

# Ending tenancies

## Bond payment policy

Policy section: 1.0

Section name: Ending tenancies

Policy: 1.4.4

Document name	Bond payment
Applicability	Mission Australia Housing
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## 1 Purpose

To outline the process of managing rental **bonds** at Mission Australia Housing (MAH).

## 2 Related policies

2.1 This policy should be read in conjunction with the:

2.1.1 [Start of Tenancy Policy](#), which details steps taken by MAH at the start of tenancies.

2.1.2 [Ending Tenancies Policy](#), which outlines the responsibilities of staff involved in managing and ending tenancies.

## 3 Scope

This policy applies to staff responsible for managing tenants and properties of MAH.

## 4 Guiding principles

4.1 A bond is acquired from each tenant of MAH as a form of security in order to mitigate any potential financial and property risks resulting from a tenancy.

4.2 MAH supports tenants to manage issues which may impact on the amount of bond that is refunded to them at the end of tenancy wherever possible.

4.3 MAH is committed to resolving bond disputes through both internal and external processes where required.

**4.4** MAH is accountable and transparent in its management of rental bonds.

## **5 Policy**

### **5.1 Establishing a tenancy with Mission Australia Housing**

5.1.1 Each tenant of MAH will be required to pay the equivalent of two weeks rent in bond as a form of security for MAH at the start of their tenancy as per the [Start of Tenancy Policy](#).

5.1.2 Staff will provide an entry condition report to each tenant who pays a rental bond in order to establish the condition of their property at the start of their tenancy. This must be returned to MAH within the timeframes for that state.

5.1.3 Tenants will sign a lease or rooming accommodation agreement for their property which will detail the amount of bond they have paid.

### **5.2 Lodgement of bonds**

Staff will lodge any bonds that they acquire from tenants with their state based authority within the timeframes specified for that state.

### **5.3 Claiming or refunding bonds**

5.3.1 Staff will work with tenants throughout their tenancy in order to assist them to manage issues that may affect the amount of bond that is refunded to them at the end of their tenancy.

5.3.2 MAH may seek to retain part or all of a bond at the end of a tenancy where a tenant:

5.3.3 Has a record of rental arrears, or owes a non-rent debt to MAH as per the [Arrears Management Policy](#) and/or [Debt Management Policy](#)

5.3.4 Vacates their property without returning it to the condition it was in at the start of their tenancy (fair wear and tear excluded).

### **5.4 Record keeping**

Staff will develop and retain records of all tenant bonds that are acquired, lodged, claimed or refunded.

## **6 Definitions**

**Bond:** an amount equating to two weeks rent which is paid by a tenant at the start of their tenancy as a form of financial security in the event of rental arrears, property damage or neglect.