

## 04.22 HOUSING & HOMELESSNESS SERVICE PROPERTY STANDARDS POLICY

### SCOPE

RQ property portfolio.

### POLICY

RQ ensures that all vacant properties will be in a reasonably clean condition and in good repair before re-letting.

### PURPOSE

To provide guidelines on property standards at the commencement of new tenancies within the RQ property portfolio.

### 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  |
| DCHDE           | Department of Communities, Housing and Digital Economy  |

### PROCEDURES

#### 04.22.01 Property Standards at Commencement of Tenancy

##### 1. Safety and Security

- See 04.21 RQ Housing and Homelessness Service Key and Lock Policy.

##### 2. Electrical

- Power points and light switches -  
All power points and light switches are to be in good condition and working order.
- Safety Switch  
RQ complies with the legal requirement of ensuring a safety switch installed on all properties managed or owned.
- Lighting  
All lights will have appropriate covers and will have working bulbs.

##### 3. Smoke alarms

- Smoke alarms will be secured in all properties as per legislative requirements and Australian Standards. They will be functional and in good condition.

##### 4. Clean condition and good repair

- Rubbish removal  
Vacant properties will have all external rubbish removed including household refuse, tree and grass clippings, car bodies, car parts and any other abandoned goods. This includes stairwells.
- Garden presentation  
Where required, grass will be cut including the front, rear sides and nature strip of the property and garden beds will be neat and tidy. To be completed as near to the reletting date as possible.

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- **Floor coverings/carpets**  
Floor coverings including carpets will be in good condition and clean. Where substantially damaged (more than 30% of the total floor space of a single room), floor covering/carpets will be replaced with durable quality coverings.
- **Curtains/window coverings (when supplied)**  
Curtains/window coverings will be in good condition and clean. Where needed, curtains will be dry cleaned and other window coverings professionally cleaned. If property has blinds or window covering other than curtains, RQ will replace with curtains where they are substantially damaged (more than 30% of the total window space in a room).
- **Fly screens (windows and doors)**  
All door and window fly screens will be in good condition, free from holes and damage.
- **Paint**  
Paintwork will be in good condition. Partial and total repainting of properties will only be completed when:
  - if the paintwork cannot be satisfactorily cleaned by washing,
  - where the paintwork has been substantially damaged (means more than 50% of paintwork is considerably marked or damaged) and cannot be cleaned/washed.
- **Walls and doors**  
All walls in the property will be clean and free from damage, i.e. no holes.  
All doors will have doors stops installed and in good condition to prevent any damage to the walls.
- **Water fittings (taps, water pipes, water storage, Hot Water Service)**  
Water fittings will be in working order and free from leaks and be in good condition and working order.
- **Appliances and furniture (CMSU/EEH)**  
All appliances and furniture supplied in the accommodation will be in good and working condition. Where necessary items will be replaced prior to the commencement of the next tenancy.
- **Fencing and gates**  
Fences and gates will be maintained and in good working condition at the commencement of tenancies as per the lease agreements with the DCHDE and to ensure the safety of the residents.
- **Non-standard fixtures**  
From time to time certain non-standard fixtures will be left by the tenant after the termination of the tenancy. RQ will retain the fixtures if they are deemed to be legal, enhance the amenity of the property, be in a functional condition and not be financially onerous for RQ to maintain and for the incoming tenant to use. This will be decided on a case by case basis in consultation between the Housing Officers and the Housing and Homelessness Manager.

Any non-standard fixture that is deemed to be unacceptable shall be disconnected or removed and the property restored to its original condition prior to the installation of the fixture/s.

#### ACCOUNTABILITY

RQ Housing Officer, RQ Housing and Homelessness Manager, RQ General Manager

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### EVALUATION METHOD

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

Tenant Annual Satisfaction Surveys

Feedback from tenants

Complaints and Appeals Review

### LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

[Residential Tenancies and Rooming Accommodation Act 2008](#)

### RELATED DOCUMENTS

[DCHDE Social Housing Program Specifications](#)

[04.21 Housing and Homelessness Service Keys and Locks Policy](#)

[04.24 Housing and Homelessness Service Planned Maintenance Policy](#)

[04.25 Housing and Homelessness Service Responsive Repairs and Maintenance Policy](#)

[RQ Tenant Information Kit \(roseberry.org.au\)](#)

### DOCUMENT CONTROL

| Category            | Current document details                           |
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| 24/05/2018    | V1      |                    | RQ Board             | 05/06/2018 |
| November 2018 | V2      |                    |                      |            |
| 16/03/2020    | V3      |                    | RQ Board             | 27/06/2020 |
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