

04.18 HOUSING & HOMELESSNESS SERVICE REHOUSING EX-TENANTS POLICY

SCOPE

RQ Ex Tenants

POLICY

RQ will house tenants who have previously been housed, including in instances where the tenant left RQ Housing Services due to their tenancy been terminated due to breaches of tenancy or any other reason. RQ reserves the right to restrict services provided to them unless an agreement is negotiated to deal with the repayment of outstanding money or ensure support is in place to assist the tenant sustain the tenancy.

PURPOSE

To provide guidelines on how RQ will deal with tenants who have previously been housed by RQ.

DEFINITION/S

RQ	Roseberry Qld
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
RTA	Residential Tenancies Authority
RTRAA	Residential Tenancies and Rooming Accommodation Act 2008
LTCH	Long Term Community Housing
CMSU	Community Managed Studio Units
EEH	Employment and Education Housing

PROCEDURES

04.18.01 Rehousing Clients

1. Any tenant who has previously been housed by RQ and is seeking to be rehoused by the organisation must comply with the requirements of the RQ 04.03 Housing and Homelessness Service Eligibility Policy and undertake the required processes and complete required documentation as per the RQ 04.02 Housing and Homelessness Service Application and Allocation Policy.
2. If the applicant has been referred to RQ Housing and Homelessness Service for potential allocation to a LTCH, CMSU or EEH property and they may:
 - a) Have had their tenancy terminated due to breaches of the tenancy agreement for objectionable behaviour or not permitting neighbours quiet enjoyment of their property
 - b) Have had their lives impacted by significant issues that may impact upon their ability to sustain a tenancy (for example living with a mental health condition, affected by alcohol and drug addiction)
 - c) Any other reason that RQ would reasonably believe may impact upon the applicant's capacity or ability to sustain the tenancy, RQ Housing Officers will not immediately waive the application, rather they will speak directly to applicant to negotiate an agreement to encourage (wherever possible) a positive outcome and assist the tenant not make the same mistakes.
3. This may include, but is not limited to:
 - a) Negotiating a repayment plan for the outstanding amount of money to be repaid on a regular payment plan.

04.18 HOUSING & HOMELESSNESS SERVICE REHOUSING EX-TENANTS POLICY

- b) Engaging with external support agencies to assist with maintaining the tenancy.
4. Once the agreement has been made, RQ Housing Officer will seek formal approval of the agreement from the RQ Housing and Homelessness Manager and the agreement shall be included in the terms and conditions of the tenancy agreement.
5. The outstanding debt will become part of the new tenancy agreement therefore if the agreement is not maintained, this shall be deemed a breach of the tenancy agreement and the breach process as per the RTRAA will be commenced.

ACCOUNTABILITY

RQ General Manager, RQ Housing & Homelessness Manager, Tenants

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#), [02.23 Quality Evaluation & Improvement Policy](#)

Tenant Surveys

Tenant Exit Interviews

Complaints and Appeals Register

LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

RELATED DOCUMENTS

[Community Housing Rent Policy \(DCHDE\)](#)

[Community Housing Tenancy Management Policy \(DCHDE\)](#)

[03.04 Privacy and Confidentiality of Information Policy](#)

[04.02 Housing and Homelessness Service Application and Allocation Process Policy](#)

[04.03 Housing and Homelessness Service Eligibility Policy](#)

[04.11 Housing and Homelessness Service Referral Policy](#)

[04.13 Housing and Homelessness Service Ending Tenancies Policy](#)

DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
Status	Approved
Version number	V4
Timeline for review	Annually or as required
Date of next review	February 2024
Storage	Document Library/Policies/Service Delivery Housing

Review Date	Version	Summary of Changes	Approved By and Date	
24/05/2018	V1		RQ Board	05/05/2018
November 2018	V2		RQ Board	
16/03/2020	V3		RQ Board	27/06/2020
03/02/2023	V4	Minor Updates	General Manager	13/02/2023