

## ESTABLISHING A TENANCY PROCEDURE

Procedure number	PPOL007P	Version	v2.0
Drafted by	Program Development Manager	Approved by Board on	29 September 2020
Responsible Person	Program Director	Scheduled review date	29 September 2025

### 1. RESPONSIBILITIES

- 1.1 Residential rental providers (landlords) are responsible for following these procedures.

### 2. PROCEDURES

- 2.1 Prior to signing up a new Residential Rental Agreement (Tenancy Agreement), rental providers must ensure the prospective renter (tenant) has been made a member of the co-op, unless specific permission is obtained from CEHL.
- 2.2 Prior to making an offer of tenancy, rental providers will ensure that any outstanding Program debts, owed by the new renter, are addressed prior to the establishment of any new tenancy.
- 2.3 Prior to the sign-up date for a new tenancy, the rental provider should:
  - a. ensure eligibility has been confirmed by CEHL and initial rent assessment provided to prospective renter
  - b. prepare a Residential Rental Agreement – a periodic agreement unless otherwise advised by CEHL
  - c. Ensure the prospective renter 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 a reasonably clean and tidy condition and compliant with the minimum housing standards set out in the RTA, including a check that all keys and locks are in working order
  - e. undertake a Condition Report as close as possible to the sign-up date.
  - f. complete the property disclosure declaration and provide a copy to CEHL and the renter.
- 2.4 On the day of the sign up for a new tenancy, the rental provider should:
  - a. request a copy of the rent payment receipt from the new renter
  - b. review and sign a Residential Rental Agreement (two copies – one for the renter and one for the rental provider)
  - c. provide the renter with a copy of the Rent Assessment Notice
  - d. provide the renter 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 renter, 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 renter with the two copies of the signed Condition Report and request that they sign and return it, along with any attachments, within five business days, retaining the renter's copy
  - h. provide the renter with a New Member Kit (available from CEHL)
  - i. provide the renter with a list of emergency contacts, including utility providers and tradespeople (if applicable)
  - j. provide the renter with a supply of Maintenance Request Forms
  - k. obtain written consent from the renter 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).
- 2.5 Following the sign up of a new tenancy, the rental provider should:
- a. notify CEHL of the new tenancy and its start date
  - b. ensure new tenancy records are entered into the rental provider's recording systems (rent account, file copy of Residential Rental Agreement and consent to exchange information)
  - c. notify the water authority of the new tenancy
  - d. ensure the renter returns a signed copy of the Condition Report within five business 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	29 / 09 /2020
Position	CEHL Managing Director	Stephen Nash	