

# Moving into Independent Properties

It is essential that the Organisation meets all its responsibilities in terms of a new tenancy, and that information provided to new resident/tenant/s is clear. This policy and procedure has been developed to protect the resident/tenant/s and the Organisation.

The policy assists the Organisation to ensure that:

- The legal obligations of a tenancy are met.
- The new tenant is informed adequately.
- That all costs are met and clearly understood.

## 1. Entry costs

- a). All costs are to be paid prior to moving in.
- b). Total household income is assessed for each property as per the appropriate jurisdictional policy and legislation.
- c). As per the appropriate jurisdictional policy and legislation market rent will not be exceeded.
- d). The bond is equivalent to four (4) weeks rent and is to be paid prior to the commencement of a tenancy or at the date of the sign up. The bond will be forwarded to the Rental Bond Board post commencement of the tenancy.
- e). Where bond cannot be obtained prior to the commencement of a tenancy or at the date of the sign up, the CEO can approve a payment plan.
- f). Two (2) weeks advanced rent is to be paid prior to the commencement of a tenancy and calculated at:
  - 25% of total household income (no utilities provided).
  - 30% of total household income (utilities are provided).
- g). Additional charges may be required for services with a separate agreement and this is not calculated as rent eg WiFi, food, lawn and yard maintenance, cleaning, and other essential items (ie in foyer properties).

## 2. Method of payment

The method of payment will be at the discretion of the tenant. Southern Youth and Family Services will accept payment by the following methods:

- Direct deposit.
- Centrepay deductions.
- Cash payments to the main registered office and a receipt will be issued.

## 3. Administration matters

- If the resident/tenant is not proficient in English, staff should organise the attendance of an interpreter to assist with the moving in process. If attendance is not possible, a telephone interpreting service may be used.
- Information must be provided to the tenant regarding their rights and obligations in regard to their tenancy, the agreement/lease and other relevant matters. Information on where they can obtain independent advice will also be provided.
- The lease and bond are to be completed by worker and the resident/tenant/s, and filed.
- The property is to be inspected by the new resident/tenant/s and the worker. The condition

and inventory reports are to be completed, copied and filed.

- Keys are to be given to the new resident/tenant/s. Safety and security procedures will be discussed.
- The worker is to ensure the resident/tenant/s has sufficient food and cleaning goods. The worker may need to assist the resident/tenant/s to obtain these items until his/her next income arrives.
- The worker is to assist to orientate resident/tenant/s to local services (for example, for income, education, health, transport and shops).
- The support worker is to inform the resident/tenant/s and other resident/tenant/s of the tenancy meeting date to introduce the new resident/tenant/s, and of future meetings, their role where appropriate.
- The worker is to follow up that the resident/tenant/s has changed the necessary documents in regard to their change of address (for example, in regard to their transport card, concession card, income, medical, housing and accounts).