

PURPOSE

This policy outlines how SAHV, as the managing agent of the property, will determine when the tenant is responsible for damage to the property and associated costs.

SCOPE

This policy applies to all tenancies managed by SAHV.

Tenant Repair Cost - Definition.

All tenants residing in properties managed by SAHV are expected, as outlined in the Residential Tenancies Act 1997, to leave a premise in good condition, or the same condition as when the tenancy first started.

SAHV may charge a tenant for any repairs that it has to carry out, which fall within the scope of the tenants responsibility. These types of repairs are usually as a result of misuse, abuse, neglect, wilful damage or carelessness, caused by the tenant themselves, family or visitors to their home.

A charge will not be applied to the costs of repairing fair wear and tear, or if the damage has been caused by a crime – as long as the tenant has reported the crime to the police and a crime reference number has been obtained, (These repairs fall within the scope of the Tenancy agreement).

If alterations are made by a tenant during the tenancy and the property has not been restored to the condition existing at the start of the tenancy, SAHV will claim the costs of carrying out this work.

POLICY

SAHV will keep all properties in good repair by providing an efficient maintenance service that meets the requirements of the RTA. SAHV will make sure that your property is a safe place to live by maintaining the property according to our responsibilities under the law.

SAHV encourages tenants to take a responsible approach to prevent damage to their home and SAHV will enforce tenancy conditions in order to reduce anti-social behaviour and possible property damage due to this type of behaviour.

SAHV will seek to recover costs for undertaking repairs that have occurred by negligence or deliberately by tenants or third parties.

Tenants will be charged the cost of the repair, and SAHV will take responsibility for deciding how many parts are needed to be repaired and recharged. If the costs go over \$500, SAHV will arrange 2 quotes.

Replacement keys will be charged to the tenant at cost to SAHV

SAHV will enter into repayment plans that do not create further financial hardship for the tenant

If the tenant can provide proof that they have the skills to carry out the repairs themselves, this will be considered as an alternative to cash repayment.

NON PAYMENT ACTIONS

SAHV reserves the right, where there is an outstanding debt to:

1. Refuse a current tenant a transfer
2. Refuse access to SAHV properties in the future
3. Allow the tenant to repay the debt while still a tenant of SAHV or after their tenancy has ended.
4. SAHV has the right to cancel the debt at any time for hardship reasons

APPEALING A DECISION TO COMMENCE RECHARGE

A current tenant of SAHV, or an exiting tenant of SAHV may appeal a decision that has been made by SAHV to commence a recharge process through the SAHV appeals process.