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## Overview

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.
Who does this apply to?	This policy applies to All Salvation Army Housing Employees (SAH & SAHV).
Effective date	01/08/2019

## 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.
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, SAH will claim the costs of carrying out this work.
8. Replacement keys will be charged to the tenant at a cost to SAH.
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 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 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.

## Non-Payment Actions

1. SAH 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 SAH 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 SAH or after their tenancy has ended.
  - SAH may cancel the debt at any time for hardship reasons.

## Appealing a Decision to Commence Recharge

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

## Related Documents and References

**Related Policy Documents**      Complaints, Feedback and Appeals Policy  
 Asset Maintenance Policy  
 Property Inspection Policy

**Related Procedure Documents**      Complaints Resolution Procedure

**Related Supporting Documents**

**Related Legislation**      <Insert relevant legislation and/or regulations>

**Other Relevant Documents /Resources**      <Insert relevant websites and/or links not identified above>

## Document Control Information

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**Policy Owner**      General Manager Property and Infrastructure

**Policy Implementer**      State Manager – VIC/TAS  
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**Approval Authority**      Chief Executive Officer

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**Previous Documents**      NA

**Document History**

Date	Summary of Changes
	Inaugural
01/08/2019	Placed into Policy Manual
07/08/2024	Placed onto new Policy Template