



TEN-POL-02

TENANCY MANAGEMENT POLICY

1. Introduction

- 1.1. The Tenancy Management Policy of Northside Community Service Ltd (Northside) establishes the circumstances under which properties and tenancies are managed by employees and tenants.

2. Purpose

- 2.1. The purpose of this policy is to describe and document the Tenancy Management systems and processes in practice at Northside. The implementation of this policy is a requirement of the National Regulatory System for Community Housing (NRSCH).
- 2.2. Northside will operate in a way which meets contractual obligations or service agreements with other parties with nomination rights for transitional housing, including actively managing tenancies to promote pathways out of transitional housing.

3. Scope

3.1. This policy applies to all housing applicants and tenants of Northside.

4. Policy Owner and Review Requirements

4.1. Policy Owner

4.1.1. This policy owner for the Tenancy Management Policy is the Executive Director.

4.2. Review Requirements

4.2.1. This policy is to be reviewed annually.

5. Policy Statements

5.1. Transitional Housing

5.1.1. Northside manages properties which are designated for particular target groups. These properties are accompanied by contractual obligations, support agreements and specialized case management services.

5.1.2. Northside will ensure that tenants living within a designated purpose property receive formal support with the aim to:

5.1.2.1. Resolve crisis;

5.1.2.2. Re-establish family and community ties where appropriate;

5.1.2.3. Re-establish the capacity of the tenant to live independently, achieve sustainable housing and social inclusion; and

5.1.2.4. Provide homelessness services in an equitable and efficient manner.

5.1.3. As part of the Tenancy Agreement, Tenants must show evidence of progression being made in relation to their permanent tenancies and engagement with the Case Management team while residing in transitional housing.

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5.2. Alterations and Modifications

- 5.2.1. Northside tenants can request consent to make alterations to their property to support them living in their home safely and comfortably.
- 5.2.2. Tenants can request modifications to be made to the property to enable the property to meet their needs, allow them to live in the home longer and to support their overall health, safety and wellbeing.
- 5.2.3. Alteration and modification applications will be considered on a case-by-case basis. Decisions will be made in line with Housing ACT’s guidelines and Northside’s Strategic Plan and operational requirements.
- 5.2.4. Applications for alterations and modifications can be submitted to Northside in writing. Work surrounding the alterations or modifications must not start until approval has been granted.
- 5.2.5. Tenants will be informed in writing about the outcome of their application. This may include any conditions attached to an approval. Where an application is refused, the tenant may submit a revised proposal.
- 5.2.6. If the tenant causes any damage installing or removing a fixture, or when attempting to make an alteration, the cost of repair must be covered by the tenant.

5.3. Inspections

- 5.3.1. Prior to the **start of a tenancy**, Northside will inspect the property to confirm that it is suitable for letting, as per the **Residential Tenancies Act**. For more information on ‘starting a tenancy’ inspection, please see **Establishing a Tenancy Policy 5.4**.
- 5.3.2. Northside will conduct an initial property inspection within the first month of moving in and routine property inspection every 6 months thereafter. An ‘end of tenancy’ inspection will occur within the last month of the lease.

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- 5.3.3. To complement the routine inspections that take place every 6 months, Northside may elect to conduct property visits or follow up inspections on its properties. These visits will be pre-arranged with the tenant via the issue of a written notice in compliance with the **Residential Tenancies Act**. The purpose of these property visits may include:
 - 5.3.3.1. To follow up on outstanding or agreed issues arising from a previous inspection;
 - 5.3.3.2. To fix any identified repairs and maintenance issues;
 - 5.3.3.3. To investigate tenant feedback and complaints under the **Complaints and Appeals Policy**;
- 5.3.4. Prior to routine inspections, Northside will notify the tenant of the inspection in writing in accordance with the **Residential Tenancies Act**.
- 5.3.5. Tenants are required to facilitate access to their property for routine inspections. Where tenants do not provide access, Northside may issue a breach of tenancy notice and apply to the **ACT Civil and Administration Tribunal (ACAT)** for an order to access the property or to end the tenancy.
- 5.3.6. At the end of the tenancy, Northside will conduct an inspection of the property to establish its condition and to determine what further action may be required by Northside or the tenant in line with the **End of Tenancy Policy**.
- 5.3.7. Throughout each inspection process, Northside employees must ensure that proper records are kept, including photos of the property. These records will be stored securely in line with Northside’s **Privacy Policy**, and will be used to facilitate follow-up, including any corrective action.

5.4. Keys

- 5.4.1. Northside will provide tenants a full working set of keys on the day they sign the **Tenancy Agreement**.

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5.4.2. Northside will keep a spare set of keys to the property and will use the keys to access the property as per the conditions stated in the **Renting Handbook**.

5.5. Utility Charges

5.5.1. The tenant is responsible for all utility usage charges at their property, in accordance with the **Residential Tenancies Act 1997 (ACT)**.

5.5.2. For more information, please refer to the **Rent, Bonds and Other Charges Policy**.

5.6. Visitors and Additional Occupants

5.6.1. Visitors

5.6.1.1. Northside understands that tenants may wish to have a relative or friend stay at their property. If this does not result in overcrowding and can be accounted for within the tenant’s support plan, tenants will be permitted to have visitors at their property for a period of up to 28 days in any 6-month period. If a tenant wishes to have their visitor stay longer than 28 days in any 6-month period, they must apply for the visitor to be approved as an additional occupant in writing.

5.6.1.2. Tenants are responsible for the behavior and actions of any visitors to their property and should their behaviors or actions breach Northside policies, procedures or agreements Northside may choose to take action to issue a breach notice or terminate the tenancy.

5.6.1.3. Tenants will be responsible for the costs of any property damage, cleaning, repairs or maintenance work required as a result of a visitor.

5.6.2. Additional Occupants

5.6.2.1. If a person wants to reside at the property and become an additional occupant, the tenant must first apply to Northside in writing for approval and provide income details for the additional person/s.

5.6.2.2. Northside will assess applications for additional occupants. In addition to household income, Northside will consider:

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- 5.6.2.2.1. Property size and occupant capacity. The application will be declined if it causes overcrowding (Note: Transfer based on overcrowding due to the additional occupant will only be considered under exceptional circumstances).
- 5.6.2.2.2. If the current tenant has outstanding or overdue rent arrears and/or has outstanding or overdue non-rent debt.
- 5.6.2.2.3. Whether all internal and external accommodation options have been explored.
- 5.6.2.2.4. Whether a household change would impact a tenant’s eligibility.
- 5.6.2.2.5. Whether the proposed occupant is a former Northside tenant. Any people who have a history of tenancy management issues or anti-social behavior are unlikely to be approved.

5.6.2.3. Where additional occupants are suspected of residing in the property without approval, Northside will request evidence of this person(s) permanent residence at another address, i.e.: lease agreement, current utility account, Centrelink statement etc. Failure to provide this evidence will result in the person being considered an unauthorised occupant:

- 5.6.2.3.1. Northside will consider that the tenant of the property is breaching their Tenancy Agreement and may take legal action.
- 5.6.2.3.2. Tenants who do not inform Northside, in writing, of an additional occupant exceeding a stay longer than 28 days in any 6-month period will be in breach of their agreement. The additional occupant may be considered an unauthorised occupant, which may result in termination of the tenancy, as per the **End of Tenancy Policy**.

5.6.2.4. If an additional occupant is approved, tenants will be advised that the amount of rent they pay may increase. A rent review will be included as part of the application process; the rent will

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adjust from the very first payment due after the change. Should there be a delay in informing Northside of an additional occupant at the property, the rent increase will be backdated to the date of the change.

5.6.2.5. Visitors and additional occupants must comply with Northside policies and procedures, including the **Tenancy Agreement**.

5.7. Absence from Property Procedure

5.7.1. Short Term Absence From a Property

5.7.1.1. While tenants are not required to seek approval for shorter-term absences, tenants are encouraged to notify Northside as this aids with management and protection of the property.

5.7.2. Long Term Absence From a Property

5.7.2.1. The approved tenant must seek approval from Northside in writing to be away from their property for more than four weeks, even if other authorised members of the household remain in the home while the tenant is away. Northside may ask the tenant to provide evidence to support the absence.

5.7.2.2. Requests for absences of between three and six months may only be approved in very exceptional circumstances.

5.7.2.3. Northside may decide to allow an absence for between three and six months, however the client must be able to show cause and produce evidence of exceptional circumstances, not including the incarceration of a tenant.

5.7.2.4. Northside will assess tenant requests for leave on a case-by-case basis, considering the purpose and/or necessity of the absence.

5.7.2.5. Northside will consider the approval if it is satisfied that:

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- 5.7.2.5.1. The rent and water charges (if applicable) will continue to be paid.
- 5.7.2.5.2. Good property care is maintained.
- 5.7.2.5.3. Provide current contact details to Northside wherever absence is approved, to facilitate communication as required.
- 5.7.2.5.4. Tenants are responsible for the property during an approved absence, including for the actions and/or interactions of occupants residing in the property.

5.7.3. Maintaining Tenancy Obligations

- 5.7.3.1. The client must appoint an advocate and notify Northside as soon as possible, to act on their behalf while they are away.
- 5.7.3.2. If the client will be away more than 28 days and the advocate is not currently a member of the household but wants to live in the dwelling while the client is away, they must apply to be authorised as an additional occupant. Northside may ask for the advocate's income details and other information to determine eligibility for housing.
- 5.7.3.3. Although the client must appoint an advocate for the time they are away, the client is still legally responsible for meeting their obligations under the **Tenancy Agreement**. Any breaches that occur while the client is away may result in Northside taking action in the **ACT Civil and Administrative Tribunal (ACAT)** against the tenant.
- 5.7.3.4. Northside will make reasonable efforts to contact a client who has stayed away from their home for more than four weeks without approval or has stayed away for longer than the time Northside had approved.

5.7.4. Failure to Seek Approval

- 5.7.4.1. Where a tenant fails to seek approval for an absence, Northside may:

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5.7.4.1.1. Charge market rent for the property from the time the client has left, or from the date the approval expired.

5.7.4.1.2. Take action to end the tenancy under the relevant section of the relevant leasing agreement, following Northside’s **End of Tenancy Policy**.

5.7.4.2. Where it is identified a tenant(s) may not return to their property by the approved return date, contact with Northside must be made to discuss their tenure and identify their continued need for housing.

5.7.4.3. Where a tenant has been identified as having abandoned their property, employee will manage the abandoned property and goods as per the **End of Tenancy Policy**.

5.7.4.4. Further action may be taken in line with failure to seek approval, as mentioned above.

5.8. Application for Succession

5.8.1. Application for Succession

5.8.1.1. A succession of tenancy occurs when Northside agrees to transfer a tenant’s right to live in a property owned, occupied, or managed by Northside, to another household member.

5.8.1.2. Northside will assess applications for succession on a case-by-case basis, considering the purpose and/or necessity of the succession.

5.8.1.3. A succession of tenancy involves the previous rental agreement terminating and a new rental agreement being signed by applicants who are determined to be eligible for succession under this policy.

5.8.1.4. If the succession of tenancy application is unsuccessful, time will be granted to allow the household time to find alternative accommodation. This will be communicated in writing to the household. For more information, see **End of Tenancy Policy**.

5.8.2. Eligibility Criteria

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5.8.2.1. To be considered for succession, household members are required to apply in writing and lodge with Northside within 28 days of the tenant leaving the property or passing away. During this period, the tenant will be charged a daily occupation fee based on their income.

5.8.2.2. To be eligible for succession, the applicant must:

5.8.2.2.1. Meet the eligibility criteria for the housing program;

5.8.2.2.2. Be an approved additional occupant of the household for at least 12 months; or for the entirety of the tenancy if it is shorter than 12 months; or can demonstrate sufficient and continuous links to the property,

5.8.2.2.3. Have not breached the rental agreement during the term of the tenancy and be able to maintain a tenancy independently.

5.8.3. Approval of Tenant Request

5.8.3.1. Northside may ask the tenant to provide evidence to support the succession.

5.8.3.2. In assessing the application for tenancy, Northside will consider:

5.8.3.2.1. Balancing the needs of household members applying for succession of tenancy together with the needs of existing applicants on the Housing Register;

5.8.3.2.2. Whether declining the application would cause severe hardship to the applicant;

5.8.3.2.3. Whether the application would negatively impact the applicant or children residing in the property.

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5.8.3.3. If the application is approved, the applicant may be offered either a tenancy for the current property under the same terms and conditions as for the previous tenancy, or a new tenancy in a more appropriate property that meets the tenant’s needs. Generally, the cost of relocation will be the responsibility of the new household.

5.8.3.4. Applicants will be advised of the outcome in writing that clearly states the reason for the decision.

5.8.4. Unsuccessful Applications for Succession of Tenancy

5.8.4.1. If an applicant is not successful in applying for succession of tenancy and is currently living in the property, Northside will offer a 3-month fixed term lease to allow the applicant to source alternative accommodation.

5.8.4.2. Where the household fails to vacate the property, Northside may:

5.8.4.3. Charge market rent for the property from the time the tenant has left, or from the date the approval expired;

5.8.4.4. Take action to end the tenancy under the relevant section of the relevant leasing agreement, following Northside’s **End of Tenancy Policy**;

5.8.4.5. Seek an order of possession from ACAT.

5.9. Good Neighbour Policy

5.9.1. Northside informs all tenants of expected standards of conduct and of their rights and responsibilities.

5.9.2. Where Northside identifies that the conduct of a tenant toward their neighbours has been unwanted or inappropriate, the tenant may be in breach of their tenancy agreement per the **Breach of Tenancy Policy**.

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5.9.3. For more information, please refer to the **Code of Conduct**.

5.10. Pets within a Northside Property

5.10.1. Application for Keeping a Pet

- 5.10.1.1. Northside will consider applications for tenants to keep household pets and assistance animals at the property. If a tenant wishes to keep a household pet or assistance animal at the property, the tenant must first apply to Northside in writing for approval prior to the animal residing at the property.
- 5.10.1.2. Approval must be gained in writing from Northside prior to any animal residing at the property. Applications will be considered on a case-by-case basis.

5.10.2. Conditions of Approval for Keeping a Pet

- 5.10.2.1. **Registration and Microchips:** All cats and dogs approved as pets in Northside properties must be micro chipped and registered with the ACT Domestic Animal Services (DAS). Proof of relevant registration and evidence of micro-chipping may be requested. Further details on this requirement can be found at: [Domestic animals - City Services \(act.gov.au\)](https://www.act.gov.au/domestic-animals).
- 5.10.2.2. **Compliance with Local Council Regulations:** The approved pet must comply with any licensing requirements and any relevant local council regulations, such as Cat Containment Areas in the ACT. Further details on this requirement can be found at: [Cat containment - City Services \(act.gov.au\)](https://www.act.gov.au/cat-containment).
- 5.10.2.3. **Damages to the Property:** The tenant is responsible for the cost of repairing any damage their animal may cause inside and outside of the property. Damages to the property may result in additional cleaning requirements being requested by Northside, for example: professional carpet cleaning or flea spraying of the property. The cost of these services is to be paid for by the tenant.

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- 5.10.2.4. **Disturbance to Neighbours:** The tenant is responsible for ensuring that the pet does not interfere with the reasonable peace, comfort, and privacy of neighbors in accordance with the *Residential Tenancies Act 1997*.
- 5.10.2.5. **Relocation to a New Property:** Where a tenant receives approval to keep a pet, it is with the understanding that this approval is for their current property. If the tenant moves to another Northside property, they will need to seek re-approval as not all Northside properties are suitable for pet ownership.
- 5.10.2.6. **Dangerous Dogs:** When applying to keep a pet on the property, the tenant must disclose if the pet has been declared a Dangerous Dog under the *Domestic Animals Act, 2000* and provide evidence of a Dangerous Dog License issued by the ACT Domestic Animal Services (DAS).

5.11. Maintenance within a Northside Property

5.11.1. How Northside identifies maintenance

- 5.11.1.1. Northside identifies maintenance through:
 - 5.11.1.1.1. Tenant contacting Northside Tenancy team via phone call or email;
 - 5.11.1.1.2. Northside undertaking routine inspections;
 - 5.11.1.1.3. Inspection of vacated properties;
 - 5.11.1.1.4. Property Condition Reports.
- 5.11.1.2. Tenants are responsible for any damage caused by the tenant, members of the tenant household or visitors the tenant allows on the premises. Tenants are responsible for notifying the landlord of any damage as soon as possible and where possible, taking action to avoid any further damage.

5.11.1.3. Prioritisation

- 5.11.1.3.1. Upon receiving a maintenance request, Northside will liaise with Housing ACT to arrange repair work. Northside follows Housing ACT's response time categories.

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5.11.1.3.2. Maintenance that affects the health, safety or essential security of the tenant is undertaken first.

5.11.1.3.3. The **Housing ACT Asset Standards and Property Condition and Responsibility Guide** is used to assist in making a decision about which work should be undertaken first, within available resources.

5.11.1.3.4. The response time categories for repairs are as follows:

5.11.1.3.4.1. Urgent 4 (U4) - to be completed within four (4) hours

5.11.1.3.4.2. Priority Next Day (PND) - to be completed by 6:00pm the next calendar day

5.11.1.3.4.3. Priority (D5) - to be completed within five (5) calendar days

5.11.1.3.4.4. Normal Repairs (D20) - to be completed within twenty (20) calendar days

5.11.1.3.5. If Housing ACT is unable to organise urgent repairs, the tenant may arrange to have the work carried out to a maximum value of up to 5% of the rent of the property over a year. Housing ACT will reimburse the tenant for reasonable costs. Tenant will only be reimbursed when:

5.11.1.3.5.1. Housing ACT was advised of the problem but could not arrange for it to be fixed in a reasonable time;

5.11.1.3.5.2. Tenant did not cause the damage;

5.11.1.3.5.3. The repair is carried out by a licensed trades person.

6. Breaches and Penalties

6.1. Breaches

6.1.1. Northside ensures that it manages properties in accordance with the *ACT Residential Tenancies Act 1997*. To protect the interests of Northside and to ensure compliance with this Policy, the Chief Executive Officer (or nominee) retains the right to examine any data or files, monitor issues relating to tenancy, and intervene if necessary.

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- 6.1.2. Breaches of this Policy must be reported immediately to the Chief Executive Officer. Confidentiality will be maintained where possible.

6.2. Penalties

- 6.2.1. If Northside believes that unethical or illegal activities, or activities inconsistent with Northside’s purpose or mission have occurred, these processes will be followed:
- 6.2.1.1. The Chief Executive Officer (or nominee) will temporarily suspend the employee’s regular working duties pending further investigation.
 - 6.2.1.2. If a breach is found to have occurred, the Chief Executive Officer may decide to suspend the employee’s regular working duties for a defined period of time, depending on the seriousness of the offence.
 - 6.2.1.3. Where an employee has breached this Policy, and the offence is judged to be serious, the procedures outlined in the **Northside Grievance Policy** will be followed.
 - 6.2.1.4. Where a breach involves illegal activities, Northside has an obligation to report these to the relevant external law enforcement agencies, and individuals may be subject to prosecution.

7. Audits

- 7.1. All tenancy management documents and procedures will be subject to ongoing assurance and audit. All records belong to Northside. In most cases, these are admissible as evidence and are subject to relevant Territory and Federal laws.
- 7.2. Northside management is responsible for the development of the annual Tenancy Audit Plan. This plan is to include details of what is to be reviewed in each audit and the audit schedule.

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- 7.3.** The team leader or manager is to provide a report to the CEO in relation to the results of audits undertaken during the period and any recommendations for improvement that arise as a result of the audits.

8. Roles and Responsibilities

- 8.1.** Roles and responsibilities for ensuring that tenancy services are delivered lawfully, efficiently and ethically are detailed below:

8.1.1. The Executive Director Corporate Services is responsible for:

- 8.1.1.1. Ensuring that breaches of this policy are referred to the Chief Executive Officer so that action can be taken when required and reports are made to other agencies (for example, the Police) when necessary;
- 8.1.1.2. Ensuring accurate system records are maintained and that records are monitored and archived as appropriate;
- 8.1.1.3. Assisting with any audit, including audits conducted by other agencies (with the approval of the Chief Executive Officer, or nominee) in investigating suspected breaches or conducting random audits.

8.1.2. The Manager is responsible for:

- 8.1.2.1. Ensuring all Tenancy Program employees are aware of this Policy in relation to their work at Northside;
- 8.1.2.2. Ensuring that all work practices comply with this Policy;
- 8.1.2.3. Leading by example with respect to this Policy.

8.1.3. The Employee is responsible for:

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- 8.1.3.1. Following the support plan, policies and procedures;
 - 8.1.3.2. Participate in development opportunities;
 - 8.1.3.3. Treat clients with dignity and respect at all times;
 - 8.1.3.4. work to maintain an environment that is culturally safe;
 - 8.1.3.5. Support clients to make informed choices;
 - 8.1.3.6. Ensure the privacy and confidentiality of clients;
 - 8.1.3.7. Work in partnership with clients and other service providers to provide best practice case management.
- 8.1.4. **The client and/or their representative is responsible for:**
- 8.1.4.1. Making their aspirations known to employees;
 - 8.1.4.2. Letting us know when they feel they have not been treated with dignity and respect or have not been supported or permitted to express their choices, hopes and aspirations for the future.

9. Associated Documents

9.1. Associated Northside Documents

- 9.1.1. **Code of Conduct**
- 9.1.2. **Inspections Policy**
- 9.1.3. **Rents, Bonds, and Other Charges Policy**
- 9.1.4. **Tenancy Agreement**

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- 9.1.5. **Condition of Premises Report**
- 9.1.6. **Breach of Tenancy Policy**
- 9.1.7. **Complaints and Appeals Policy**
- 9.1.8. **Starting a Tenancy Policy**
- 9.1.9. **End of Tenancy Policy**

9.2. Additional Associated Documents

- 9.2.1. [*ACT Residential Tenancies Act 1997*](#)
- 9.2.2. [The Renting Book- ACT Government \(Authorized by Director General of the Justice and Community Safety Directorate\).](#)

10. Definitions

- 10.1. **Northside** - Northside Community Service, including all Services operated by both Community Services and Children’s Services business units.
- 10.2. **Employee** - means the employees of Northside, and contractors, sub-contractors and consultants employed by Northside, apprentice or trainee, student gaining work experience, and volunteer, whilst they are on Northside property or engaged on Northside business.
- 10.3. **Client** - An individual engaged in a service.
- 10.4. **Tenant** - Is the person who signed the Residential Tenancy Agreement.
- 10.5. **Applicant** – is the person making formal application for housing assistance.
- 10.6. **Household Members** – are other people who have been authorized by Northside Community Services Ltd to reside at the property.
- 10.7. **Tenancy Officer** - Provides tenancy services and support to tenants.

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- 10.8. Bond** - A rental bond is the security deposit paid to the new landlord before occupying the residence. The bond amount is usually equal to four weeks of rent.
- 10.9. End of Fixed Term Agreement** - The end of a lease period which is fixed or not ongoing.
- 10.10. Lease**- A contract by which one party conveys a property to another for a specified time usually in return for a periodic payment.
- 10.11. Support worker / case worker** – a qualified and trained employee who has direct contact with the participant and provides services as specified within the participant's care plan.
- 10.12. Assistance Animal**- Are defined under the *Disability Discrimination Act 1992* as animals which are trained to alleviate the effects of a person’s disability and to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place.
- 10.13. Cat Containment Area**- Suburbs in the ACT identified by the ACT Government where cats are required to be kept on their premises 24 hours a day.
- 10.14. Dangerous Dog** - Dangerous dogs are dogs that have been declared dangerous by a local council or local court. These include dogs that attack without provocation, or kill a person or animal, or repeatedly threaten to attack or chase a person or animal.
- 10.15. Household Members**- Are other people who have been authorized by Northside Community Services Ltd to reside at the property.
- 10.16. Succession**- This means the right of a member of a tenant’s household (including a joint tenant) to take over the tenancy when the tenant dies, leaves permanently or will be in hospital, prison or away for a very long period.
- 10.17. ACAT**- ACT Civil and Administration Tribunal.
- 10.18. Absence from dwelling** – a period in which a property is not used as a full-time dwelling by the tenant(s) listed on the agreement.
- 10.19. Advocate** - A person over 18 years of age who could be another household member, a family member, friend, or support person.
- 10.20. Visitor**- Any person (friends, children, family, associates, partner) who visits a tenant as a guest.

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- 10.21. Unauthorised occupant-** A person who lives in a Northside property without providing the necessary disclosure and who has not been approved to be an additional occupant.
- 10.22. Overcrowding-** Where a household would require additional bedrooms to accommodate the household members.
- 10.23. Alternation** - An alteration made to property elements requested and paid for by the Tenant. It also includes upgrades to the property to improve the tenant’s comfort, such as pergolas.
- 10.24. Modification** - A change or upgrade to property elements to allow a Tenant to live independently. This may include hand/grab rails, ramps, lever door handles.
- 10.25. Occupational Therapist (OT)** - Occupational Therapists are training professionals that focus on enabling people to live satisfying and meaningful lives by helping them participate in the occupations they want to do, need to do, and are expected to do.

11. Document Control and Version History

11.1. Document Control

Document Reference:	Tenancy Management Policy
Status:	Approved
Approval Authority:	Beryl Tsao - Acting Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	03 May 2024
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Functional Unit:	Tenancy
Enquiries Contact:	Name: Beryl Tsao Position: Acting Chief Executive Officer Phone: 02 6171 8000 Email: beryl.tsao@northside.asn.au

11.2. Version History

Revision Date	Version No.	Brief reason for change	Reference Sections
1/12/2022	V2	Formatting and minor content change. Introduction of procedures.	All.

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TEN-POL-02
TENANCY MANAGEMENT POLICY



28/3/2023	V3	Merging of multiple procedures into the V3 policy.	All.
May 2024	V4	Clarification about requirement to evidence Permanent tenancy progress and engagement in Case Management services.	5.1.3
May 2024	V4	Minor change of terminology from staff to employee.	All.

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