

ENDING A TENANCY PROCEDURE (RENTER INITIATED)

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| Procedure number | PPOL008P | Version | v2.0 |
| Drafted by | Program Development Coordinator | Approved by Board on | 11 December 2019 |
| Responsible Person | Program Director | Scheduled review date | 11 December 2024 |

1. RESPONSIBILITIES

1.1 Rental Providers (Landlords) are responsible for following these procedures.

2. PROCEDURES

- 2.1 When a renter (tenant) verbally advises that they wish to vacate the property, the rental provider must request written confirmation of this intention.
- 2.2 On receipt of written notice from the renter advising that they wish to vacate, the rental provider 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 91ZB of the RTA, and where a renter is transferring to another co-op.
- 2.3 Where the renter is a Co-op member, Co-ops must consider implications for the membership if any.
- 2.4 The rental provider confirms with the renter 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 rental provider conducts a property inspection prior to the renter vacating and advises the renter of any repairs or cleaning work that the renter must complete on the property prior to vacating.
- 2.6 The rental provider 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 rental provider undertakes a condition inspection and generates a condition report.
- 2.8 The rental provider will ensure that prior to the ending of the tenancy any outstanding debts and/or damages owed by the renter must be formalised and recorded by the rental provider.

- 2.9 If the renter is liable for any costs (taking into account the original condition of the property and any fair wear and tear), the rental provider will seek repayment. If the renter is unwilling to pay these costs, the rental provider should seek compensation from the renter via VCAT.

2. RELATED DOCUMENTS

- 2.1. Performance Standards for Registered Housing Agencies.
- 2.2. Residential Tenancies Act 1997.
- 2.3. Ending a Tenancy (Renter Initiated) Program Policy.
- 2.4. Ending a Membership Best Practice Guide (to be developed).
- 2.5. Co-op Act

3. MANAGING DIRECTOR AUTHORISATION

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| Approved by | Stephen Nash | Date of approval | 11/12/2019 |
| Position | Managing Director | | |