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

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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).

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