6.4.1 Tenancy Management (Beginning, Maintaining and Ending a Tenancy) Procedure		
Date adopted: December 2025	**Date last reviewed:** May – August 2025	**Date of next review:** September 2027

Procedure context: This procedure relates to:	
Human Services Quality Standards	HSQ Standard 2. 3.2, 4.1, 4.2, 4.5
National Regulatory Code (NRSCH)	NRSCH PO 1a, 1c
Other standards	

Guiding Policy

This procedure is informed and guided by the 6.4 Tenancy Management (Beginning, Maintaining and Ending a Tenancy) Policy.

Rationale

It is vital that a tenancy begins in a supported and organised way to maximise a service user's potential for a successful tenancy. Service users will receive all the information they need to understand the program and will have access to information about what they need to do to maintain their tenancy. This process relates to all young people beginning a tenancy through BABI.

BABI specialises in providing supportive case-management to all our service users to help them explore options for long-term accommodation and identify barriers to sustaining their tenancy. Our intention is to provide targeted, specialised and purposeful work to assist our tenants break the cycle of homelessness. If a service user is unwilling to engage in support work or case-management at this time they may not be best utilising the service and they may need to be referred elsewhere so the space is available for a service user who requires this support. Whilst the SYHS Team does everything in its power to avoid exiting young people into homelessness, housing options are limited. The need for the support and accommodation of the program will always outweigh the accommodation we are able to provide. his is medium term/transitional accommodation only and discussions will be had with the service user from the first day they move in around their eventual exit options and goals.

Where possible, the service user will be supported to exit the service naturally or by their own volition, but in some situations a tenancy with BABI will need to be terminated prematurely, or in extreme cases immediately.

Procedures

Beginning a Tenancy

Information provided

Information will be provided to the tenant throughout the intake and application process, including verbally, via brochures and in the BABI Handbook. The intake worker and the caseworker assigned to support that service user will be responsible for the Intake and Application process.

Pre – Sign Up

Prior to making an offer for accommodation, prospective tenants must have attended a meeting and completed a SYHS Housing Application and related forms (Centrelink Consent, Medical Details, Privacy and Confidentiality, Consent to Share Information). During the SYHS Housing Application and pre-placement meetings, the case worker will identify any material aid (furnishings, linen etc.) required.
Following the allocation process and acceptance of the offer of accommodation by the service user the caseworker will advise the Property Worker of the new tenant's details including: full medical and contact details and a date of their next Centrepay (if applicable). Prior to the Sign Up Meeting the Property Worker will gather the relevant Entry Pack and complete the Entry Pack Checklist.

The Property Worker has two days to contact the young person to arrange a Sign-Up Meeting. The Sign-Up Meeting must take place within five working days of the offer being accepted by the service user. If the service user cannot be contacted, the offer may be withdrawn.

Sign Up

"Sign Up" will occur, where possible, at least 4 working days before the tenancy start date. This may be before the property is available. During the Sign Up Meeting the Property Worker will go through the tenant sign up pack, ensuring all relevant documents are understood and signed – the tenant needs to sign the Sign-Up Pack Checklist to confirm.
The tenant's sign-up pack will include:

- A "Welcome to…" book for the style of BABI accommodation they have been allocated/
- A Tenant Resource Book for the local area.
- Information around tenancy management and processes.
- Their lease.
- Entry condition report.
- Other relevant information.

The Property Worker is responsible for the sign-up process.

During the Sign-Up Meeting, the Property Worker will support the young person to complete the Centrepay form, forward-dating it to the date the lease will begin. The service user may move in before the first Centrepay transfer where agreed by the team. These additional days of rent must be factored into the first Centrepay payment or paid in cash. If the Property Worker assesses financial hardship, then the Property Worker may negotiate the additional days of rent to be paid across two Centrepay fortnights rather than in the first.
The Property Worker will explain how rent is calculated and answer any questions the service user has about this. The new tenant will sign the Rent Report Summary generated by the Community Housing Rent Calculator. Tenants are encouraged to speak to the Property Worker if they have any questions about how their rent is calculated into the future.

Two weeks rent in advance, and a bond of 4 weeks rent will be required at sign up. A payment plan for the bond can be set up or the service user may be eligible for a DHPW Bond Loan. The lease can be forward signed to begin more than 4 working days after this Sign-Up Meeting to allow the Property Worker time to assist in lodging a Bond Loan. If the service user does not require a Bond Loan they may move in immediately.

The rent may be adjusted in the tenant's first Centrepay payment to back-date to the date the lease began. The Property Worker will arrange this with the tenant.
The tenant may collect the key from the office on the day the lease begins – completing the Key Allocation Form to acknowledge.
The Property Worker will advise the case worker of the date the lease begins and the rent calculation. The Property Worker files all relevant documents on the Tenant File and updates Chintaro and SHIP as required.

After Sign Up
The Property Worker will support the tenant to arrange for electricity and gas if applicable (units, Family Houses and SHDL only). The caseworker will advise the tenant how to access services and supports to gain materials and furniture. BABI is not able to help a service user move furniture into the property. The service user needs to manage this at their own cost, although the caseworker may assist if they have the capacity. If relevant, the Property Worker will assist the service user set up a Payment Plan for the BABI Loan, preferably through Centrepay.
The Property Worker may need to support the service user to complete the entry condition report if this is not done within three days.
All tenants will be supported to develop a Tenancy Support Plan as early as is reasonable in their Tenancy. Their caseworker is responsible for engaging them in this process.

<u>*Maintaining a Tenancy*</u>
Length of Lease
There is a range of lease options available to tenants moving through our program.
13 Week Probationary Lease
All tenants entering the service will be provided with a 13-week Probationary Lease. This allows the tenant and the caseworkers to explore whether the tenant's needs are best met through this particular program. BABI is exempt from RTRAA regulations in this time although the RTRAA regulations will be used as a guide in all decision-making and may still be used as a baseline.
Subsequent leases:
At the end of the 13 week Probationary Period, service users will be:

- Offered no further lease.
- Offered a 3 month lease.
- Offered a 6 month lease.

SHDL tenants will be offered a 3 month lease if their Probationary Period was successful and will be on a periodic lease after that as the property transfers back to the DHPW. The RTRAA legislation will be followed in this time.

A service user may choose to exit at any time. Tenants are asked to give BABI as much notice as possible and their caseworker is available to support them locate alternative accommodation options at any time. If a service user's lease is not extended for any reason the caseworker will offer support to that tenant.

Further leases may be provided to the tenant dependant on:
- Whether the service user wishes to remain with us.
- Exit options available to the young person.
- How the tenant is managing their tenancy.

House and Units Rules
There are a set of rules and responsibilities attached to the share-houses and unit positions. This allows young people to understand what their responsibilities will be before they enter into a lease with us. All rules are focused on building a service user's capacity to self-regulate, to communicate and problem-solve and to ensure the rights of the neighbours and house-mates are not impacted by their behaviour.
When a young person signs up to a lease they will be asked to understand and comply with the rules and responsibilities that come with that tenancy. There are a different range of responsibilities and rules for the different types of properties. These are most restrictive in the share house environments as this requires young people to share spaces and the behaviour of one tenant will have more of an impact on their housemates. These rules and expectations are clearly displayed in a communal area in all share houses and units and are discussed at the house/units meetings. This includes rosters of chores as applicable.

These rules may cover things like:
- How many visitors the young person can have over and their visiting hours.
- How they declare visitors (if applicable).
- Whether overnight visitors are allowed.
- How often they can be "off-site".
- Issues around smoking and drinking.
- Chores/maintenance required.
- Pets.
- Engaging with supports.
- Attending House Meetings.

Adding a Person to a Lease
Whether a person can be added to a lease will be dependent on the property type the tenant is housed in. All tenants are encouraged to disclose if any extra people are living with them early to prevent Breaches. If it is reasonable to suspect that extra people are living in the property a Notice to Remedy Breach may be issued.
The number of young people living in these properties at any time makes share-house and units accommodation types unsuitable for partners, spouses, children or family members to be added to the lease of a tenant.

Young people will need to adhere to the rules around visitors in all of these properties and will be supported to source alternative accommodation if they wish to live with their family members or their spouses.

A young person who is pregnant will be supported to transition into more suitable accommodation before the birth of that child.

CAP Family Houses
Only one family is housed per property and if there is sufficient bedrooms and space a partner, spouse or family member may be considered to be added to the lease if requested by the tenant. The tenant should make this request in writing to the team. Their support worker may assist with this if necessary.
This request will be tabled at a team meeting where any risks to the initial tenant's tenancy and any safety issues will be discussed. The decision as to whether another party will be included in the lease rests with the team and will be given to the tenant in writing. If the team is unable to permit this addition to the lease due to tenancy or safety issues, the family will be given support to change their SHDL application or other housing applications accordingly to include this person or the family unit will be given support to consider alternative accommodation types.

SHDL Houses
The SHDL offers an opportunity for a more long-term style accommodation if the property and the tenant is transferred back to the Department of Housing after a six month support period. Service users can ask to have a partner or family member added to the lease. The tenant needs to apply to the Department of Housing and Public Works and formally add that person to their lease. Where possible the support worker will discuss with the service user any risks associated with this (such as domestic violence, or additional barriers to maintaining their tenancy) but the decision whether to add someone to the lease rests with the young person and the Department.

Removing a tenant from a lease
The tenants named on the lease all have an equal right to access to the property. If a situation changes and one tenant wants to separate from the lease or the other tenant, the SYHS Team will support both parties to understand their rights and responsibilities in this process.

Where one tenant consents to leave the lease
Where one tenant requests to leave the property, or is willing to leave the property after negotiation:

1. The Team will ensure both parties understand their rights within the situation. Referrals will be made to other services as required.
2. The Team will support the exiting tenant to locate alternative accommodation, if requested.
3. The eligibility of the remaining tenant or family unit will be checked to see if they are still eligible for that property. If they are no longer eligible for this property, they will be served with a Notice To Leave dated for at least 30 days. They will be offered support to locate another accommodation.
4. The Property Worker will conduct an inspection of the property for the tenant who is moving out and arrange the transferral and/or set up of the Bond as required. A new calculation may be required.
5. If the remaining tenant is still eligible for the accommodation, the Property Worker will arrange a new lease with this tenant within a week of the other tenant moving out.
6. Keys will be returned and/or locks changed as required.

Where neither tenant consents to leave:
In a situation where a relationship has broken down but neither tenant wishes to exit the lease the SYHS team will provide support and referral to both parties as required – including referral for counselling and mediation and or police or legal support.
Where a protection order has been served it is the responsibility of the tenants and the police to manage this. The Team may support a tenant to locate alternative accommodation or support around Domestic or Family Violence and may facilitate a move between properties as required.
Where the behaviour of the tenant or tenants causes damage or impacts the neighbours the tenants may be served with a Notice to Remedy Breach and eventually a Notice To Leave. The tenants will be supported to seek alternative accommodation if this occurs.
Where one party leaves the accommodation type, the remaining party will be assessed for eligibility for that accommodation and if they are not eligible, they will be served with a Notice to Leave within 30 days.

Ending a Tenancy

Any decision regarding a tenancy will be made in a transparent, fair manner that takes into consideration the history of that tenancy and the challenges that service user is facing.
Young people may leave our program for a variety of reasons, including:

- Locating long-term accommodation (including social housing).
  Preferring a different style of accommodation.
  Feeling challenged by the rules or expectations of our program.
  Changes in their personal situation (such as moving in with a partner, friend or family member).
  Their lease has come to a natural conclusion.

Some young people may choose not to disclose their reasons for leaving the accommodation.

Ending a Tenancy process will be guided by the Residential Tenancy Agreement except where the situation occurs within the Probationary 13 Week Period. In this time a tenant may be asked to leave immediately, or with very little warning. The tenant will be afforded as much time as is possible to facilitate their move except in a situation where there are safety issues for them, other tenants, or workers.
Regardless of the notice period and the reasons behind the ending of a tenancy the Housing Team will endeavour to support the tenant to locate alternative accommodation. If the young person refuses this support, or it is reasonable to assume the team is not best placed to offer this support, attempts will be made to refer the service user to another service that might assist.

Tenant Ending Lease Early or Lease Concluded

Ideally, the maximum length of any combination of leases for one property will add up to no longer than 12 months, including the Probationary Lease.
Where possible the caseworker will be engaging the tenant in regular case-management and support the tenant through their exit regardless of their reasons for leaving or their alternative accommodation. If the worker has concerns about a young person's safety, these will be clearly identified to the young person but the decision to leave and the location of their move is the decision of the young person.

Tenants are asked to give BABI as much warning as possible when they are moving out, as well as giving us a specific date that they will be moved out. This allows us to begin the Allocations process. We may not be able to begin this process if we feel the tenant may extend their exit date.
A tenant who has exited completely may re-refer themselves to the program immediately. They can be supported to locate crisis accommodation during this exit period. Once they have re-referred they will be considered for any vacancy alongside any other requests for service on the intake register.

Maximum stays
The maximum length of a tenancy in the share-houses is a full year, including the initial 13 week Probationary Lease. Service users exiting from the share-houses will be prioritised to be housed at the units if they are over 17 years of age and wish to remain in BABI housing.
The maximum length of a tenancy at the units is 12 months, including the 13 week probationary period and excluding any time in the share-house property. A young person may cycle through the share-house and then through the units consecutively.
The maximum length of a tenancy at the CAP family houses is one year, including the 13 week probationary period. These houses are designed to be for crisis accommodation only and feed into the SHDL program, so it is anticipated that only service users with a solid exit plan will be housed in these properties.

Extending a lease beyond the maximum length of tenancy
The SYHS attempts to avoid exiting any young person into homelessness by offering specialised support from the day the tenant moves in. Exit options and exit goals will form an integral part of the case-plan for every tenant. As a final date for a lease approach there is an expectation that all tenants will be actively seeking alternative accommodation. The support worker will assist with this as required.
On occasions a Lease may be extended beyond the maximum stay of 12 months. For this to occur the tenant needs to put their request in writing to the Team following the End of Tenancy Process – Lease Extensions process.

The team may grant an Extension based on the situation.
This may include:

- Health or safety issues for the service user if they are exited immediately where the service user is working to resolve these issues.
- Whether the service user is actively engaging with their caseworker and utilising the service to its full advantage.
- An exit option is available to the young person, there is just a short waiting period for this to become available.
- Evidence that the young person is actively seeking alternative accommodation and is able to provide evidence of this.

If a service user is served with a Notice to Leave for any circumstances, the SYHS team will continue to work with them to seek alternative accommodation and facilitate their move as required. The SYHS can provide support to an ex-tenant as an external service user for up to six months after they have exited the service. This will depend on the degree the service user engages with this support and their situation.

Service users may re-refer to the SYHS team if they have exited the program into homelessness and are still within the age-range for this service. They will be considered for accommodation alongside the current pending/waiting list. An ex-tenant can only be considered for a second round through our program once they have moved out completely and they will be required to stay somewhere else until other service users on the pending list have been considered.
If an ex-tenant re-refers after completely exiting the service, they will be considered for another Lease without an automatic reduction in the length of this Lease.

Lease Extensions
All tenants need to show that they are looking for exit options from the beginning of their last 3-month lease. When the tenant comes in to sign their final lease, they will be provided with a "Tenant log for private rental" form.
This form will need to be updated with properties they have applied for through real estates, Facebook marketplace or share house websites. During these 3 months, it will be the case workers role to sit over this process and ensure the tenant is looking for private rental opportunities.

Once this last 3-month tenant's lease has ended, the tenant is required to apply for an extension to their lease by writing a letter to the property worker. If the extension to their lease is approved, the property worker will provide the tenant with the "Tenant log for private rental" form. The extension to their lease is approved in one-month periods – therefore the tenant is required to submit a new letter for extension each month after their tenancy ended and attach the "Tenant log for private rental" form each time. It is, therefore, the property workers' role to follow up with the tenant if the log has not been completed.

The caseworker is still expected to support the tenant in applying for rentals and checking in regularly as to whether they have been completing the form, but it will be the property worker that enforces the lease extension process. Extensions will be discussed in the housing team meetings, but it will be the responsibility of the property worker to approve or not approve the application for extension.

Where a tenant declines an offer for Social Housing
Many tenants will be on the social housing register – including some nominated by BABI through the Same House Different Landlord program. If a tenant declines an offer of long-term social housing without a valid reason, their application may be prioritised lower in the Housing Register or cancelled. How this is managed (including the impact on the continuation of the tenancy agreement) would be on a case-by-case basis guided by their case worker.

Moving out
When a young person exits our program for any reason they have a responsibility to ensure:

- Their rent is up to date to the day that they leave.
- The space is returned to us in the condition it was handed to them.
- Keys are returned.

A Vacating Tenant Checklist will be provided to assist in this process.

If there is cleaning required or damage has occurred the tenant will be billed for cleaning or repair to return the space into a condition similar to when it was leased to them.

1. When the keys are returned, the Property Worker will arrange an inspection date. The tenant will be invited to attend this process.
2. The property is inspected. If the tenant is unable to attend this inspection the Property Worker will call the tenant with any issues they have found in this inspection. An RTA Form 14a Exit Condition Report will be completed.
3. If the property is damaged and the damage is tenant-related, repairs are required. The tenant will be advised of this and billed accordingly.
4. If cleaning is required, the tenant will be offered an opportunity to manage this themselves. They have three days to do this. If this is not completed by the tenant BABI will arrange for a cleaner after the 4th day and the tenant will be billed for the cost of this.
5. The Property Worker will advise the service user of any unpaid rent, and any bills for damage or cleaning. If they are unable to pay this money upfront they will be invited to sign over their bond to cover these costs (or part of the costs). This will occur within a week of the inspection date.

Bond Refunds
If there are no outstanding debts to BABI:
The tenant and the Property Worker will sign the bond release form and arrange for the entirety of the bond money to be transferred to the service user. This will be arranged within a week of the final inspection.
Where the debt is agreed upon by the tenant:
Where the tenant is willing to pay for the debt through their bond money, the tenant and the Property Worker will sign the bond release forms to release the tenant’s bond money to BABI to cover debts accrued by the tenant. This will be arranged within a week of the final inspection, where possible.
Depending on the situation and the debt, the team may choose to waive some of this debt if the tenant makes an effort to repay what they can upfront. If this occurs a letter will be sent to the tenant advising that their debt is cleared and the Property Worker will advise the Finance Coordinator that that debt amount has been ‘written off’.
Where the tenant does not consent:
If the tenant is uncontactable or refuses to sign the bond release form the Property Worker will send the bond release forms to the RTA. The RTA is responsible for attempting to contact the service user. The service user may appeal this through the RTA.

Termination of a Tenancy: "Notice to Leave"

Decision

Any Notice to Remedy Breach will be tabled at a Team Meeting and documented in the service user's tenancy file and electronically on SHIP and Chintaro.

Where possible the tenant will be invited to attend a Show Cause Meeting with the Services Manager and the caseworker. The concerns around their tenancy will be tabled, discussed and where possible risk managed. If the tenancy is to end prematurely the tenant will be served with a "Notice to Leave".

A tenant may be served with a Notice to Leave that is less than 30 days if there is evidence (or reason to believe):

- Significant and deliberate damage has occurred or may occur to the property.
- Illegal behaviour has occurred on the property.
- There have been threats of violence or violence towards other tenants, staff or the community.
- Rent arrears that cannot be paid.
- A Breach that follows a pattern of Breaches for similar issues.
- A Breach served within a Notice to Remedy Breach period.

Advising of Notice to Leave

All attempts will be made to discuss a Notice to Leave with the service user face-to-face through a Show-Cause Meeting, unless there is a risk to the safety of staff members, or the young person cannot be contacted or engaged in conversation.

A "Notice to Leave" may be served:

- In inviting the tenant to the Show Cause Meeting.
- At the Show Cause Meeting.
- After a Show-Cause meeting where the service user has not attended, or where attempts to resolve the issues (ie rent arrears) cannot be negotiated.
- Mailed or delivered - they will be advised of this in a face-to-face conversation or a phone call where possible, and a text where this is not possible.

In some situations, a tenant may be given a verbal notice to leave immediately if a significant issue occurs. This action will only be taken after the team has met to discuss the situation and where it is assessed that no less intrusive action is safe to take. This will only occur within a risk management framework with support offered to the tenant.

After the "Notice to Leave" Date

After the date described in the Notice to Leave two workers will attend the address, knock loudly on the door and give sufficient time for a response.

If the tenant has not returned the keys and is un-contactable the locks to that property or room may be changed. The young person will be billed for this process unless negotiated otherwise.

If a tenant refuses to leave the property after a Notice to Leave has been issued, BABI will consider:

- Accessing the Rental Tenancy Authority (RTA)'s dispute resolution service (specifically for non-urgent requests to QCAT).
- Lodging an application with QCAT as per RTRAA requirements.

Abandoned Premises and Service User Property

Abandoned Premises

When the Housing Team suspects that a property may have been abandoned (refer to Missing Persons Procedure):

1. An Entry Notice for entry in 24 hours will be placed under the door of the service user's property.
2. After this time has elapsed, at least two workers will attend the property and check for evidence that the property has been abandoned. This may include unopened mail or the property completely or partly emptied of belongings. Other evidence may include rental arrears.
3. The workers will take photos of the evidence they have that the property has been abandoned and will serve an RTA 'Abandonment Termination Notice (Form 15). This will be dated in 7 days and be placed by the door in a clearly visible location.

Abandoned Service User Property

When tenant's end their tenancy (voluntarily, "notice to leave" or abandonment), they will often leave some/all of their property behind. When an ex-tenant's property remains on site:

- The service user will be given a maximum of 3 days after the Notice to Leave date to remove their belongings and pack up their room.
- Rent may be waived in this time.
- Support will be offered by the caseworker, including transport, where the worker deems this appropriate.
- The door will be locked and unlocked as required.
- If a service user instructs (in writing) the belongings or furniture to be discarded, BABI will do so.

Where a young person has not removed their belongings after the 3 day grace period, two workers will clear the room themselves. Care will be taken that:

- Workers wear protective clothing as required, with gloves worn at all times.
- Photos will be taken as evidence of the process.
- The risk of needles and sharps are discussed and managed accordingly.
- All items are packed carefully into cloth bags where possible and plastic bags only as a last resort.
- Like items are packed with like (ie valuables in one bag).
- Breakable items are clearly identifiable – ie in an open-top bag so they can be monitored.
- All items are collected, even those which may be perceived as rubbish (papers, cans, etc) as we must be respectful of all a service user's belongings and we cannot assess the emotional connection a service user may have to an item in their room.
- The only items which will be discarded are rotting or spoiled food products or things that may be a biohazard to workers. Items that workers identify as potentially drugs or drug-related paraphernalia will also be disposed of as these cannot be stored by BABI or handed back to a young person. Refer to the Drug and Alcohol Use in Tenancy Process for more information about this.

- Any items that were discarded will be recorded and case noted.

The ex-tenant will be advised in writing (where possible):

- That their belongings have been packed up and will be stored by BABI.
- The time-frame that these items will be stored.
- The need to remove items by the end of storage time frame or they will be discarded.

The length of time these items will be stored will depend on:

- The nature of the belongings.
- The term of tenancy of the tenant.
- Any concerns for the young person's well-being.
- The young person's history with the service and their level of engagement with BABI.
- Evidence of where the tenant is now and their likelihood of returning to the Wynnum area.
- The reasons why tenancy ceased.
- The case-worker's assessment.
- RTRAA Guidelines.

If the young person cannot be contacted, is not able to take their belongings or refuses to collect the items, most items may be discarded after a reasonable length of time. Workers may endeavour to keep some items: ie valuables, sentimental pieces like photos etc or paperwork for a time longer if this is assessed by the caseworker as reasonable. This process will be guided by RTRAA.

Storage guidelines include:

- Small items: Small items and belongings may be stored for up to six months, although in extreme situations some items may be stored longer.
- Large items and furniture: There is limited space for large items and furniture to be stored at BABI. Where possible these items will be stored on site. For more significant amounts of furniture, a storage shed may be hired. The transport and storage of these items will be billed to the tenant and items will be kept as per the RTRAA guidelines around storage and disposal.

RTRAA guidelines include:

- Goods valued at less than $1500: Goods left behind that could be unhealthy or unsafe to store, that would reduce their value by storing them and/or the cost of removing, storing and selling them would be more than their value, can be sold or disposed of straight away, e.g. food. Otherwise they must be stored for 1 month.
- Goods valued at more than $1500: Must be stored for 1 month, after which they can be sold at auction. The auction must be advertised in a newspaper available locally and must list the goods and state the time, day and place of the auction which must be at least 7 days after the notice is published.
- The landlord can deduct the cost of the removal, storage and sale of the goods from the money raised through their sale and any remaining money must be paid to the Office of the Public Trustee. Any costs for other money owing must be applied for through QCAT.

- The tenant can reclaim their goods before they are disposed of. They must put this request in writing and pay costs the landlord has paid for removal or storage.
- The landlord cannot hold onto a tenant's possessions in lieu of rent or other money owed.
- Goods should be valued to determine their worth; an item that may appear to be junk can actually be valuable.
- Take photos of items being disposed of in case of future disputes.

If an ex-tenant disputes that they abandoned the property, BABI will refer them to QCAT to lodge an appeal and seek compensation if successful.
All notes pertaining to abandoned premises and property will be recorded in SHIP and Chintaro and will be printed out as case notes in the file when it is archived.

Procedure Review and Version Tracking – Beginning Tenancy			
Version	**Date Reviewed**	**Person Responsible**	**Comments**
1	01.01.2009	Patricia Rose	Procedure developed
2	1/2/2011	CEO	Reviewed, no change
3	6/10/2016	Margaret Ponting	
4	17/9/2018	SHYS Team Leader	Reviewed – updated re bonds & rent in advance
5	23/10/2020	Housing Program Manager and CEO	Updated to include Community Housing rent Calculator

Procedure Review and Version Tracking – Maintaining a Tenancy			
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1	01.01.2009	Patricia Rose	Procedure developed
2	1/2/2011	CEO	Reviewed, no change
3	6/10/16	Margaret Ponting	
4	17/9/2018	SHYS Team Leader	Reviewed, no change
5	24/7/24	CEO	Change made to lease extension process.

Procedure Review and Version Tracking - Ending a Tenancy			
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1	01.01.2009	Patricia Rose	Procedure developed
2	1/2/2011	CEO	Reviewed, no change
3	6/10/17	Margaret Ponting	
4	17/9/2018	SHYS Team Leader	Reviewed, no change
5	13/07/2020	SYHS Team	Change made to lease extension timeframe.
6	24/7/24	CEO	Change made to lease extension process.