

VINCENTCARE COMMUNITY HOUSING

Name: Renter Recharge (public facing policy)

Approved by: Policy Authorisation Committee

Date effective: March 2022

Due to be reviewed: March 2025

SECTION 1 – INTRODUCTION

PURPOSE

VincentCare Victoria operates a diverse range of accommodation and support services for people experiencing disadvantage, and is committed to applying an appropriate duty of care to all people in contact with VincentCare services. This includes protecting people's personal and cultural safety regardless of ability, cultural background, ethnicity, gender identity, sexual orientation or religion.

This policy relates to the identification, assessment and remedy of property damage caused by renters, other household members and visitors.

SCOPE

The Policy covers properties managed by VincentCare Community Housing (VCCH).

For the purpose of this policy the term 'renter' is inclusive of the term resident.

REVIEW CYCLE

This policy will be reviewed every three years. It will be modified or replaced whenever VincentCare becomes aware that this policy no longer complies with the requirements of the organisation.

SECTION 2 – POLICY

Damage may be:

- Deliberate damage - where damage is proven to be planned and intentional.
- Negligence - where damage is due to carelessness, misuse, recklessness or a failure to take reasonable steps to prevent damage from occurring.
- Accidental damage - where the cause of the damage is outside the reasonable control of the renter.

This policy excludes fair wear and tear at the property.

Rights and responsibilities:

- Renters will be informed that VCCH will act if they are found to be responsible for deliberate or negligent property damage.
- VCCH will ensure that all rented properties are provided and maintained in good repair and in a reasonably fit and suitable condition for occupation
- Property condition reports will be provided to renters at the beginning of their rental agreement in accordance with the RTA.

VCCH will consider any mitigating circumstances under which the renter cannot be reasonably held accountable for property damage (e.g. a family violence or health issue).

Where VCCH determines that renters are responsible for damages, actions may include:

- Recovery of costs
- Issue 'Breach of Duty' notice
- Eviction procedures through VCAT
- In the case of vacated renters, an application for compensation may be made

SECTION 3 – PROCEDURE

Any procedures established by VCCH in relation to renter recharge will be in compliance with this policy.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
VCAT	Victorian Civil and Administrative Tribunal
VCCH	VincentCare Community Housing
RTA	Residential Tenancies Act

SECTION 5 – GOVERNANCE

RELATED EXTERNAL REFERENCES

Name	Link
DHHS Tenancy Management Manual	http://www.dhhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/tenancy-management-manual
Housing and Support Partnership Agreement	http://www.nwhn.net.au/admin/file/content2/c7/Housing%20and%20Support%20Partnership%20Agreement%20Nov%202011.pdf

RESPONSIBILITY

Process Owner	EGM Client Services
Content Holder/s	State Manager Housing
Recommending body	Quality Committee
Endorsed by	Policy Authorisation Committee

CHANGE HISTORY

Version	Effective Date	Author	Change
V1	2008	St Vincent de Paul Community Housing	Rewritten to meet related external references.
V2	June 2016	Accommodation Services Manager	Revised and updated to incorporate all forms of housing within VincentCare
V3	October 2018	Manager Tenancy and Property	Diversity inclusion statement added. Job role titles updated to reflect housing portfolio structure.
V4	March 2022	Manager Tenancy and Property	Policy name change Revised and updated to reflect RTA changes made effective March 2021. Removal of detailed Procedures. Update of external references.