

Starting a Tenancy Policy (QLD)

1. Purpose

This policy explains how HOME in PLACE (Queensland) Limited (HOME in PLACE QLD) will start a tenancy.

2. Scope

This policy applies to all new tenancies in the HOME in PLACE QLD portfolio.

This policy applies to HOME in PLACE entities. References to HOME in PLACE in this policy refer to all HOME in PLACE companies unless specified otherwise.

The policy applies to all workers, directors and members of HOME in PLACE decision-making committees and advisory bodies. The policy applies to third parties engaged to carry out activities on behalf of HOME in PLACE if stipulated by agreements.

3. Policy Statement

HOME in PLACE QLD is a social and affordable housing landlord with a commitment to service delivery. HOME in PLACE QLD complies with the requirements of the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) and the Regulations. When an applicant accepts an offer of housing HOME in PLACE QLD will ensure the acceptance is acted on promptly by arranging an appointment with the applicant to sign a tenancy agreement. Applicants have the right to have support persons, advocates and interpreters with them at the time of signing the tenancy agreement and to seek advice prior to signing.

Guiding Principles

HOME in PLACE QLD will start tenancies in a way that:

- Creates a positive and sustainable relationship with tenants;
- Provides tenants with information about their rights and responsibilities;
- Tell tenants about HOME in PLACE QLD policies and where they can access them;
- Ensures that HOME in PLACE QLD meets its legal and policy obligations.

Signing a Tenancy Agreement

The tenancy agreement is between HOME in PLACE QLD as the landlord and the tenant. Rent will start from the first day of the agreement. The tenant will receive:

- A copy of the signed tenancy agreement;
- Two copies of the Entry Condition Report;
- Other information relating to the tenancy.

Length of Lease

HOME in PLACE QLD manages both social and affordable housing programs, the length of the lease will depend on the program type for the property. This information will be provided to the applicant at the time of viewing the property.

Additional Terms

Any additional terms included in a General Tenancy Agreement by HOME in PLACE QLD will not contravene the rights of the tenant afforded by the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) or other relevant legislation.

HOME in PLACE QLD may include the following terms:

- Rent review - the tenant will provide verification of his/her household income to HOME in PLACE QLD annually as per the Department of Communities, Housing and Digital Economies' Community Housing Rent Policy or as otherwise required by HOME in PLACE QLD;
- Additional occupants - the tenant shall notify HOME in PLACE QLD if any additional person occupies the property on a permanent basis;
- Income variation - the tenant shall notify HOME in PLACE QLD within 14 days of any changes to their income;
- Personal occupancy - it is a requirement of this lease that the tenant shall personally occupy the dwelling;
- Leasehold properties - where the property is a leasehold property, any additional terms included by the landlord/owner of property will be included as additional terms in HOME in PLACE QLD agreement with the tenant.

Joint Tenancies and Share Households

Tenants in joint tenancies will be named as tenants on the General Tenancy Agreement with each tenant having the same rights and responsibilities. HOME in PLACE QLD must be notified of any changes to the household.

Adult members of a shared housing arrangement will be issued with a separate General Tenancy Agreement (Form 18A). If a vacancy exists in a shared housing property, the support partner who has nomination rights will nominate a new tenant. Any disputes between residents and/or neighbours, will be resolved by the support partner.

Sign up Will Not Proceed

A lease signing will not proceed in the following circumstances:

- There is doubt that the person attending the sign-up appointment is actually the client who has been offered the tenancy.
- The client appears to be intoxicated or under the influence of drugs.
- The client is behaving aggressively and causing a risk to others.

- It becomes apparent that the client does not understand what is going on (whether due to language difficulties or incapacity).
- The client states that they no longer want to accept the offer of housing and/or the type and length of lease offered.
- It becomes apparent during the sign-up appointment that the property will not adequately meet the client's known housing and locational needs.
- The client does not have all required documents for sign up (such as identification, proof of income, etc.).
- Both participants of a joint tenancy are not present.
- Information on the Sign up Declaration conflicts with the client's eligibility for housing.
- The client is not willing to engage in completing a Tenancy Plan as required by the Department of Housing and Public Works for all Transitional Tenancies only.

Clients under 18 years of age

Generally, an applicant must be at least 18 years of age before HOME in PLACE can consider them for social housing. However, HOME in PLACE will consider applicants between 16 and 18 years of age if:

- They meet all the general eligibility criteria for social housing;
- They have an income;
- Social housing is the best way to meet their accommodation needs;
- HOME in PLACE is satisfied they can meet their tenancy obligations.
- The applicant is accompanied to the viewing and sign up by a legal guardian or appropriate support person (i.e. support agency case worker, Community Services representative etc.)

The process for handling complaints made by a child / minor or complaints from people with disability, families, carers, service providers may be generally managed in accordance with this policy however refer to the following for more information:

- HOME in PLACE POL-003-02 Child Safeguarding Policy
- HOME in PLACE PROC-012-02 Child Friendly Complaint Handling Procedure
- HOME in PLACE POL-003-03 Safeguarding People with A Disability Policy

Review of Decisions

If a tenant is dissatisfied with a decision or service provided by HOME in PLACE QLD, they should first talk to a Tenancy Relations Officer. If they are still dissatisfied, they may seek a review of the decision or service or for disputes relating to access.

4. Definitions and Acronyms Glossary

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