

WINTRINGHAM HOUSING RECHARGE POLICY

Purpose	To outline the manner in which debt incurred due to property damage, is managed, monitored and recovered by Wintringham Housing.
Policy Statement	<p>Wintringham Housing will be guided by the Residential Tenancies Act (RTA), which outlines the rights and responsibilities of the renter and the rental provider.</p> <p>As a rental provider, Wintringham Housing's principal motivation is to sustain resident tenancies. This can be achieved by recognising that a flexible service response may be required, in order to resolve debt.</p> <p>Wintringham Housing will reserve the right to apply repayment agreements to special circumstances, which will be assessed on a case-by-case basis.</p>
Commitment	<p>Wintringham Housing is committed to:</p> <ul style="list-style-type: none">making reasonable efforts to work with a resident and any relevant third parties, to ensure that eviction from a debt is an option of last resortallowing a resident to take steps to resolve their debt, prior to any implementation of formal processes, as provided under the RTA or other relevant legislation.
Scope	<p>This policy applies to all long-term rental properties owned or managed by Wintringham Housing.</p> <p>For debt recovery due to rental arrears, refer to TMM 1.22.</p>
Definitions	<p>Owned – properties owned by Wintringham Housing.</p> <p>Managed – properties managed on behalf of another owner of the property.</p> <p>Rental Provider – either owns or manages the property being rented out.</p> <p>Renter – a person renting a property, who is also known as a resident.</p> <p>RTA – Residential Tenancy Act.</p>
Responsibilities HHS Manager & Tenancy Manager	All deliberate renter damage will be referred to the HHS and Tenancy Manager to determine if the renter will be charged for the damage.

Tenancy Management Worker	Is responsible for coordinating the repairs and to seek recovery of maintenance costs.
Housing Support Worker	Will support the renter to source options on how to repay debts that are owed.
General Manager – Homelessness and Client Support Services	Can decide to wavier the debt due to hardship.

Procedure	<ol style="list-style-type: none"> 1. Prior to taking any action in relation to damage to the premises, Tenancy and Support will investigate and confirm the resident's responsibility for the damage. 2. If damages are related to family violence or the resident has a known mental health history that is impacting the tenancy, the matter will be referred to HHS Manager and Tenancy Manager for further advice. 3. A repayment agreement will be limited to and applied to special circumstances. Each circumstance will be assessed on a case by case basis. Examples of when a repayment agreement is agreed upon may include damages caused by residents or their visitors. The resident would need to enter into a Repayment Agreement (TMM Fm 1.23a). 4. If the resident agrees and has signed the Authorisation for Centrelink – Multiple Consent Form (L_M Fin Fm 4n), the Tenancy Management Worker will enter the amount agreed upon into Centrelink via Electronic Verification of Rent ("EVOR"). 5. The Tenancy Management Worker will show the split of the fortnightly payment received on Chintaro. 6. Finance will monitor the daily rental movements and advise the Tenancy Management Worker of any variations, cancellations or new rental payments. This is completed via the daily rent update spreadsheet. 7. The Tenancy Management Worker will make initial contact with the resident and find out the reason behind any variations/cancellations. If a resident has reduced or cancelled payments they will be requested to reinstate the correct amount. 8. If the resident does not agree to re-pay the debt, a time will be scheduled for the resident to meet with the Tenancy Management Worker and the Housing Support Worker to work at resolving the issue.
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9. If the resident does not dispute the debt, the Tenancy Management Worker will ensure that the resident agrees to reinstate the Repayment Agreement.
 10. If the matter cannot be resolved, the Tenancy Management Worker will refer the issue to the Housing Support Worker, who in turn will explore all other options regarding debt repayment.

If after attempts by both the Tenancy Management Worker and Support Worker do not yield a debt recovery resolution, the matter will be referred to the HHS Manager and Tenancy Manager. The Managers may direct formal proceedings to recover the debt.

11. In the event of hardship, the debt may be waived. This decision is made by the General Manager – Homelessness and Client Support Services or delegate.

Related Documents

	Residential Tenancies Act (1997) 'Renting a home – a Guide for Tenants' Handbook
TMM 1.22	Wintringham Housing – Rental Arrears
TMM Fm 1.23a	Wintringham Housing - Repayment Agreement (non-rent)
L_M Fin Fm 4n	Authorisation for Centrelink – Multiple Consent Form

Authorisation

This policy has been authorised by General Manager Homelessness and Client Support Services on Oct / 2021.

Review Date

Oct / 2024

