

DATE OF REVIEW	AUTHORISED SIGNATURE
See Version Tracking Table	

TITLE	04.01 Housing Services Contributions Policy
SCOPE	RQ Property Portfolio
POLICY	Roseberry Qld ensures that all fees and charges, other than rent, payable by tenants, are documented and explained to tenants at the commencement and throughout the tenancy.
PURPOSE	To provide guidance on fees and charges relating to the provision of goods and services, payable by RQ tenants.
DEFINITION	<p>RQ – Roseberry Qld General Manager also refers to Acting General Manager Staff refers to all paid and unpaid workers RTA- Residential Tenancies Authority CAP – Crisis Accommodation Program LTCH – Long Term Community Housing CMSU – Community Managed Studio Units EEH- Employment and Education Housing TIL – Transition to Independent Living</p>
PROCEDURE	<p>04.01.01 Fees and Charges (other than rent)</p> <ol style="list-style-type: none"> 1. Unless otherwise agreed, the tenant is responsible for the organising and paying of the service fees associated with the connection of services such as telephone, gas and electricity. 2. This will be documented in the – <u>General Tenancy Agreement</u> or the RQ Housing Services CAP Agreement and verbally explained to the tenant at the commencement of the tenancy. 3. RQ is responsible for the payment of communal fees and charges at housing complexes i.e. CMSU and blocks of units. 4. RQ is not responsible for the connection of telephone services to any property. <p>04.01.02 Water rates and common electricity charges</p> <ol style="list-style-type: none"> 1. RQ will pay the water (rates charge) and common electricity charges to all properties; however, any excess water rates and all other service fees are the responsibility of the tenant unless otherwise agreed.

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2. This arrangement will be documented in the tenancy agreement between RQ and the tenant.

04.01.03 How fees and charges are calculated

1. Excess water

RQ will only charge tenants for excess water if the amount is excessive and the following minimum criteria is in place:

- Premises are individually metered,
- Premises are water efficient, and
- The tenancy agreement states the tenant must pay for water consumption

In the rare instance that this would occur, RQ will contact relevant State and/or Federal Government agency/ies to determine the cost of the excess water to be charged to the RQ tenant.

2. Electricity

RQ will only charge tenants for electricity if:

- The premises are individually metered, and
- If RQ and the tenant have agreed in advance how a contribution is to be calculated and paid.

RQ will not charge more than the amount charged by the authority supplying the service as overcharging is an offence.

RQ will calculate the amount to be charged to the tenant by reviewing the accounts provided by the authority on an annual basis to ascertain a fair and accurate charge to be charged to the tenant.

3. Lawn-mowing

RQ will only charge tenants for lawn-mowing if the tenant and the organisation make an agreement about this arrangement upon commencement of the tenancy, or if the tenant requests this of RQ due to issues with maintaining the lawns throughout the tenancy.

The charge will be based on the amount that is charged to the organisation by the contractor. This amount is usually at an amount lower than could be sourced directly from the contractor due to the organisations preferred supplier status.

4. Recording of Service Fees and Charges

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RQ Business Manager ensures that any service fees and charges that are collected from RQ tenants are recorded as a separate entry into the organisations accounting software. Monthly reports are provided to the RQ Housing Services team for reconciliation with the Tenancy Management software used (RPM).

ACCOUNTABILITY RQ Housing Officers, RQ Housing Manager and General Manager

EVALUATION METHOD Complaints and Appeals Register
Tenant Surveys
General Feedback from tenants

OTHER RELATED POLICIES / DOCUMENTS RTA Form 18a - General Tenancy Agreement
RQ Housing Services CAP Agreement
Residential Tenancies and Rooming Accommodation Act 2008
Community Housing Rent Policy
Housing Act 2003
Housing Regulation 2003
02.17 Complaints, Appeals and Disputes Policy
RQ Housing Services Information Sheet – How to Make a Complaint or Appeal a Decision.

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	22/05/2018	Yes	RQ Board	05/06/2018
2	November 2018	No	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

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December 2020

Page | 3