



Tenant Repair Cost Policy

Purpose

This policy outlines how SAH, as the managing agent of a property, will determine when the tenant is responsible for damage to the property and associated costs.

Scope

This policy applies to all tenancies managed by SAH.

Policy Statement

1. SAH will keep all properties in good repair by providing an efficient maintenance service that meets the requirements of the relevant State Residential Tenancies Act and Community Housing Standards.
2. SAH will make sure that each property is a safe place to live by maintaining the property according to our responsibilities under the law.
3. SAH encourages tenants to take a responsible approach to prevent damage to their home and SAH will enforce tenancy conditions in order to reduce anti-social behaviour and possible property damage due to this type of behaviour.
4. SAH may charge a tenant for any repairs that it has to carry out, which fall within the scope of the tenant's responsibility. These types of repairs are usually as a result of an accident, misuse, abuse, neglect, wilful damage, or carelessness, caused by the tenant themselves, family, or visitors to their home.
5. SAH will seek to recover costs for undertaking repairs that have occurred by negligence or deliberate damage by tenants or third parties. SAH will obtain at least 2 quotes for any works valued at over \$500.
6. A charge will not be applied to the costs of repairing fair wear and tear.
7. If alterations are made by a tenant during the tenancy and the property has not been restored to the condition existing at the start of the tenancy, the tenant will be charged for the repairs to restore.
8. Replacement keys will be charged to the tenant.
9. If the tenant is unable to pay the full charge in a single payment, SAH will enter into a repayment plan with the tenant to recover the costs in a timely manner considering the financial implications of the repayment plan on tenants.
10. Alternatively, tenants can undertake to have the damage repaired by a suitable tradesperson at their own expense.
11. It is the tenant's responsibility to allow access for repairs to be completed and SAH may seek to recover any call out charges where access is not provided.
12. All tenants residing in properties managed by SAH are expected to leave a premise in good condition, or the same condition as when the tenancy first started.

Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

Related Documents

Policy	Arrears Management Policy Asset Maintenance Policy Sustaining a Tenancy Policy
Legislation	National Regulatory Code National Community Housing Standards State Residential Tenancies Act and Regulation

Document Control

Authorisation	SLT
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