

Gardening Procedure

Community Housing Properties

WHL are responsible for the maintenance of nature strips or common area gardens. Tradespersons will attend the property on a regular basis to maintain upkeep of these areas. Renters are responsible for maintaining any gardens at the front or rear of their premises.

Renters must ensure gardens are kept in a reasonably clean state. If renters wish to make modifications to their garden at their own cost, a Modification Application Form must be submitted. No substantial changes can be made without consent. At the end of the rental agreement, gardens must be in a reasonably clean condition. They should be free from serious damage, rubbish and any goods left behind. Failure to do so will result in a bond claim to cover the costs of cleaning the gardens.

Rooming House Properties

WHL are responsible for the maintenance of all gardens at Rooming House properties. Residents with interests in gardening are encouraged to contact Tenancy Officers for information about being involved in gardening activities.

If residents have any concerns about the gardens, including about overhanging trees, they must alert the relevant Asset Officer.

THM Housing Properties

WHL are responsible for the maintenance of gardens at THM properties. At the time of sign-up, the Tenancy Officer will advise the renter that a contracted gardener will attend the property periodically to maintain the garden. At sign up, Tenancy Officers will advise new renters that their first name and contact number will be provided to the gardening contractor. The gardening contractor will send an SMS to renters to confirm a date and time to attend the property and perform the job. This will occur approximately once per month.

It is the renter's responsibility to facilitate access so this can occur. Renters must ensure that lawns are free of animal waste and personal belongings at the time of the scheduled visit. Failure to do this means the tradesperson will not be able to complete the work. If this occurs, the Tenancy Officer will issue the renter a Breach Notice under s 63 of the Residential Tenancies Act 1997 (Vic) ("RTA").

WHL understand that many renters may have experienced family violence and therefore gates must be secured. In such cases, tradespersons will send an SMS to renters prior to attending the property so that renters can ensure the rear yards are accessible.

Renters' queries or concerns about gardening can be directed to the relevant Asset Officer.