

Bond Lodgement Procedure

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Approval

Procedure owner: Manager, Housing Plus

Business Unit: Housing Plus

Approved by: Manager, Housing Plus

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1. Purpose

1. This procedure is intended to give clear and concise guidance to Housing Plus (HGP) staff on the procedure for the lodgement of Bonds for tenants/residents under Residential Tenancy Agreements and Licence to Occupy Agreement for Vinnies HGP.

2. Scope

1. This procedure is applicable to all staff, volunteers, tenants/residents and other relevant stakeholders residing within or accessing the following SCS services;
 - Housing Plus (HGP)
 - SVDPWA Finance (FIN)

3. Procedure

Residential Tenancy Agreements:

1. Tenants who are under Residential Tenancy Agreements (RTA) need to provide Bond and two weeks rent in advance at move-in unless otherwise approved by the MHGP.
 - If a tenant is eligible for a DOC Bond Loan the tenant via their support worker must provide the Housing Plus Team with a copy of a pre-approval letter before the sign-up/move in appointment can go ahead.
 - If the tenant is not eligible for a DOC Bond Loan the tenant must demonstrate they are able to provide ongoing payment fees before allocation can be confirmed.
 - For tenants who are eligible for a Bond Assistance Loan and receive pre-approval confirmation. The support worker is to provide the Housing Plus team with the Tenancy Details Form to complete. Noting that the form provides a unique number relevant to the client. The HGP team will complete the form with relevant information and the tenant is to provide the completed form to Housing as an urgent priority ahead of the move in appointment.
 - The tenant (via their support worker) must provide the Housing Plus team with a payment receipt to verify bond payment and two weeks rent in advance have been lodged to SVDPWAs bank account before sign up can commence.
 - HGPO verifies with the FO that payment has been received before sign-up.
2. HGPO/HGPAO emails the FO with the signed bond lodgement paperwork within 2 business days of the sign up.
3. HGPO/HGPAO adds a copy of the Bond Lodgement to the shared folder between Housing Plus & Finance.
4. FO lodges the required documents and payment with the BA within 48 hours upon receiving the bond lodgement paperwork and the bond payment in full.
5. FO will confirm with the HGP team via email as a priority when bond has been lodged and will drag the lodgement into the completed subfolder in the shared folder between Housing Plus & Finance.
6. BA emails a Bond Certificate to the Housing Plus inbox and HGPO/HGPAO saves a copy to the Client file on the R: Drive.

Licence to Occupy Agreements:

1. Residents who are under Licence to Occupy Agreements (LTO) need to provide Bond and two weeks rent in advance at move in unless otherwise approved by the MHGP.
2. A minimum requirement for LTO residents to secure their move in appointment is that they pay half their nominated bond value (and provide receipt) and complete a \$25.00 per fortnight Centrepay Deduction Form in agreeance to pay out the remainder of their bond in fortnightly instalments until the balance is reached.

Note: best practice is that the resident completes their rent centrepay deduction form and their outstanding bond centrepay deduction form ahead of their move in date where possible.
3. Where only half bond payment has been received (and no rent in advance) HGPAO/HGPAO activates both the rent and bond Centrepays ahead of the move in appointment and preferably schedules the sign-up appointment in line with anticipating the next payment date of the resident.
4. HGPO/HGPAO saves a copy of the signed Lodgement of Room and Key Deposit Form to Client file on the R: Drive.
5. HGPO/HGPAO monitors the tenancy database accounts of residents who are paying off their bond in Centrepay Deduction instalments.

4. Roles and responsibilities

1. The Manager, Housing Plus is responsible for maintaining the currency of this procedure.
2. Society representatives are required to adhere to this procedure. Failure to comply may be considered a breach of our procedures and may result in disciplinary action.

5. Review

1. This procedure will be reviewed at least every two years, after consultation. Some circumstances may trigger an early review; this includes but is not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the SCS Management Team or the Executive Manager SCS.

6. Further assistance

1. Society personnel should speak with their Manager regarding any questions about the implementation of this procedure.

7. References

References made in this procedure are:

1. Form 1AA Residential Tenancy Agreement, Residential Tenancies Act 1987, *Department of Mines, Industry, Regulation and Safety, Western Australia*
2. HGP-FM### Centrepay Deduction Consent Form
3. HGP-FM-### Licence to Occupy Agreement
4. HGP-FM-### Lodgement of Room and Key Deposit Form
5. Lodgement of Security Bond Money Form, *Department of Mines, Industry, Regulation and Safety, Western Australia.*
6. Tenancy Details Form, *Department of Communities Western Australia.*
7. Variation of Security Bond Form, *Department of Mines, Industry, Regulation and Safety, Western Australia.*

8. Related documents and legislation

Related documents and legislation at the time of approval are:

1. Centrepay Policy and Terms v.3.0 2018, *Services Australia, Federal Government of Australia*.
2. HGP-PR-4120 Record Management Procedure
3. HGP-PR-4100 Referral Assessment Procedure
4. HGP-PR-4112 Move in Procedure
5. Housing Authority Bond Assistance Loan Policy 2019, *Department of Communities Western Australia*.
6. Procedural Guide for Businesses v5.0 2019, *Services Australia, Federal Government of Australia*.
7. Residential Tenancies Act 1987, *Department of Mines, Industry, Regulation and Safety, Western Australia*
8. Residential Tenancies (COVID-19 Response) Bill 2020, *Department of Mines, Industry, Regulation and Safety, Western Australia*
9. SCS-PP-4072 Housing Policy

9. Approval and amendment history

Version	Approval authority	Date	Amendment summary
1.0	EM, SCS	11/12/2020	Initial version
1.1	EM, SCS	01/12/2021	Conversion to new template and change document number to HGP
2.0	MHGP	14/12/2022	Review

10. Definitions

Term	Definition
BA	Bond Administrator
DOH	Department of Housing
FO	Finance Officer
HGPAO	Housing Plus Administrative Officer
HGPO	Housing Plus Officer
Licence to Occupy (LTO)	The accommodation agreement used by HGP in share house accommodation.
MHGP	Manager Housing Plus
Resident	Or "Lodger", A person granted right of occupancy of residential premises in accommodation managed by SVDWA's Housing service, under a Licence to Occupy agreement. This is under conditions other than those provided by the Residential Tenancies Act 1987 (WA) where they are considered 'lodger' under common law or otherwise. Also referred to as client/consumer's in other SVDPWA policy and procedures.
Residential Tenancy Agreement (RTA)	The tenancy agreement used by HGP with the exception of our shared housing and is compliant with the Residential Tenancies Act 1987 (WA).
Tenant	A person granted right of occupancy of a residential premises in accommodation managed by SVDPWA's Housing Plus under a Residential Tenancy Agreement as per Residential Tenancies Act 1987 (WA). Also referred to as Clients/Consumers in other SVDPWA policy and procedures.

