

1.0 End of Tenancy Policy

2.0 Identification Grid

Date first approved: 20/5/2015	Date of effect: 30/04/2019
Date last amended: 30/4/2019	Date of Next Review: 30/4/2021
Policy Owner: GM Keeping Housing	Portfolio: Keeping Housing
Content Owner (Author): GM Keeping Housing	

3.0 Purpose

The purpose of this policy is to describe when Launch Housing will end a tenancy in accordance with the *Residential Tenancies Act 1997* (RTA) and in a manner which minimises any adverse impact on the parties involved.

4.0 Definitions

DHHS	Department of Health and Human Services
RTA	Residential Tenancies Act 1997
VCAT	Victorian Civil and Administrative Tribunal
Compliance Order	Procedure where certain "duty provisions" of the RTA have been breached

5.0 Policy Details

5.1 Scope

This policy applies to all housing owned or managed by Launch Housing.

5.2 Policy Principles

- 5.2.1 Launch Housing offers security of tenure and will take active steps to maintain tenancies whenever possible.
- 5.2.2 Ending a tenancy is a legal process and all actions, administrative tasks, associated record keeping will be thorough and will be undertaken in accordance with the legislative requirements of the RTA.
- 5.2.3 Launch Housing will facilitate natural justice for tenants (access to information, access to reasons for decisions, access to review of decisions, and privacy).
- 5.2.4 Evictions will only occur when all avenues to resolve a problem are exhausted; or when a serious breach of the Tenancy Agreement has occurred that is identified under the RTA as warranting an immediate notice to vacate.
- 5.2.5 Launch Housing will provide the tenant with:
- The opportunity to redress the situation.
 - A right of reply to any allegation or situation.
 - A Complaints process.
- 5.2.6 Launch Housing will ensure the tenant has been offered a referral to a support agency or an independent advocate.

- 5.2.7 Launch Housing, with the consent of the tenant, will inform the support agency in writing of the circumstances and the action being taken by Launch Housing.
- 5.2.8 When an acceptable agreement or Compliance Order can be reached with a tenant to resolve any tenancy issues, Launch Housing will seek to maintain the tenancy. However, regardless of whether a tenant is willing to make an agreement, Launch Housing will seek to terminate the tenancy in cases:
- Of repeated unresolved breaches of the tenancy agreement; or
 - Where violence to other people or continuing damage to property is an expected outcome of continuing the tenancy.
- 5.2.9 If an eviction has been authorised, Launch Housing works with the support agency staff to develop exit strategies for a tenant who is leaving a Launch Housing property.

5.3 Abandoned Goods

- 5.3.1 If at the end of a tenancy, goods belonging to the ex-tenant have been left behind, Launch Housing is obliged to store the goods for a period of 28 days. If at the end of 28 days, the goods have not been claimed, they can be disposed of in whatever way seems appropriate.
- 5.3.2 If there are abandoned goods in the property of a monetary value, the Office of Consumer Affairs will be contacted and a time arranged for an inspector to assess the value of the goods. The goods are not removed until the Office of Consumer Affairs has completed its assessment and the written report has been received.

6.0 Responsibilities

General Manager Keeping Housing & General Manager Housing Supply	<ul style="list-style-type: none"> • Ensure the policy is updated as per the regular policy review cycle of if there are changes to the compliance environment.
Tenancy Manager	<ul style="list-style-type: none"> • Responsible for the application and adherence to this policy.
Co-ordinator	<ul style="list-style-type: none"> • Implementation of this policy and monitor staff adherence to the policy.

7.0 Relevant Legislation & External Documents

- DHHS guidelines
- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997
- Victorian Civil and Administrative Appeals Tribunal
- Charter of Human Rights and Responsibility Act 2006 (Vic)
- Performance against Performance Standards for Registered Housing Agencies

8.0 Supporting Documents & Implementation Tools

- Launch Housing Rent Policy
- Launch Housing Rental Arrears Policy
- Launch Housing Hardship Policy
- Launch Housing Tenant / Client Complaints and Appeals Policy