

04.01 HOUSING & HOMELESSNESS SERVICE 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/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
TIL	Transition to Independent Living

PROCEDURES

04.01.01 Fees and Charges (Other than Rent)

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 – General Tenancy 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.

04.01.02 Water Rates and Common Electricity Charges

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.
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.

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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

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 & Homelessness Manager for reconciliation with the Tenancy Management software used (RPM).

ACCOUNTABILITY

RQ Housing Officers, RQ Housing & Homelessness Manager and General Manager

EVALUATION METHOD

Review of Complaints and Appeals Register
Tenant Surveys
General Feedback from tenants

LEGISLATIVE COMPLIANCE

[Residential Tenancies and Rooming Accommodation Act 2008 \(legislation.qld.gov.au\)](https://www.legislation.qld.gov.au/act/2008/001)
[Housing Act 2003 - Queensland Legislation - Queensland Government](https://www.legislation.qld.gov.au/act/2003/001)
[Housing Regulation 2015 - Queensland Legislation - Queensland Government](https://www.legislation.qld.gov.au/regulation/2015/001)

RELATED DOCUMENTS

RTA Form 18a - General Tenancy Agreement
Community Housing Rent Policy
[02.17 Complaints, Appeals and Disputes Policy](#)
RQ Housing Services Information Sheet – How to Make a Complaint or Appeal a Decision.

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DOCUMENT CONTROL

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Review Date	Version	Summary of Changes	Approved By and Date	
22/05/2018	V1.0		RQ Board	05/06/2018
November 2018	V2.0	Policy review.		
16/03/2020	V3.0	Policy review.	RQ Board	27/06/2020
03/02/2023	V4.0	Update to new template	General Manager	10/02/2023