

# TENANT PROPERTY DAMAGE POLICY

Providing affordable accommodation for low income  
and disadvantaged single people

## Introduction

The purpose of this policy is to delineate a process whereby damage to properties managed and owned by St Kilda Community Housing (SCH) can be minimised.

## Policy Statement

Damage caused by tenants and/or their visitors to their rooms or to SCH-run properties represents a financial loss to the organisation. This is particularly so following the adoption the General Lease, whereby SCH now takes responsibility for all maintenance.

## Procedure

- To ensure that tenants keep their rooms in good condition, Housing Managers will conduct room inspections on a six monthly basis. This includes damage, keeping the amount of belongings and rubbish down to a minimum particularly where the accumulation of goods represents a fire risk or health and safety issue for tenants, staff and visiting services.
- Under the *Residential Tenancies Act 1997*, any damage other than that deemed fair wear and tear caused by the tenant and/or their visitors must be notified to SCH and the tenant pay compensation for the damage caused.

- Any assessment of damages and the costs involved will be undertaken by the Facilities Manager in conjunction with any appropriate tradespeople.
- Where the tenant wishes to remain in their tenancy, they will be given a formal quotation of the cost of the damage and they will enter into an agreement with the relevant Housing Manager to pay off those costs.
- Where damage has been caused by visitors, and SCH determines that the tenant took all reasonable steps to prevent the damage being undertaken, SCH may choose to waive the costs of the repairs. This will be done at the discretion of the CEO and/or delegates.
- Where a tenant does not agree to enter into an agreement to compensate for the damage caused, they will be issued with a Notice to Vacate – the timing of which will generally reflect the severity of the damage – and an application will be made to VCAT.
- Former tenants wishing to return to a tenancy with SCH who also have an unpaid damages bill will need to enter the same conditions as those applying to former tenants with rent arrears.

## St Kilda Community Housing Ltd

102 St Kilda Road, St Kilda, Vic 3182

**Phone:** 9534 1809

**Fax:** 9537 1456

**Email:** [admin@stkch.org.au](mailto:admin@stkch.org.au)

**[www.stkch.org.au](http://www.stkch.org.au)**