

1.0 Launch Housing End of Tenancy Policy

2.0 Identification Grid

Date first approved: 20/5/2015	Date of effect: 29 March 2021
Date last amended: 29 March 2021	Date of Next Review: 29 March 2023
Policy Owner: GM Keeping Housing	Portfolio: Keeping Housing
Content Owner (Author): GM Keeping Housing	

3.0 Purpose

The purpose of this policy is to describe when Launch Housing will end a tenancy in accordance with the *Residential Tenancies Act 1997* (RTA) in a manner which minimises any adverse impact on the parties involved.

4.0 Definitions

Compliance Order	Procedure where certain "duty provisions" of the RTA have been breached
DHHS	Department of Health and Human Services
RTA	Residential Tenancies Act 1997
VCAT	Victorian Civil and Administrative Tribunal

5.0 Policy Details

5.1 Scope: This policy applies to all housing owned or managed by Launch Housing.

5.2 Policy Principles

5.2.1 Launch Housing offers security of tenure and will take active steps to maintain tenancies whenever possible.

5.2.2 Ending a tenancy is a legal process and all actions, administrative tasks, associated record keeping will be thorough and will be undertaken in accordance with the legislative requirements of the RTA.

5.2.3 Launch Housing will facilitate natural justice for renters (access to information, access to reasons for decisions, access to review of decisions, and privacy).

5.2.4 Evictions will only occur when all avenues to resolve a problem are exhausted; or when a serious breach of the Tenancy Agreement has occurred that is identified under the RTA as warranting an immediate notice to vacate.

5.2.5 Launch Housing will provide the renter with:

- The opportunity to redress the situation.
- A right of reply to any allegation or situation.
- A Complaints process.

- 5.2.6 Launch Housing will ensure the renter has been offered a referral to a support agency or an independent advocate.
- 5.2.7 Launch Housing, with the consent of the renter, will inform the support agency in writing of the circumstances and the action being taken by Launch Housing.
- 5.2.8 When an acceptable agreement or Compliance Order can be reached with a renter to resolve any tenancy issues, Launch Housing will seek to maintain the tenancy. However, regardless of whether a renter is willing to make an agreement, Launch Housing will seek to terminate the tenancy in cases:
- Of repeated unresolved breaches of the tenancy agreement; or
 - Where violence to other people or continuing damage to property is an expected outcome of continuing the tenancy.
- 5.2.9 If an eviction has been authorised, Launch Housing works with the support agency staff to develop exit strategies for a renter who is leaving a Launch Housing property.

5.3 Abandoned Goods

- 5.3.1 If a former renter leaves behind goods at the end of a tenancy, Launch Housing can immediately dispose of:
- Goods of no monetary value (unless they are prescribed goods that must be stored)
 - Perishable foodstuffs, and
 - Dangerous goods.
- 5.3.2 Launch Housing will remove, but not destroy, any personal documents (including official documents, photographs, mail and other documents a person would reasonably be expected to keep) and will take reasonable care of the documents for at least 90 days. Launch Housing will take reasonable steps to notify the former renter or resident of how to collect the documents, and notify the former renter of how they can reclaim their personal documents after repaying any reasonable costs incurred by Launch Housing to remove and store the goods.
- 5.3.3 For all goods of monetary value (and goods that are prescribed goods), Launch Housing will take reasonable steps to notify the former renter that goods have been left behind; and will store the goods in a safe place for at least 14 days after giving the notice.

Prescribed goods include:

- Labelled containers or labelled urns containing human remains; and
- Specialised medical devices, equipment and goods including prostheses and prescription medication; and
- Medals and trophies.

6.0 Responsibilities

General Manager Keeping Housing	<ul style="list-style-type: none">• Ensure the policy is updated as per the regular policy review cycle of if there are changes to the compliance environment.
Tenancy Manager	<ul style="list-style-type: none">• Responsible for the application of, and adherence to, this policy.
Co-ordinator	<ul style="list-style-type: none">• Implement this policy and monitor staff adherence to the policy.

7.0 Relevant Legislation & External Documents

- DHHS guidelines
- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997
- Victorian Civil and Administrative Appeals Tribunal
- Charter of Human Rights and Responsibility Act 2006 (Vic)
- Performance against Performance Standards for Registered Housing Agencies

8.0 Supporting Documents & Implementation Tools

- Launch Housing Rent Policy
- Launch Housing Rental Arrears Policy
- Launch Housing Hardship Policy
- Launch Housing Renter / Client Complaints and Appeals Policy

9.0 Version Control Information

Version Control	Date Effective	Approved By	Summary of Amendment
V1.0	April 2019	GM – Keeping Housing	New document
V1.1	29/3/2021	GM – Keeping Housing	Amended terminology as per RTA changes Updated abandoned goods