Moving Out Procedure: Independent Accommodation Services

This policy is developed to ensure all the obligations and responsibilities of resident/tenant/s are met when properties are vacated.

These obligations and responsibilities include the payment of any monies owing, the condition of the property on vacating, and all the legal obligations are met in accordance with the tenancy agreement.

1. Consultation, agreement to case closure

During all support periods staff and clients would be discussing and consulting on progress, needs, developments, tasks and plans. In most cases it is during this casework process that agreement would be reached as to the appropriate time and ways to complete the support period.

There will be some cases as determined by the policy called '*Premature Withdrawal of Support or Eviction'* where agreement may not be reached but where case closure occurs. However, it is the aim of the Organisation to attempt to involve the client in all decisions and to meet their needs as much as the Organisation can, including the arrangements for case closure wherever this is possible.

The following procedures should be followed when support services to a client are withdrawn or when agreement is reached to close the case.

2. Information and referral

Staff should:

- Reach agreement with the client about the appropriate timing and arrangements for case closure.
- Where agreement is not reached, ensure that the client is clearly informed about the reasons why support or accommodation is being withdrawn.
- Where required, inform the client of alternative services that meet their needs and where appropriate, assist by referring the client to other services.
- Where appropriate, clarify arrangements for follow-up as agreed with the client.

3 Moving out procedure

- The resident/tenant/s is to give two (2) two weeks notice in writing or verbally. Verbal notice is to be recorded in their file and a letter sent by the worker confirming the date of departure immediately following the verbal notice.
- When notice to move out is confirmed, the worker and the resident/tenant/s are to conduct a preliminary inventory and inspect condition of the property, to identify what needs to occur during the notice period.
- A worker is to check the inventory for items that have been broken or are missing. Items are to be paid for or replaced by the resident/tenant/s prior to departure.
- Any property damage is to be quoted for repair costs and paid for by the resident/tenant/s

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prior to departure, or the bond will be claimed against these costs.

- The property is to be completely cleaned by the resident/tenant/s and thoroughly inspected by a worker on the day of departure. The worker should offer to assist with this if the resident/tenant/s finds they need extra assistance.
- Keys are to be returned to a worker on the day of departure.
- The resident/tenant/s are to be responsible for moving all their possessions by the date of departure. Any items remaining will be removed from the property within two (2) days and disposed of in accordance with the lease.
- A worker is to seek to obtain a contact address to forward mail, to follow-up in regard to the bond reimbursement, and to follow up any conditions not met by the resident/tenant prior to their departure.
- Any cleaning costs necessary are to be claimed from the bond.

4. Rental Bond

a). The bond is to be refunded from the Rental Bond Board if all the above conditions are met and all outstanding bills and costs are paid.

b). Items to be claimed will include damage, replacement of goods, unpaid rent and other financial contribution costs, unpaid bills, cleaning, key cutting costs and so on.

c). In order to receive the bond back:
   - The resident/tenant/s is to follow the procedure above. A worker is to check that this is done.
   - The resident/tenant/s and a worker are to sign the refund of bond papers.

d). The cost of any outstanding repairs to the property or replacement of goods is to be claimed out of the bond money. This does include the cost of cleaning if the accommodation is left in an unsatisfactory condition.

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