

## 04.06 HOUSING AND HOMELESSNESS SERVICE SIGN UP OF TENANTS POLICY

### SCOPE

RQ Tenants

### POLICY

RQ is committed to supporting tenants through the establishment of their tenancy ensuring that all tenants have a clear understanding of the terms and conditions of the tenancy, and of their rights and responsibilities as an RQ tenant.

### PURPOSE

To give clear guidelines for the lease sign up and file creation of all RQ tenants at the commencement of their tenancy.

### 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
LTCH	Long Term Community Housing
CMSU	Community Managed Studio Units
EEH	Employment and Education Housing

### PROCEDURES

#### 04.06.01 RTA Form 1 Entry Condition Report

1. The Housing Officer inspects the property and completes the Entry Condition Report prior to the commencement of the tenancy and provides a copy to the tenant on or before the occupation date.
2. The report is a record of the condition of the premises at the start of the tenancy.
3. A verbal explanation on how to complete the Entry Condition report is given to each tenant at the time of handing out the condition report. RQ Housing Officers will also advise tenants that it is critical to take care and complete the report accurately to prevent problems later in the tenancy or when the tenant moves out.
4. After completing the Condition Report, the form must be returned to RQ Housing Services within 3 working days. RQ Housing Services will sign and date the report, provide a copy to the tenant (within 14 working days) and maintain a copy on the tenant's file.

#### 04.06.02 Signing the Tenancy Agreement

1. Once the housing offer has been accepted, prior to signing the RQ Tenancy Agreement, the following actions will be undertaken:
  - a) The approved applicant is requested to provide full details of household income to the RQ Housing Officers prior to the tenancy sign up so the rent amount can be calculated. This will inform how much rent and bond will have to be paid at the tenancy sign up meeting.
  - b) Rent will be calculated using the relevant state and/or federal Government agency/ies rent calculator. A meeting is arranged between the Housing Officer and the applicant. If a Bond Loan is to be secured through the relevant state and/or federal Government agency/ies, this meeting will occur after the Bond Loan has been formally approved.

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The rent figure is required at this time to ensure that the correct amount of Bond is able to be applied for through the Bond Loan team.

- c) The applicant is advised that they need to bring to the meeting full details of household income, supplying the documents necessary for rent assessment.
- d) The Housing Officer explains the tenancy conditions to the tenant.
- e) The Housing Officer will read through the Tenant Information Kit and the General Tenancy Agreement rights and responsibilities of both parties with the tenant. Tenants are encouraged to ask questions and seek clarification of any issues throughout this process. Where necessary, or where wanted, the applicant may have another person present to assist them understand the requirements.
- f) The tenant is requested to sign the Tenant Information Kit Acknowledgement Form, as proof that the Housing Officer has discussed the contents and that they understand the rights and responsibilities.
- g) All tenants and household occupants need to be listed on the agreement.
- h) The principal tenant/s is to sign the agreement, along with the Housing Officer and a witness.
- i) The agreement once completed is copied, the copy is retained by RQ and the tenant keeps the original.

### 04.06.03 Fire Safety Requirements

1. RQ Housing Officers will advise the tenant of any specific fire safety requirements. Please refer to the Housing Services Fire Safety Plan for more information.
2. Tenants will be required to sign the Acknowledgement Form advising that these requirements have been verbally explained and understood.

### 04.06.04 Keys and Locks

Please refer to the 04.21 Housing and Homelessness Services Keys and Locks Policy for relevant information.

### 04.06.05 Tenants Files

#### ***LTCH & CMSU accommodation***

1. Once the tenancy agreement has been signed, the Housing Officer will set up a Tenant File, which will include (but is not limited to):
  - a) The relevant state and/or federal Government agency Referral form
  - b) Housing Interview and Assessment Form – LTCH/CMSU
  - c) Copy of the General Tenancy Agreement
  - d) Income information
  - e) Original of the Entry Condition Report
  - f) Copy of the Bond Lodgement Form
  - g) Bond Receipt
  - h) Rent payment arrangements
  - i) Rent calculation form
  - j) Services Australia/Centrelink confirmation (if applicable)

#### ***EEH accommodation***

1. Once the tenancy agreement has been signed, the Housing Officer will set up a Tenant File, which will include (but is not limited to):
  - a) The EEH Application form
  - b) Copy of the Tenancy Agreement

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- c) Original of the Entry Condition Report
  - d) Income Information
  - e) Copy of the Bond Lodgement Form
  - f) Bond Receipt
  - g) Rent payment arrangements
  - h) Rent calculation form
  - i) Services Australia/Centrelink confirmation (if applicable)
2. RQ provides all new EEH households a welcome letter which details the specific program requirements. This letter reminds EEH tenants that the EEH housing assistance is time limited – maximum of two years.

### Tenancy and Property Management Database (RPM)

1. RQ Housing Officers will set up a Tenant's file on the tenancy and property management database as well as maintaining a hard copy file. Information to be entered into the software includes (but is not limited to):
  - a) Tenant name and address
  - b) Household members
  - c) Property details
  - d) Rent and Bond
  - e) Services Australia Reference Number

### ACCOUNTABILITY

RQ Housing Officer, Tenants

### EVALUATION METHOD

Complaints register  
 Tenant exit interview  
 Tenant surveys

### LEGISLATIVE COMPLIANCE

### RELATED DOCUMENTS

Property Fire Safety Plan (Hard Copy)  
 The EEH Application form  
 Tenancy Agreement  
 Entry Condition Report  
 Bond Lodgement Form  
 Bond Receipt  
 Welcome Letter to EEH Tenants  
[02.16 Feedback Policy](#)  
[03.01 Client Eligibility Policy](#)  
[03.02 Client Information and Access Policy](#)  
[03.04 Privacy and Confidentiality of Information Policy](#)  
[03.05 Client Rights Policy](#)  
[03.06 Termination of Client Services Policy](#)  
[03.12 Documentation Policy](#)  
[04.02 Housing and Homelessness Application and Allocation Process Policy](#)  
[04.05 Housing and Homelessness Services Tenancy Agreement and Duration of Need Policy](#)

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### DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
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Version number	V4
Timeline for review	Annually or as required
Date of next review	February 2024
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Review Date	Version	Summary of Changes	Approved By and Date	
22/05/2018	V1		RQ Board	05/06/2018
November 2018	V2		RQ Board	
16/03/2020	V3		RQ Board	27/06/2020
03/02/2023	V4	Minor changes	General Manager	13/02/2023