



TENANT RECHARGE POLICY

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1. PURPOSE

This policy establishes the guidance for how SPCHG may seek to pursue claims against SPCHG tenants for the recovery of costs due to property damage or maintenance-related charges.

2. SCOPE

This policy applies to tenants, visitors and former tenants of SPCHG.

3. PRINCIPLES

When dealing with matters relating to claims against tenants, SPCHG will uphold:

- Fair and consistent processes
- Timely and clear communication
- Support for marginalised people to maintain their tenancies
- The rights and responsibilities of tenants and landlords as outlined under the *Residential Tenancies Act 1997*
- Compliance with relevant Privacy standards and legislation

4. POLICY GUIDELINES

4.1. TENANT RESPONSIBILITIES

SPCHG has expectations tenants will:

- Understand and abide by the terms and conditions of their Tenancy Agreement under the *Residential Tenancies Act 1997*
- Take reasonable care to avoid damaging property and utilities
- Notify SPCHG immediately if property has been damaged
- Return keys to the organisation at the end of a tenancy.

4.2. SPCHG PROCEDURES

SPCHG will seek to recover costs to repairs and maintenance as a result of malicious damage or neglect by tenants, visitors or other household members.

SPCHG will not seek to recover charges for fair wear and tear which occurs as a result of the normal occupancy over the life of a tenancy.



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SPCHG will not seek to recover costs for damage that occurs as a result of family violence, mental illness or third-party criminal damage.

SPCHG will use reasonable approaches to determination of the estimated costs of repair or replacement of damage to a property.

If a tenant disputes the amount of the charge or denies responsibility for the charge, SPCHG will inform the tenant of their rights and process, including to bring the matter before the VCAT for review.

A repayment plan may be established, signed by both parties.