

Policy Manual Policy 3.5

Establishing and Maintaining Tenancies Sign up of Tenants

Policy Title: Sign Up of Tenants
Policy Number: 3.5
Version Number: 3.5.3
Supersedes Number: 3.5.2

Approved by: Wentworth Board of Directors
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1. Purpose

- 1.1 The purpose of this policy is to provide a clear framework for establishing new tenancies and administering the sign up process for tenants.
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2. Policy

- 2.1 Wentworth will work with tenants to establish and maintain successful tenancies.
- 2.2 All Wentworth tenancy agreements will be in accordance with the Residential Tenancies Act 2010. At the commencement of the tenancy Wentworth will clearly outline the rights and responsibilities of the tenant and of Wentworth as landlord or head tenant.
- 2.3 To assist in their tenancy with Wentworth each tenant will receive a Tenant Sign Up Kit. This kit will include:
- a copy of the New Tenant Checklist (Form FTR72)
 - a copy of the signed Residential Tenancy Agreement,
 - two completed copies of the premises Condition Report
 - a copy of the Wentworth Tenant Handbook
 - a copy of Wentworth's Appeals and Complaints pamphlet
 - a Wentworth Welcome Pack
 - a copy of the Tenant Newsletter
 - an invitation to join TEAM (Tenant Engagement Advisory Committee)
- The tenant will also be given:
- a full set of keys to the property
 - information about all charges, including rent, water, and other tenant charges
 - access to the Establishing and Maintaining tenancies policy manual
 - the name of the head landlord for head lease properties
- 2.4 Tenants will be offered a range of options for payment of rent, bond and other charges. All tenants will be offered a fee free payment option.
- 2.5 Wentworth will charge a bond equal to four times the weekly market rent of the premises. Tenants will be given the opportunity to pay the bond in instalments. Bonds paid in instalments will be lodged with the Rental Bond Board in instalments on a regular basis, and at least every three months.

3. Responsibility

Client Service Officers	Administer and conduct the sign up of new tenants within policy and procedures
Client Services Manager	Ensure legal requirements are met and ensure good practice is followed in the sign up of new tenants

4. Definitions and References

RTA	<ul style="list-style-type: none">• Residential Tenancy Agreement• Residential Tenancies Act 2010• Premises Condition Report• New Tenant Checklist• Centrepay
Related policy	<ul style="list-style-type: none">• Proof of Identity• Rent and Income Reviews• Arrears Management
