

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 SAHV.

Policy Statement

1. SAHV will keep all properties in good repair by providing an efficient maintenance service that meets the requirements of the relevant State Residential Tenancies Act.
2. SAHV will make sure that each property is a safe place to live by maintaining the property according to our responsibilities under the law.
3. SAHV encourages tenants to take a responsible approach to prevent damage to their home and SAHV will enforce tenancy conditions in order to reduce anti-social behaviour and possible property damage due to this type of behaviour.
4. SAHV may charge a tenant for any repairs that it has to carry out, which fall within the scope of the tenants 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. SAHV will seek to recover costs for undertaking repairs that have occurred by negligence or deliberate damage by tenants or third parties. SAHV 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, SAHV will claim the costs of carrying out this work.
8. Replacement keys will be charged to the tenant at cost to SAHV.
9. If the tenant is unable to pay the full charge in a single payment, SAHV will enter into a repayment plan with the tenant to recover the costs in a timely manner taking into account 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 SAHV may seek to recover any call out charges where access is not provided.
12. All tenants residing in properties managed by SAHV are expected to leave a premise in good condition, or the same condition as when the tenancy first started.

Non-Payment Actions

13. SAHV reserves the right, where there is an outstanding debt to:
 - Refuse a current tenant a transfer until a mutually agreed percentage of the cost is repaid.
 - Refuse access to SAHV properties in the future until a mutually agreed percentage of the cost is repaid.
 - Allow the tenant to repay the debt while still a tenant of SAHV or after their tenancy

has ended.

- SAHV may cancel the debt at any time for hardship reasons.

Appealing a Decision to Commence Recharge

14. A current tenant of SAHV, or an exiting tenant of SAHV may appeal a decision that has been made by SAHV to commence a recharge process through the SAHV appeals process.

Related Documents

Procedure:	Complaints Resolution Procedure
------------	---------------------------------

Document Control

Authorisation:	CEO
Effective Date:	1 st Aug 2019
Version:	02