

Rental Bonds Policy

1. Purpose

This policy explains how HOME in PLACE (Australia) Limited will manage the collection of rental bonds.

2. Scope

This Policy applies to all HOME in PLACE Tenants and Applicants.

3. Policy Statement

HOME in PLACE will always require a rental bond to be paid at the time of signing the Residential Tenancy Agreement. This policy outlines HOME in PLACE's approach to assessing, transferring and refunding rental bonds.

HOME in PLACE will comply with the requirements of the Residential Tenancies Act 2010 and will consider a tenant's individual circumstances.

Assessment

Rental bonds will be assessed at the equivalent of four (4) weeks market rent payable on the property.

Payment of Rental Bonds

For all properties in the Affordable portfolio, rental bonds must be paid in full at the time the Residential Tenancy Agreement is signed by the tenant.

For properties in the general Social Housing portfolio and in circumstances where tenants are experiencing financial difficulties, HOME in PLACE will negotiate a payment plan for the rental bond to be paid by instalments. Depending on the amount of rental bond due, HOME in PLACE will calculate the instalments to be paid in full within six (6) or twelve (12) months of the commencement of the tenancy.

Rental bonds will be lodged with the Rental Bond Board in accordance with the Residential Tenancies Act 2010.

Transfer of Rental Bonds

If a tenant transfers from one HOME in PLACE property to another, and if there are no outstanding debts for the tenancy, HOME in PLACE will administer the transfer of the rental bond to the new tenancy. If there is outstanding debt, the tenant and HOME in Place can agree to settle the debt from the rental bond held at the Rental Bond Board. A tenant will be required to pay any outstanding amount that is not transferred

from the existing bond to another rental bond for the new property to the value of the bond for the new property.

Refund of Rental Bonds

When a tenancy ends and there are no outstanding debts, for example, unpaid rent or non-rent charges, HOME in PLACE will process the bond refund application in a timely manner. If there are outstanding debts, HOME in PLACE will discuss this with the tenant to arrange for this debt to be paid.

Rental Bond Disputes

If there is disagreement about how a rental bond should be dispersed at the end of the tenancy, HOME in PLACE will work with a tenant to resolve any disputes, however, if a dispute cannot be resolved, then either HOME in PLACE or the tenant can make an application to the NSW Civil & Administrative Tribunal (NCAT). NCAT is a statutory body that manages disputes between landlords and tenants, including disputes about rental bonds. If a dispute arises, the rental bond will be frozen until such time as the NCAT makes orders.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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