

TENANT AND HOUSING SERVICES

TENANCY COMMENCEMENT POLICY

DOCUMENT DETAILS	
DOCUMENT NAME	Tenancy Commencement Policy
DOCUMENT CODE	THSX008
NRS LINE	Tenant and Housing Services
DEPARTMENT	Housing Services
APPROVAL	Board of Management
VERSION	1.2
STATUS	APPROVED
FIRST ISSUED	6/11/2015
APPROVAL DATE	29/04/2019
NEXT REVIEW	29/04/2022

APPROVAL – BOARD OF MANAGEMENT	
CHAIR:	Neil Power
SIGNED:	
DATE:	29/4/2019.

Cornerstone Housing Ltd does not accept any liability for misinformation, injury, loss, or damage incurred by use of or reliance upon the information provided in any outdated or printed policy document.

Queries regarding the content of this document may be directed to:

Cornerstone Housing Ltd.
PO Box 100 Marden SA, 5070
ABN 53 168 938 118
RLA 268473
manager@cornerstonehousing.com.au
cornerstonehousing.com.au

CONTENTS

1. RATIONALE	3
2. LEGISLATION AND OTHER POLICIES	3
3. POLICY STATEMENT	3
4. LEASE AGREEMENTS	3
5. INSPECTION REPORT	4
6. BONDS	4
7. RENT IN ADVANCE	4
8. KEYS, REMOTES AND FOBS (KEYS)	4
9. SUPPORT	4
10. CHANGE LOG	6
11. APPENDIX 1 - DEFINITIONS	7

1. RATIONALE

This policy outlines Cornerstone Housing Ltd. (Cornerstone) responsibility in managing the commencement of a tenancy in accordance with relevant government policies and regulations.

2. LEGISLATION AND OTHER POLICIES

2.1. Cornerstone will comply with the following legislation (as amended):

- Residential Tenancies Act 1995

2.2. Cornerstone will comply with the following policies (as amended):

- Cornerstone Bond Management Policy
- Cornerstone Rent & Arrears Management Policy
- Cornerstone Grievance, Complaints, Appeals and Compliments Policy
- Core Operating Policies as set by Cornerstone's Funding Body

3. POLICY STATEMENT

3.1. Cornerstone will sign a tenant into a property in a way that uses time and resources efficiently.

3.2. Cornerstone will ensure that all legal processes and policies are followed when signing a tenant into a property

3.3. Cornerstone will prepare a record of tenancy, both digital and on paper, that is accurate, relevant, easy to use, and maintain both throughout the tenancy, and after a tenancy has ended. Records are to be consistent with relevant policies and procedures in regards to privacy and good practice.

4. LEASE AGREEMENTS

4.1. Cornerstone will ensure that each lease agreement is up to date as per the relevant funding agreement/memorandum of understanding, is consistent with the Residential Tenancy Act 1995, and contains all information relevant to the property type.

4.2. Up to date information required to complete the lease agreement will be collected from the tenant at the time of offer of the property and all necessary legal, administrative, tenant information and support documentation will be prepared in advance of the sign-in and checked by staff to ensure it is complete and accurate.

4.3. The commencement date of the tenancy agreement should be the same as the date rent is first due and when the keys are handed over to the tenant.

4.4. Cornerstone are to make all tenants aware of the requirements of signing a Residential Tenancy Agreement under the Residential Tenancies Act 1995

4.5. Rent is to be set as per the Cornerstone **Rent & Arrears Management Policy** in relation to the type of housing that is offered.

- 4.6. Cornerstone will provide to the tenant all relevant copies of paperwork related to the sign-in.
- 4.7. Cornerstone will provide all legal paperwork to the tenant that is required under the Residential Tenancies Act 1995 in relation to the tenancy and property.
- 4.8. The Tenancy Agreement must be witnessed by a 3rd person who is not named on the lease.

5. INSPECTION REPORT

- 5.1. Where possible, Cornerstone will complete the Landlord relevant section of the inspection report based on the outgoing inspection report, or if maintenance work has been done on the property, based on a pre-tenant inspection, or in the case of a new property, based on the handover inspection.
- 5.2. The tenant must be provided with 2 copies of the inspection report for completion at which time they are to be returned to Cornerstone for review.
- 5.3. The tenant **is required** to return the completed and signed inspection report within 14 days of the tenancy commencing.
- 5.4. **Maintenance** must be notified of any issues identified on the inspection report immediately so action can be taken.
- 5.5. Cornerstone must attempt to resolve with the tenant any disputes regarding the inspection report in accordance with the **Cornerstone Grievance, Complaints, Appeals and Compliments Policy**.

6. BONDS

- 6.1. A bond of 4 times the weekly rent, or 6 times the weekly rent in accordance with The Residential Tenancies Act 1995 must be collected prior to the tenant sign-in.

7. RENT IN ADVANCE

- 7.1. 2 weeks rent in advance must be collected at or prior to the tenant sign-in.

8. KEYS, REMOTES AND FOBS (KEYS)

- 8.1. The keys to a property must not be handed to a tenant until a lease agreement is signed, the bond and 2 weeks rent is collected, and relevant legal paperwork has been given to the tenant.
- 8.2. Cornerstone will retain a set of access keys at all times.
- 8.3. A photocopy must be taken of the keys and signed by both the tenant and Cornerstone

9. SUPPORT

- 9.1. Where practicable, the tenant should be directed to the Local Support Group (LSG) for the property where support and further direction can be given in relation to their tenancy.

- 9.2. Tenants are to be provided a Local Support Group (LSG) Contact Form to voluntarily sign at the sign-in or any other time during the tenancy where an LSG Contact Form has not already been signed and where Cornerstone are required to pass on tenant details to any Local Support Groups.
- 9.3. Where practicable, the tenant should be contacted by the Cornerstone Community Engagement Officer where support and further direction can be given in relation to their tenancy.

10.CHANGE LOG

<i>Revision</i>	<i>Change</i>	<i>Date</i>
1.0		3/12/2014
1.1	Rebranded to Cornerstone	6/11/2015
1.2	Minor Updates	29/04/2019

11. APPENDIX 1 - DEFINITIONS

Funding Body

Currently the 'SA Housing Authority'; an independent authority that coordinates, facilitates and delivers housing services for lower income South Australians.