

Renter Recharge Policy

May 2021



Document Information

Title: Renter Recharge Policy
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Version: 2
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Issue date: 17 May 2021
Review date: 17 May 2023

Revision History

Issue date	Version	Revision description
May 2019	1	New policy
May 2021	2	Revised in line with new RTA

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1. Purpose

Renter recharge relates to the recouping by Women's Housing Ltd (WHL) of costs and charges which have been directed to WHL as a result of renter incurred costs and charges which are solely the responsibility of the renter.

2. Policy

WHL will ensure that all costs and charges which are solely the responsibility of the renter and have been directed to WHL for payment are recouped by WHL from the renter responsible for the charge or cost.

3. Description

3.1 Objectives

The objective of this policy is to ensure that all cost or charges which are the responsibility of the renter are paid by the renter and not borne by WHL.

Generally these costs are associated with use of utilities by the renter when occupying a property without changing the utility account from WHL to the renter, or where it has been determined that repairs or services to a WHL building are the responsibility solely of the renter. (Renter Related Damage Policy)

3.2 Statements

- Housing staff will ensure that all renters are made aware of their responsibility to transfer accounts for utilities to their name at the start of the tenancy.
- Housing staff will ensure that renters are made aware of their responsibility in regard to costs for repairs and services as detailed in the Renter Related Damage Policy and the Building Modification Policy.
- Where a renter has incurred a cost which has been directed to WHL for payment. WHL will notify the renter in writing and provide all relevant documentation including copies of the invoice and require payment in full of the outstanding amount within thirty days from the date of the notice. The sum of the outstanding cost will be recorded in the renter file against the renter as a debt to WHL.
- Where the renter is not able to pay the outstanding amount in full within the thirty days, WHL may at the discretion of the Operations Manager make an agreement for the renter to repay the outstanding cost in instalments. Irrespective of the agreement to repay the outstanding cost in increments all outstanding costs must be repaid within a period of twelve months from the date that the agreement was established.

4. Resources

- Chintaro renter notes
- Property condition report
- WHL accounts
- WHL renter sign up pack
- WHL Property condition data base

5. Relevant Documents

- Building Code of Australia
- WHL Renter related Damage Policy
- WHL Building Modification Policy