

Tenant Charges Policy		Tier: 3	
		Revision: 2.0	Date Approved / Effective: 16/03/2023
Prepared by: Business Performance Manager	Reviewed by: GM Housing Operations	Approved by: Executive Management Team	Review Date: 16/03/2026

1. Purpose

This policy provides direction in relation to tenant charges. This information enables our tenants to make informed decisions about their response to the charges applied.

2. Scope

This policy applies to all current and former Centacare Evolve Housing tenants.

3. Definitions

Tenant	A person responsible for maintaining a Tenancy Agreement (lease).
Tenant Charges	Money owed to Centacare Evolve Housing by a tenant.

4. Policy Statement

Centacare Evolve Housing's tenants are required to pay all tenant charges in order to prevent them accruing as debt.

4.1 Types of tenant charge:

Tenant charges can include the following:

- Rent arrears;
- Cost(s) of repairing property damage - damage caused to the property by the tenant (or a member of the tenant's household, a pet or a visitor who enters the tenant's premises with the tenant's permission) that is not considered fair wear and tear according to CBOS guidelines;
- Vacate charges – e.g. repair of tenant damage (including cleaning), legal fees (Tasmanian Collection Services or Magistrates Court);
- Tenant 'Do and Charge' requests – work that tenants have agreed to pay for, but which Centacare Evolve Housing undertakes;
- Sundry charges – e.g. water usage if applicable.

4.2 Allocation of tenant charges

If Centacare Evolve Housing finds a tenant responsible for a tenant charge, the tenant will be notified in writing about the reason for the charge, the amount of charge and the repayment options available. Allocation of tenant charges are in line with Centacare Evolve Housing's Tenant Charges Procedure.

4.3 Appeals

Tenants have a right to appeal the decision in line with our Complaints and Appeals Policy, available on the Centacare Evolve Housing website.

4.4 Exemptions

Where damage or debt is the result of extenuating circumstances and supporting evidence has been provided, charges may be waived (either in full or in part) with management discretion.

4.5 Unpaid tenant charges

Tenant charges that are not paid in accordance with the payment options provided in the notification, result in tenant debt. Debt that is not subject to a repayment agreement has negative consequences for tenancies, including the potential for eviction. Debt can also have implications for future tenancy applications – housing applicants who have a debt to Centacare Evolve Housing are not eligible for a subsequent tenancy with Centacare Evolve Housing unless a repayment plan is in place and 50% of the debt has been repaid.

Centacare Evolve Housing reserves the right to pursue outstanding debt through legal avenues and/or via debt collection agencies.

5. Related documents

- Rent Setting, Review & Payment Fact Sheet
- Rent management Procedure
- Rent Management Policy
- Complaints and Appeals Policy