
SOCIAL HOUSING TENANCY MANAGEMENT

APPROVALS

POLICY NUMBER	EI-POL-011	DOC.ID	4774908
CATEGORY	Statutory		
POLICY OWNER	Corporate Properties		
APPROVAL DATE	25 May 2021	RESOLUTION NUMBER	7283

OBJECTIVE

This policy coordinates the tenancy management for social housing across Isaac Regional Council as a registered Queensland State Based Community Housing Provider.

SCOPE

This policy applies to tenant/s who rent social housing across Isaac Regional Council. This policy does not apply to employee housing.

DEFINITIONS

TERM / ACRONYM	MEANING
IRC	Isaac Regional Council – local government organisation.
Social Housing	Premises constructed under caveat using funding from State or Federal Government on freehold/leasehold land by IRC. Once constructed, IRC manages the tenancy of these premises, collecting rent and maintaining the buildings to a suitable standard.
Queensland State Regulatory System for Community Housing (QSRSC)	Regulatory Services, Department of Housing and Public Works – Queensland Registrar for registered local governments, to report notifiable events.
Residential Tenancies Authority (RTA)	Self-funded statutory authority that administers the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> .

POLICY STATEMENT

The management of IRC's social housing residential property portfolio is utilised as social housing is a community benefit. This policy ensures fair and equitable allocation of all housing in accordance with the set qualification criteria.

TENANCY ARRANGEMENT

Tenant/s residing in social housing must comply with provisions of the *Residential Tenancies and Rooming Accommodation Act 2008* and *Residential Tenancies and Rooming Accommodation Regulation 2009*. It is the responsibility of both tenant/s and lessor (IRC) that all legislative requirements are met when entering into an agreement to rent a social housing property. Effective from the date of adoption, all pre-existing rental arrangements shall be superseded by the requirements of this policy.

ELIGIBILITY AND APPLYING FOR SOCIAL HOUSING

A prospective tenant must meet the eligibility criteria and apply in accordance with Department of Housing and Public Works.

For information relating to eligibility/criteria and the application process:

1. Social Housing – www.hpw.qld.gov.au

ALLOCATION OF HOUSING

IRC acknowledges and understands the requirements when assisting clients into and through the housing system, as appropriate to their needs. Council adheres and refers to, Department of Housing and Public Works, Allocations Policy for Funded Social Housing Providers when allocating housing -

<http://www.hpw.qld.gov.au/SiteCollectionDocuments/AllocationsPolicyFundedSocialHousingProviders.pdf>

RENT

Rent is nominated by Department of Housing and Public Works and is based on income criteria, ensuring rents set for tenants on low to moderate incomes in properties are affordable. Payment of rent is payable by the tenant/s two (2) weeks in advance and weekly thereafter using either Direct Debit, Cash or EFTPOS.

Rental bonds are required by all tenant/s as financial protection over the property. The bond amount is equivalent to four (4) weeks rent and is payable to the RTA on commencement of a tenancy. Financial hardship will be considered on a case by case basis.

Council adheres and refers to, Department of Housing and Public Works – Community Housing Rent Policy <http://www.hpw.qld.gov.au/SiteCollectionDocuments/CommunityHousingRentPolicy2013.pdf>

PAYMENT OF WATER CHARGES, UTILITIES AND LANDSCAPING

Where dwellings are metered, (wells 3 compliant or better) tenants will be responsible for all water usage charges at the premises. Where dwellings are not metered, IRC will be responsible for all water charges at the premises. All other utilities such as power, gas, and phone are to be installed and paid by the tenant. Tenant/s are responsible for all landscaping and garden maintenance.

INSPECTIONS

The lessor (IRC), reserves the right to inspect its properties on a three (3) monthly basis. Sufficient notice will be given to the tenant of the property as per *Residential Tenancies and Rooming Accommodation Act 2008*.

PETS

IRC supports tenant/s keeping pets where the style of housing is suitable and complies with Local Laws.

Tenants must get written permission in their tenancy agreement to have a pet in their rental property and if approved the following will apply:

- The Tenant will be responsible for any damage to the property caused by their pets” and any associated cost to rectify.

IRC has sole discretion on granting permission of pets with individual tenancy agreements.

ENDING TENANCY AGREEMENTS

IRC reserves the right to end an agreement where eligibility criteria is no longer met and for any reason as per s277 Residential Tenancies and Rooming Accommodation Act 2008. Matters relating to ongoing remedy breaches, illegal activity etc. the tenant will be required to vacate the premises within four (4) weeks.

Tenant/s who become ineligible for social housing as set out by the Department of Housing and Public Works – Social Housing Tenancy Management Policy, will be required to vacate the premises within four (4) months unless mitigating circumstances apply.

NOTIFICATION OBLIGATIONS

IRC acknowledges (QSRSCHE) Notification Guidelines for reporting events or incidents that damages, or has potential to damage the reputation of the community housing sector. RC will advise (QSRSCHE) of such events as outlined in the Guidelines for Local Government Notifications to the Queensland Registrar. All information relating to types of notifiable events and timeframes refer to www.hpw.qld.gov.au.

ADDITIONAL INFORMATION

Managing general tenancies in Queensland. refer to <https://www.rta.qld.gov.au/>

This document, must NOT contain procedural information

LEGISLATIONS AND RELATED GUIDELINES

- *Residential Tenancies and Rooming Accommodation Act 2008*
- *Housing Act 2003*
- *Residential Tenancies and Rooming Accommodation Regulation 2009*
- Queensland State Regulatory System for Community Housing Notification Guidelines

REFERENCES

Nil