

102 Rental Bonds Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy details Link Wentworth's approach to setting, lodging and returning rental bonds.

3. Scope

This policy applies to all Link Wentworth transitional and affordable housing properties.

4. Policy

Link Wentworth requires tenants of transitional or affordable housing properties to pay a bond.

Transitional Housing properties

Link Wentworth charge a bond of 2 weeks' subsidised rent or a flat \$500, depending on the program your tenancy is under. The tenant can pay the bond in instalments of an agreed amount.

Affordable Housing properties

Link Wentworth charges a bond of 4 weeks' rent, payable in advance.

Refund of bond

Link Wentworth will refund the bond at the end of the tenancy in line the terms of the Residential Tenancies Act.

Social housing properties

Link Wentworth previously charged bonds to all tenants. If you live in a social housing property and paid a bond, it remains lodged with Fair Trading for as long as you are the tenant of that property.

Link Wentworth refund your bond at the end of your tenancy in line with the terms of your Residential Tenancy Agreement.

Tenants transferring within Link Wentworth

If you are transferring from one Link Wentworth social housing property to another, Link Wentworth will refund any bond in line with your Residential Tenancy Agreement.

Bonds are required for tenants transferring to or between affordable housing properties, and transitional housing properties.

Bond Lodgement

Link Wentworth lodges bond payments with the Rental Bond Board through NSW Fair Trading, in accordance with the Residential Tenancies Act and Regulations. Bonds paid by instalment are lodged no later than three months after payment of the first instalment.

5. Definitions

Subsidised rent is the rent we ask you pay based on your household's income. Subsidised rent is less than market rent.

6. Legislative or other applicable framework

- *Residential Tenancies Act 2010*
- Residential Tenancies Regulation 2019
- NSW Community Housing Rent Policy

7. Complaints and appeals

A tenant or applicant who is not happy with a decision we make or who believes that we have not followed policy can complain or appeal a decision using the complaints and appeals policies. If you have experienced service excellence, we would also love to hear from you. You can provide feedback at www.linkwentworth.org.au, by phoning Link Wentworth on 9412 5111 or 4777 8000 or by emailing feedback@linkwentworth.org.au.

8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

Approval, Policy Owner and Review Frequency

This Policy is subject to change at the discretion of Link Wentworth

Policy type:	Management Level
Executive Leadership Team owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-member
Review Frequency:	Every three years or more frequently if circumstances warrant.

Approved by – Chief Customer Officer