENT

- 5.1. The Landlord will seek to maximise the use of available housing stock through the control of empty properties and maximise the collection of rent due.
- 5.2. The Landlord will continue to meet housing needs and maximise rent income by repairing and letting properties within strict time targets of 14 days where possible.

5.3. Managing Empty Properties:

- 5.3.1. The Landlord will aim to minimise rent losses arising from voids and bad debts.
- 5.3.2. The average time taken to re-let homes available for letting, excluding long term voids, should be no more than 2 weeks.
- 5.3.3. A long term void is defined as a property that needs substantial repair/upgrades to be carried out, for example a new kitchen and bathroom with other associated work, i.e. rewiring or window replacement.
- 5.3.4. All voids will be inspected by the Co-op's Maintenance Committee and if applicable CENSW.
- 5.3.5. Repair orders will be issued promptly to bring the property up to a rentable standard as agreed by the Co-op.
- 5.3.6. The outgoing tenant will be advised about damage and given the opportunity to rectify prior to moving out. Any cost of repairs caused by damage/waste will be recharged.
- 5.3.7. A photographic record of the property will be taken and retained on the tenancy file for future reference (whenever possible).

5.4. Monitoring. The Landlord will monitor on an annual basis (if applicable) the:

- 5.4.1. Number of void properties
- 5.4.2. Rent loss due to voids
- 5.4.3. Number of long term voids and reason
- 5.4.4. Average target times for renting
- 5.4.5. Cost of repairs per void property

This information will be discussed with Tenants/members through the general meeting.

5.5. Review. The Landlord will consult with Tenants/members annually to assess the effectiveness of this policy.

6. REFERENCES

- 6.1. Company Co-op Agreement (CCA).
- 6.2. National Regulatory System Community Housing (NRSCH) 2014

7. ASSOCIATED DOCUMENTS

- 7.1. C1.12 Ending a Tenancy Policy

8. FORMS

- 8.1 Abandoned Premises Checklist

9. PROCEDURE –

9.1. Vacant Maintenance Procedure

| Steps | Who is responsible | When |
|---|--|--|
| <p>a. Inspect the condition of the premises, preferably in conjunction with the departing tenant/member.</p> <p>b. If there is further cleaning needed or repair of tenant/member caused damage, request them to make this good and arrange another inspection.</p> <p>c. If the tenant has installed non-standard items ask them to remove them and make good any alteration to the premises. Sometimes, where a non-standard item adds to the value of the premises, or could be useful to a future tenant, the co-op may agree to let it remain if the tenant does not want to take it.</p> <p>d. If there is still cleaning or repair of tenant/member caused damage needed, it may also be possible to arrange with the tenant/member to make full payment to make good or an agreement to pay off the cost of damages or cleaning.</p> <p>e. After the final condition inspection assess what maintenance work is required.</p> <p>f. If the property requires major work that would normally be done as cyclical maintenance, e.g. recarpeting, repainting, then follow the normal procedures for organising cyclical maintenance.</p> <p>g. If the property only requires a few minor repairs before it can be relet, or if works can occur during the new tenancy, then organise repairs</p> | <p>Tenancy Committee or Field Officer</p> | <p>As soon as possible at the end of the tenancy and before the Bond is refunded.</p> |

| | | |
|--|--|--|
| <p>following the Responsive Maintenance Procedures</p> <p>h. If a tenant/member wishes to commence a tenancy with work still to be completed, advise them of the work still outstanding and of the process for having it completed.</p> | | |
|--|--|--|

9.2 Abandoned Premises Checklist

1. Have you reasonable grounds for believing the premises have been abandoned?

Yes ♦

No ♦

2. Is there a current tenancy for the property?

Yes ♦

If yes, the premises could be abandoned (see below)

No ♦

If no, the premises are not abandoned (could be relet)

Reasonable grounds include a number of the following:

- Services (electricity, gas, phone) disconnected
- Letterbox contains uncollected mail addressed to the tenant
- Neighbours report tenant moving out or have not seen them for some time
- Rent has not been paid for some time.

3. Have you documented your reasons for believing the property to be abandoned?

Yes

No

Record exactly what you did, and how you verified the premises were abandoned (You must be able to prove 'reasonable grounds' for taking possession).

4. Have you secured the premises?

Yes

No

Change the locks and have all external and window locks re-keyed alike where possible

Repair or board up any broken windows

5. Have you documented all costs associated with the abandonment, and applied for compensation at the Tribunal?

Yes

No

Rent \$ _____

Damage \$ _____

Cleaning \$ _____