

Bond Management Policy

June 2021



Document Information

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Revision History

Issue date	Version	Revision description
January 2020	1	Created for website
June 2021	2	Updated to reflect changes to the RTA 2021

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1. Purpose

The purpose of the Bond Management Policy is to provide guidance to renters and WHL staff when dealing with matters relating to bonds.

2. Policy

Bonds are charged on all community housing properties. Bonds are not charged on properties managed under the Rooming House and Transitional Housing Programs.

3. Scope

The policy applies to renters of all community housing and to WHL staff.

4. Bond Charge

The Bond equates to 4 weeks rental.

5. Lodgement of Bonds

- All bonds must be lodged within 10 business days of receipt to the RTBA.
- The renter must pay the Bond into the bank account provided in the letter of offer.
- The bond will be lodged on the RTBA website.
- The renter must have a current email address for the bond process.

6. Bond receipt and bond receipt/ID number

When the RTBA receives the Bond Lodgement, it will send an email to the renter to complete the lodgement.

WHL will note the bond receipt/ID number.

7. Director of Housing Bonds

Renters will be provided with an OoH bond lodgement receipt.

8. End of Tenancy

At the end of the tenancy, the renter will be provided with full refund of the bond immediately unless there is a dispute regarding the condition of property or unpaid rent. Both the renter and the Tenancy Officer will sign the Bond Form.

If there is a dispute, this matter will be taken to VCAT for a decision. A dispute will occur if there is:

- Unpaid rental; and/or
- Property has been damaged or left in an unacceptable condition. All properties should be left in the same condition as they were provided, subject to fair wear and tear.

9. Responsibilities

9.1 Board

- To be aware of this policy.

9.2 Chief Executive Officer

- To be aware of this policy.

9.3 Operations Manager

- To oversee implementation of this policy.

9.4 Tenancy Services Manager

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

9.5 Tenancy Officers, Other Staff, Students, Volunteers and Contractors

- To be aware of this policy, to understand how to lodge and retrieve a bond upon completion of tenancy.
- Maintain detailed notes on CHINTARO relating to bond management.
- Ensure that all mandatory timelines are maintained in the lodgment and finalisation of bonds.

10. Relevant Legislation

- Residential Tenancies Act 1997
- Residential Tenancies Regulations 2021

11. Relevant Documents

- Bond Lodgment form
- Condition Report
- Residential Rental Agreement