

TENANCY MANAGEMENT – EVICTIONS PROCEDURE

Name of Procedure: VCCH Tenancy Management – Evictions Procedure

Approval Authority: Group CEO

Date effective: 14 May 2026

Due to be reviewed: 14 May 2029

Accountable Officer: EGM Housing and Property Strategy

Responsible Officer: Head of Housing & Partnerships

Procedure applies to: VincentCare Community Housing

1. Purpose

- 1.1 The purpose of this Procedure is to establish VincentCare Community Housing’s and VincentCare Victoria (VCCH) approach to evictions.

2. Scope

- 2.1 This Procedure applies to VCCH.
- 2.2 This Procedure applies to all renters managed by VincentCare Community Housing. For the purpose of this Procedure, the term ‘renter’ is inclusive of the term ‘resident’.

3. Policy

- 3.1 Tenancy Management Policy

4. Procedures

- 4.1 In keeping with the principles outlined in its Tenancy Management Policy, VCCH will comply with the relevant provisions of the Residential Tenancies Act regarding ending tenancies, including evictions.
- 4.2 VCCH will end tenancies and undertake evictions in a manner that is lawful, equitable, fair and transparent.
- 4.3 VCCH is committed to ensuring evictions are a last resort and will only be explored after every other possible option has been exhausted.

GUIDING PRINCIPLES AND APPROACH

- 4.4 As articulated in the Tenancy Management Policy, VCCH applies the following principles in relation to evictions:
- a) VCCH shall:
 - i) end tenancies in a way that is lawful;

- ii) act as a residential renter provider in accordance with the Residential Tenancies Act (1997);
 - iii) uphold the rights of renters when ending tenancies; and
 - iv) end tenancies in a way that is equitable, fair and transparent.
- b) VCCH seeks to reduce the frequency of legal proceedings and minimise the likelihood of a return to homelessness for renters as a result of evictions.
 - c) Rent will remain payable until the day the property keys are returned to VCCH.
 - d) Any amount of rent in credit shall be repaid to the renter.

IMMEDIATE NOTICE TO VACATE

- 4.5 VCCH staff shall only pursue an Immediate Notice to Vacate under extreme and select circumstances, including:
- a) Significant incidents of deliberate and intentional damage by the renter or the renter's visitor;(incidents because of family violence are exempt)
 - b) The premises are totally or partially destroyed and unsafe, or unfit for living; or,
 - c) The renter's or their visitor's behaviour is putting others' safety in danger

NOTICE TO LEAVE

- 4.6 VCCH staff shall only issue a Notice to Leave to a rooming house resident under extreme and select circumstances, limited to when the resident or their visitor:
- a) Has committed a serious act of violence; or,
 - b) Are putting others' safety in danger.
- 4.7 VCCH staff may issue a Notice to Leave to ban a resident from a rooming house property for two business days.
- 4.8 The resident may return to the rooming house after two business days if VCCH does not apply to VCAT for a hearing

EVICTION

- 4.9 Eviction will only be used as a last resort when every other possible option has been exhausted.
- 4.10 VCCH staff shall maintain communication with the renter and their nominated support worker at each stage of the eviction process to inform them of progress and alternate options.
- 4.11 VCCH staff shall consider ceasing eviction proceedings if at any stage the renter demonstrates they are upholding their obligations under the Residential Tenancies Act as well as their commitment to sustaining a successful tenancy.

5. Legislative and Regulatory Obligations and Quality Alignment

- 5.1 This Procedure supports SVDPV's alignment with the following legislation or quality standards:
- a) [Residential Tenancies Act 1997](#)
 - b) [QIC Standards | QIP accreditation](#)

- c) [Rainbow Tick Standards - 3rd edition](#)