

## ESTABLISHING A TENANCY PROCEDURE

Procedure number	PPOL007P	Version	v1.0
Drafted by	Program Development Manager	Approved by Board on	22 February 2017
Responsible Person	Program Director	Scheduled Review Date	22 February 2019

### 1. RESPONSIBILITIES

- 1.1 Landlords are responsible for following these procedures.

### 2. PROCEDURES

- 2.1 Prior to signing up a new tenancy, landlords must ensure the prospective tenant has been made a member of the co-op, unless specific permission is obtained from CEHL.
- 2.2 Prior to the sign up date for a new tenancy, the landlord should:
- a. ensure eligibility has been confirmed by CEHL and initial rent assessment provided to prospective tenant
  - b. prepare a Tenancy Agreement – a periodic agreement unless otherwise advised by CEHL
  - c. ensure prospective tenant has been provided with instructions on how to pay their first week / fortnight rent and advised to bring the receipt of payment to sign up
  - d. ensure the property is in reasonably clean and tidy condition and safe for habitation
  - e. check that all keys and locks are in working order
  - f. undertake a Condition Report as close as possible to sign up date.
- 2.3 On the day of the sign up for a new tenancy, the landlord should:
- a. request a copy of the rent payment receipt from the new tenant
  - b. review and sign a Tenancy Agreement (two copies – one for tenant and one for landlord)
  - c. provide the tenant with a copy of the Rent Assessment Notice
  - d. provide the tenant with a copy of the Consumer Affairs Victoria booklet – Renting a Home
  - e. provide Centrepay information, Direct Debit or a pay-in book (with Agent Number) to the tenant, if not already done so
  - f. provide keys to all exterior doors and to windows (if applicable), retaining one copy of one exterior door and associated security door for the co-op

- g. provide the tenant with the Condition Report and request that they sign and return it, along with any attachments, within five working days, retaining the Tenant's Copy
  - h. provide the tenant with a New Member Kit (available from CEHL)
  - i. provide the tenant with a list of emergency contacts, including utility providers and tradespeople (if applicable)
  - j. provide the tenant with a supply of Maintenance Request Forms
  - k. obtain written consent from the tenant allowing the co-op to release information in routine situations (e.g. name and phone number to tradespeople) and next-of-kin information in cases of emergency (model form attached).
- 2.4 Following the sign up of a new tenancy, the landlord should:
- a. notify CEHL of the new tenancy and its start date
  - b. ensure new tenancy records are entered into the landlord's recording systems (rent account, file copy of lease and consent to exchange information)
  - c. notify the water authority of the new tenancy
  - d. ensure the tenant returns a signed copy of the Condition Report within five working days.

### **3. RELATED DOCUMENTS**

- 3.1. Establishing a Tenancy Program Policy.
- 3.2. Member Selection Policy Program Policy.
- 3.3. Co-op Rules.

### **4. AUTHORISATION**

Approved by	CEHL Board .....	Date of approval	22 / 02 / 2017
Position	CEHL Chair		Karren Walker
Position	Manager		Nicola Foxworthy