

Renter Charges Policy



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1. Purpose

This policy outlines which costs will be transferred to the renter and recouped by WHL during a tenancy. WHL will pass on renter charges where they are the sole responsibility of the renter and have been directed to WHL for payment.

2. Types of charges

The following types of charges may be passed on to renters if incurred by WHL:

- Utilities costs that are the renter's responsibility
- Repairs for damage that has been deemed the renter's responsibility (see Renter Damage Policy)
- Council or Body Corporate fines that are attributable to the renter's acts or omissions
- Rectification of modifications to properties

This list is not exhaustive and there may be other scenarios where a renter is liable for costs.

3. Identifying and recouping charges

3.1 Communication

Tenancy Officers will ensure that renters are aware of their responsibility to transfer accounts for utilities to their name at the start of the tenancy.

Tenancy Officers will ensure renters are aware of their responsibility regarding cost of repairs as detailed in the Renter Damage Policy and Building Modification Policy

3.2 Documentation

Where a renter has incurred a cost that has been directed to WHL for payment, WHL will notify the renter in writing and provide copies of all relevant documentation. This may include invoices, utilities payment notices, fines, or other documents. The charge will be added to the renter's account.

3.3 Repayment of charges

Renters are required to pay the full amount of the charge within 30 days or arrange a repayment agreement with their Tenancy Officer. A repayment agreement may result in paying back the charge in smaller increments alongside rental payments. This will only be approved at the discretion of the

Tenancy Services Manager. The repayment amount must nonetheless be repaid within a 12-month period.

Where the renter fails to repay the charge or enter into a repayment agreement, the Tenancy Officer will commence action at VCAT to recover the costs of the charge. Tenancy Officers will keep renters informed of this process as it progresses. WHL will abide by the Residential Tenancies Act 1997 (Vic) throughout this process.

4. Complaints and appeals

Renters who wish to submit a complaint or appeal a decision by WHL can submit the Complaints and Appeals Form to their Tenancy Officer. This form can be found on WHL's website or renters can contact their Tenancy Officer to access a copy. See the Complaints and Appeals Policy for more information.

5. Related documents

- Renter Damage Policy
- Building Modification Policy
- Complaints and Appeals Policy
- Privacy and Confidentiality Policy

6. Relevant legislation

- Residential Tenancies Act 1997 (Vic)