



National Affordable Housing Consortium Victoria

Tenant Recharge Policy

Policy Statement

NAHCV establishes tenant recharge guidelines and commitment to

- Applying tenant charges in accordance with legislation as set out in the Residential Tenancies Act 1997 (Vic)
- Ensuring that tenants understand their rights and responsibilities in their Residential Tenancies Agreement
- Ensuring tenants understand their right to accept or appeal the liability for tenant charges.
- If tenants do not agree with the assessment of the damage and subsequent recharge, tenants are not required to repay the cost of the repairs until the charge is substantiated at the Victorian Civil and Administration Tribunal (VCAT)
- Accepting that there may be mitigating circumstances under which the tenant cannot reasonably be held accountable for damage or neglect.

Purpose

This policy establishes the common approach of NAHCV for the recovery of charges such as tenant responsible maintenance or other services undertaken as a result of damage or neglect caused by the tenant, another household member or a visitor who enters the property with the tenant's permission.

Scope

This policy applies to all tenancies and long-term Targeted and Non-Targeted Social Housing properties owned or managed by NAHCV.

Human Rights Considerations

In deciding what action to take, NAHCV employees must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter). This consideration should include the potential impact the proposed action they are undertaking through this policy may have on the person's (and their household's) rights under the Charter.

Transparency and Accessibility

This policy will be available on the NAHCV website www.nahc.org.au/NAHCV

NAHCV may from time to time implement changes to this policy. The revised policy will apply to all tenancies on and from the date of the change.

Relevant Legislation

- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997 (Vic)
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)
- Guidelines for Registered Housing Agencies published by DHHS

Related Policies and Procedures

- NAHCV Financial Hardship and Temporary Absence Policy
- NAHCV Complaints and Appeals Policy



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Policy Approval and Review Details		
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