

04.10 HOUSING AND HOMLESSNESS SERVICE CHANGING NEEDS OF TENANTS POLICY

SCOPE

RQ Tenants

POLICY

RQ recognises and responds to the changing needs of tenants in relation to the property they occupy and endeavours to meet their needs in the most appropriate way.

PURPOSE

RQ will respond to and deal with the changing needs of tenants in a fair and flexible manner within the capacity of the organisation to do so. RQ will ensure that any responses to the changing needs of tenants are consistent with relevant legislation including the Residential Tenancies Act 2008, the One Social Housing System and its own organisational policies and procedures.

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.
DCHDE	Department of Communities, Housing and Digital Economy
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
QCAT	Queensland Civil and Administrative Tribunal
RPM	Rental Property Management software

PROCEDURES

04.10.01 Mutual Exchange

1. RQ will approve mutual exchange of properties in the following circumstances:
 - a) Both households/tenants agree to and accept responsibility for the exchange
 - b) No major outstanding rent arrears or any other serious tenancy breach issue outstanding, unless the tenant can demonstrate that the exchange would assist compliance with tenancy agreement and associated responsibilities as a tenant
 - c) Tenants are responsible for all relocation costs including pest control if a pet dog/cat was on the premises, carpet cleaning, cleaning and gardening, and finalising the tenancy as per the 04.13 Housing Services Ending Tenancies Policy.
2. Opportunities for mutual exchange will be facilitated by RQ by:
 - a) Basic information provided in Tenant Information Kit
 - b) Housing and Homelessness Manager discussion with tenants and recording in tenant file notes in their tenancy file/RPM of their interest in pursuing a mutual exchange opportunity and for what reasons.
 - c) Housing Officers monitoring any requests and contacting the interested parties if a match is identified.
3. RQ will undertake a new tenancy sign up process for both tenants including:
 - a) Successful finalisation of previous ending of tenancy process
 - b) Completion of a new tenancy agreement and condition report

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- c) Bonds may be transferred and a new tenant file raised.

04.10.02 Income Changes

1. *LTCH and CMSU*

- a) Where, during a tenancy, income increases per household, beyond the current income eligibility level, with the relevant State and/or Federal Government agency/ies, RQ will determine the most appropriate course of action, which considers both the needs of the tenant and that of RQ. Possible solutions may include but are not limited to e.g.:
- Tenant may seek property ownership or private rental.
 - A 6-month period negotiated for the tenant to find other accommodation.

2. *EEH*

Not applicable due to the time limited nature of the housing type. However, EEH tenants will undergo annual rent reviews as per other program areas – please refer to 04.07 RQ Housing and Homelessness Services Rent Setting and Rent Review Policy.

04.10.03 Changes in Household Composition

1. *LTCH & EEH*

- a) If the household composition changes, the tenant is required to advise RQ changes to household composition includes:
- Increase in household numbers (over utilisation)
 - Decrease in household numbers (underutilisation)
- b) Information about changes in household composition can be obtained through the rent review process or by the tenant advising RQ Housing Officers.
- c) If the household composition changes, the tenant may remain a tenant of RQ until appropriate housing is available, within a negotiated time frame and with consideration for the on-going viability of the property. Timeframes will be negotiated on a case-to-case basis.
- d) The tenant and RQ Housing Services staff will work towards a solution, which may entail the tenant moving to an appropriate property (e.g. another property belonging to RQ, a DCHDE dwelling, private rental, home ownership or other suitable housing).

2. *CMSU*

These apartments are designed for one person only. Tenants entering into a permanent relationship are encouraged to discuss their changing needs with the Housing Officer and can ask to be listed for a larger property. In the short term, on a case by case basis and only with prior permission from the Housing Officer, tenants are allowed to remain as a couple in the apartment for 8 weeks only.

04.10.04 Succession of Tenancy

1. *LTCH*

- a) A household member may apply to RQ to have the tenancy agreement transferred to their name if:
- The nominated tenant dies
 - A relationship breakdown results in separation or divorce
 - A joint tenancy has been agreed upon
 - A carer remaining in a household after the tenant moves into a nursing home
- b) If the household member meets the eligibility and selection criteria the Housing Officer may agree to transfer the lease. The renewal of the transferred lease at the end of the tenancy will depend on the extent to which the new tenant meets the eligibility and selection criteria.

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- c) If the household member does not meet the eligibility and selection criteria the Housing Officer may agree to a short-term lease for a fixed period to allow the household to relocate.
- d) If people sharing a RQ property separate and the tenancy is contested, both parties will be referred to dispute resolution to mediate a solution.

2. CMSU & EEH

Succession of tenancy is not an option for any of these housing programs.

ACCOUNTABILITY

RQ General Manager, RQ Housing Officers, RQ Housing & Homelessness Manager, Tenants.

EVALUATION METHOD

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

Tenant Surveys

Tenant Exit Interviews

Complaints and Appeals Register

LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

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

RELATED DOCUMENTS

[DCHDE Social Housing Program Specifications](#)

[DCHDE Housing Services Social Housing Eligibility Criteria](#)

[Community Housing Rent Policy \(DCHDE\)](#)

[03.04 Privacy and Confidentiality of Information Policy](#)

[04.03 Housing and Homelessness Services Eligibility Policy](#)

[04.02 Housing and Homelessness Services Application and Allocation Process Policy](#)

[04.11 Housing and Homelessness Services Referral Policy](#)

[04.13 Housing and Homelessness Services Ending Tenancies Policy](#)

[04.30 Housing and Homelessness Service Domestic and Family Violence Policy](#)

DOCUMENT CONTROL

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26/05/2018	V1		RQ Board	05/06/2018
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09/02/2023	V4	Minor updates	General Manager	13/02/2023
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