

DATE OF REVIEW	AUTHORISED SIGNATURE
See Version Tracking Table	

TITLE	04.06 Housing Services 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 agreement, and of their rights and responsibilities as a 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	RQ - Roseberry Qld General Manager also refers to Acting General Manager Staff refers to all paid and unpaid workers RTA – Residential Tenancy Authority LTCH – Long Term Community Housing CMSU – Community Managed Studio Units CAP – Crisis Accommodation Program EEH – Employment and Education Housing
PROCEDURE	04.06.01 RTA Form 1 Entry Condition Report <ol style="list-style-type: none"> 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.

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December 2020

Page | 1

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/CAP 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. 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

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December 2020

Page | 2

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 Services Keys and Locks Policy for relevant information.

04.06.05 Tenants' Files

CAP accommodation

- 1. Once the CAP agreement has been signed, the Housing Officer and TIL worker will set up a Tenant File, which will include (but is not limited to):
 - a) TIL- Intake and assessment on QHIP
 - b) Copy of the RQ CAP Agreement
 - c) TIL client obligations
 - d) Copy of the Entry Condition Report
 - e) Rent Calculation and proof of income

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

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December 2020

Page | 3

- 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/Centrepay 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
 - 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/Centrepay 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

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EVALUATION METHOD

Complaints register
Tenant exit interview
Tenant surveys

OTHER RELATED POLICIES / DOCUMENTS

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

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	22/05/2018	Yes	RCS 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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