

Property Vacate Procedure

Property Vacate Procedure

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Approval

Procedure owner: Executive Manager, Specialist Community Services

Business Unit: Housing Plus

Approved by: Executive Manager, Specialist Community Services

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1. Purpose

1. This procedure is intended to give clear and concise guidance to staff on the procedure for the vacating a property in Housing Plus (HGP).

2. Scope

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

3. Procedure

1. Tenant/resident indicates that they are vacating the property and the HGPO/HGPAO sends the tenant/resident and/or Support Worker a copy of the SCS-Resident Vacate Notice.
 - If a Form 1C is issued by the HGPO (to provide 30 days' notice intent to the end the agreement on the last day of the lease). A vacate form still needs to be provided and returned by the tenant.
2. HGPO/HGPAO receives the SCS-Resident Vacate Form and saves it to the tenant's file along with a copy of the SCS-Resident Exit Form.
3. HGPO/HGPAO amends the rent charge on Chintaro and calculates the rent up to the end of the notice period.
 - Tenants/residents are required to give two weeks written notice for all vacates. The notice period begins on receipt of a completed SCS-Resident Vacate Form. Exceptions can be made at the discretion of the MHGP or on completion of a Notice of Termination of Tenant's Interest in Residential Tenancy Agreement on the grounds of Family Violence in Family and Domestic Violence (FDV) cases. For FDV cases a notice period of seven days applies from receipt of a Resident Vacate Form.
4. HGPO/HGPAO follows up with the tenant/resident and support worker approximately one week prior to the vacate date, to confirm a date/time for key and property handover.
5. HGPO/HGPAO books in the Vacate PCR visit for the day of, or within 72 hours after key handover.
6. HGPO/HGPAO meets the tenant/resident and/or support worker to collect the keys. If this is actioned at the property a preliminary walk-through can be completed in adherence with the HGP Client Contact Procedure. The HGP Vacate PCR Procedure is followed to complete the exit PCR report.
7. HGPO/HGPAO vacates the tenant/resident on Chintaro by selecting the tenancy record and clicking 'vacate'.
8. HGPO/HGPAO meets with the tenant/resident and support worker within 14 days of handing back the property to discuss the schedule of arrears (where applicable), the vacate PCR and to complete the Bond Disposal Paperwork in line with the HGP Bond Disposal Procedure.
 - HGPO/HGPAO clearly explains to the tenant/resident any tenant liability or rent arrears owed by the tenant/resident before any paperwork is signed. For any paperwork signed by the tenant/resident, a copy should be provided to the tenant/resident.
9. HGPO/HGPAO completes the SCS-Resident Exit Form and provides this along with the SCS-Resident Vacate Form and proof of the tenant/resident's nominated bank account (BSB and Account Number to be in photograph). This allows the Finance Officer (FO) to process the refund (where applicable) within 72 hours of receipt.
 - FO to otherwise inform HGPO/HGPAO as soon as practicable if this is not possible.
10. If a payment plan has been set-up for any vacate arrears, the HGPO/HGPAO emails a Direct Debit Request, an Authorisation Form and a Direct Debit Service Agreement Form immediately to the Finance Manager (FM) (if applicable) and provides a completed Joint Application for Disposal of Security Bond Form to the FO in-person or by mailing to the FO within seven days of the forms being signed.
11. If HGPO/HGPAO attempts to contact the tenant/resident and there is no response within 21 days of exit and their support worker cannot reach them, an application to the court for bond disposal may need to be processed as per the HGP Bond Disposal Procedure and, in consultation with the MHGP. Any court applications need to be approved by the MHGP prior to lodgement.

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 1C Notice of Termination, *Department of Mines, industry Regulation and Safety, Government of Western Australia*
2. HGP Direct Debit Request and Authorisation Form
3. HGP Direct Debit Service Agreement Form
4. HGP-PR-4102 Bond Disposal Procedure
5. HGP-PR-4098 Client Contact COVID-19 Procedure
6. HGP-PR-4101 Tenant Direct Debit Set up and Management Procedure
7. HGP-PR-4090 Vacate Property Condition Report Procedure
8. Joint Application for Disposal of Security Bond, Bond Administrator, *Department of Mines, Industry, Regulation and Safety, Government of Western Australia*
9. Notice of Termination of Tenant's Interest in Residential Tenancy Agreement on Grounds of Family Violence, *Department of Mines, Industry, Regulation and Safety, Government of Western Australia*
10. SCS Resident Exit Form
11. SCS Resident Vacate Form

8. Related documents and legislation

Related documents and legislation at the time of approval are:

1. HGP Arrears Repayment Agreement
2. HGP-PP-4072 Housing Policy
3. HGP-PR-4106 Arrears Management Procedure
4. Residential Tenancies Act 1987, *Department of Mines, Industry, Regulation and Safety, Western Australia*
5. Residential Tenancies (COVID-19 Response) Bill 2020, *Department of Mines, Industry, Regulation and Safety, Western Australia*

9. Approval and amendment history

Version	Approval authority	Date	Amendment summary
1.0	EM, SCS	31/08/2020	Initial version
1.1	EM, SCS	01/12/2021	Conversion to new template and change document number to HGP

10. Definitions

Term	Definition
Chintaro	Property and Tenancy Management Database
FDV	Family and Domestic Violence
FO	Finance Officer
FM	Finance Manager
HGPAO	Housing Plus Administration Officer
HGPO	Housing Plus Officer
MHGP	Manager Housing Plus
PCR	Property Condition Report
Resident	Or “Lodger”, A person granted right of occupancy of residential premises in accommodation managed by SVDPWAs Housing Plus 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 Clients/Consumers in other SVDPWA policy and procedures.