

# Tenant Recharge Policy

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## Document Information

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## Revision History

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## **1. Purpose**

Tenant 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 tenant incurred costs and charges which are solely the responsibility of the tenant.

## **2. Policy**

WHL will ensure that all costs and charges which are solely the responsibility of the tenant and have been directed to WHL for payment are recouped by WHL from the tenant 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 tenant are paid by the tenant and not borne by WHL.

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

### **3.2 Statements**

- Housing staff will ensure that all tenants 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 tenants are made aware of their responsibility in regard to costs for repairs and services as detailed in the Tenant Related Damage Policy and the Building Modification Policy.
- Where a tenant has incurred a cost which has been directed to WHL for payment. WHL will notify the tenant 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 tenant file against the tenant as a debt to WHL.
- Where the tenant 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 tenant 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 tenant notes
- Property condition report
- WHL accounts
- WHL tenant sign up pack
- WHL Property condition data base

## **5. Relevant Documents**

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