

Bond Management Policy



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Version:	6
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Issue date:	21 May 2024
Review date:	21 May 2026

1. Purpose

This policy outlines how Women's Housing Ltd (WHL) collect, lodge and manage bonds paid by renters in community housing.

2. Scope

This policy applies to all community housing properties. It does not apply to Transitional Housing properties or Rooming House properties.

3. Responsibilities

3.1 Tenancy Services Manager

- To be aware of this policy, review the accurate implementation of the policy and ensure that Tenancy Officers are trained to handle bonds.

3.2 Tenancy Officers

- To be aware of this policy, to understand how to lodge and receive bonds and to claim bonds at the end of a tenancy if required
- To maintain detailed file notes
- To abide by mandatory timelines in lodging bonds

4. Bond charge

WHL require a bond that amounts to 4 weeks' rent which is required to be paid prior to sign up. Information about how to pay the bond will be communicated to rental applicants during the application process. Renters should carefully check the details of the bank account provided, as this differs from the general rent account.

5. Lodging bonds

WHL must lodge all bonds with the Residential Tenancies Bond Authority (RTBA) within 10 business days of receipt. The bond will be transferred to the RTBA for the duration of the tenancy and confirmation will be sent to the renter via email that this has occurred. If a renter does not have an email address, a paper form can be utilised to lodge the bond.

6. Bond receipt

Once the bond has been successfully lodged with the RTBA, the renter will be sent a link via email to complete the lodgement. Renters must confirm the details are correct and accept the lodgement.

Tenancy Officers will make a note of the bond receipt number on the renter's file for future reference, as this can be used to check the status of the bond during the tenancy.

7. Director of Housing bond loans

If a renter is utilising a DoH bond loan voucher, this should be provided to WHL as early as possible. A copy of this voucher will remain on the renter's file for future reference.

8. End of tenancy

If the property has been returned in good condition, with no damage (excluding fair wear and tear), WHL must commence the refund process within 10 business days.

WHL may seek to claim the whole or part of the bond. Reasons that the bond might be claimed include:

- Goods left behind that must be disposed of (see *Goods Left Behind Policy*)
- Damage to the premises (see *Renter Damage Policy*)
- Unpaid rent owing
- Property is not reasonably clean or in the same condition as the start of the tenancy

WHL must commence a bond claim within 10 business days of the rental agreement ending. Renters may also initiate their own claim, providing WHL with 14 days to apply to the Victorian Civil and Administrative Tribunal (VCAT) to contest the claim. If this occurs, a VCAT hearing will determine how the bond will be handled based on the evidence provided.

9. Relevant legislation

- Residential Tenancies Act 1997 (Vic)

10. Related documents

- Bond Lodgement Form
- Condition Report
- Residential Rental Agreement
- Renter Damage Policy
- Goods Left Behind Policy