

Establishing and maintaining tenancies

Start of tenancy policy

Policy section: 1.0

Section name: Tenancy management

Policy: 1.2.1

Document name	Start of tenancy
Applicability	Mission Australia Housing
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1 Purpose

- 1.1 To provide an overview of processes involved in establishing a tenancy at Mission Australia Housing (MAH).
- 1.2 To ensure that tenants are aware of, and understand, their rights and responsibilities wherever new tenancies are established.

2 Related policies

- 2.1 This policy should be read in conjunction with the:
 - 2.1.1 [Bond Payment Policy](#), which outlines the process of managing rental bonds at MAH.
 - 2.1.2 [Condition Report Policy](#), which outlines the requirements relating to the completion and submission of condition reports at the start of tenancies.

3 Scope

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

4 Guiding principles

- 4.1 Staff and tenants achieve a shared understanding of their rights and responsibilities from the start of each tenancy.

- 4.2** Security of long term tenure is encouraged from the start of each tenancy wherever possible.

5 Policy

5.1 Policy position

- 5.1.1 MAH will provide clear information about establishing and maintaining tenancies to each applicant who enters an agreement for housing.
- 5.1.2 MAH will develop positive working relationships with all tenants in order to ensure sustainable tenancies wherever possible.

5.2 Entering agreements in good faith

- 5.2.1 Staff will explain terms and conditions of a tenancy before any agreement is signed in order to ensure tenants understand their rights and responsibilities.
- 5.2.2 Staff will ensure that new tenants each tenant pay two weeks rent in advance and two weeks equivalent rent in bond in order to establish their tenancy as per the [Bond Payment Policy](#).
- 5.2.3 Staff will inform tenants of behaviours and/or practices that could place their tenure at risk as per the Good Neighbour Policy.
- 5.2.4 Staff will provide information, including fact sheets, to tenants about MAH policies that are relevant to their tenancy.
- 5.2.5 Staff will engage appropriate support in order to assist tenants to understand and enter into agreements where there are cultural or communication barriers, or tenants are unable to consent for themselves.
- 5.2.6 Staff will provide tenants with any resources prescribed by state based authorities to help them understand their rights and responsibilities.

5.3 Record keeping

- 5.3.1 Staff will keep records of agreements entered into, money paid, and forms or reports completed by tenants in order to establish their tenancies.
- 5.3.2 Staff will store all records associated with establishing tenancies in the relevant tenancy database. Where required, staff will store original copies in hard copy tenancy files.

6 Definitions

Lease or rooming accommodation agreement: a legal contract which sets out any terms and conditions for living in a MAH property in return for payment of an agreed rent.