

ENDING A TENANCY PROCEDURE (TENANT INITIATED)

Procedure number	PPOL008P	Version	v1.0
Drafted by	Program Development Coordinator	Approved by Board on	25 October 2017
Responsible Person	Program Director	Scheduled Review Date	25 October 2019

1. RESPONSIBILITIES

1.1 Landlords are responsible for following these procedures.

2. PROCEDURES

- 2.1 When a tenant verbally advises that they wish to vacate the property, the landlord must request written confirmation of this intention.
- 2.2 On receipt of written notice from the tenant advising that they wish to vacate, the landlord confirms that rent will be charged for the minimum 28 day period, agrees the final date of the occupancy and arranges a time for a pre-vacate inspection. A 14 day written notice period is only allowed under special considerations of section 237 of the RTA.
- 2.3 Where the tenant is a Co-op member, Co-ops must consider implications for the membership if any.
- 2.4 The landlord confirms with the tenant the rent payments due up until the last day of the occupancy, monitors payments received and takes appropriate action in the event that the rent is not paid.
- 2.5 The landlord conducts a property inspection prior to the tenant vacating and advises the tenant of any repairs or cleaning work that the tenant must complete on the property prior to vacating.
- 2.6 The landlord negotiates a date, time and manner for the return of all keys to the property. In the event that keys need to be posted, they must be mailed via registered post.
- 2.7 Once the property has been vacated, the landlord undertakes a condition inspection and generates a condition report.
- 2.8 If the tenant is liable for any costs (taking into account the original condition of the property and any fair wear and tear), the landlord will seek repayment. If the tenant is unwilling to pay these costs, the landlord should seek compensation from the tenant via VCAT.

2. RELATED DOCUMENTS

- 2.1. [Performance Standards for Registered Housing Agencies.](#)

- 2.2. [Residential Tenancies Act 1997.](#)
- 2.3. Ending a Tenancy (Tenant Initiated) Program Policy.
- 2.4. Ending a Membership Best Practice Guide (to be developed).
- 2.5. Co-op Act

3. MANAGING DIRECTOR AUTHORISATION

Approved by	Stephen Nash	Date of approval	25/10/2017
		
Position	Managing Director		