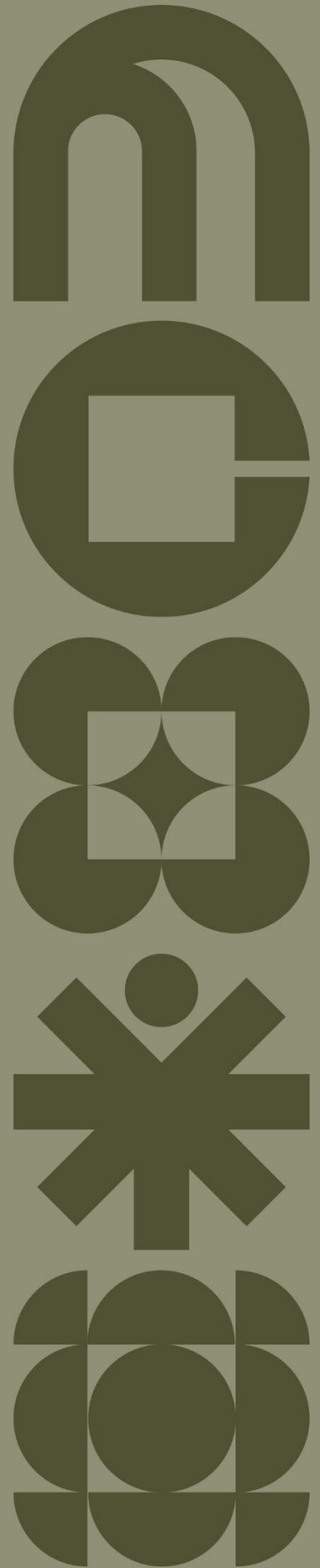


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Tenancy Management Operational Policy

Arch



It is the responsibility of the user of this document to ensure that only the current version is being used. Arch may amend this document at any time.

Document and amendment history

DATE	VERSION NUMBER	SUMMARY OF CHANGES
December 2025	1.0	Policy created

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1. Purpose

The purpose of this policy is to provide a framework on how Arch will manage residential tenancies.

2. Scope

This policy applies to all Arch affordable housing tenancies. Application of this policy will be in accordance with Arch's obligations as an agent under the Residential Tenancies Act.

3. Principles

Arch is committed to and guided by the principles of:

- Efficient and timely use of resources
- Providing open and transparent processes, allowing tenants to make informed decisions
- Making transparent and non-discriminatory decisions
- Ensuring confidentiality and privacy in line with our policies
- Upholding the rights of the landlord and tenant
- Enforcing the terms of the Residential Tenancy Agreement comprehensively, consistently and fairly
- Clearly articulating rights and responsibilities of all parties
- Advising tenants of the process for making complaints and appealing decisions
- Keeping tenants informed throughout their tenancy particularly where issues are being addressed
- Keeping accurate and complete records

4. Tenancy Inspections

Arch is committed to ensuring inspections are undertaken in line with regularly requirements. Inspections will be completed as per the following schedule unless indicated otherwise in a Tenancy Agreement.

TYPE	WHEN
Condition Report Inspection	On commencement and end of a tenancy
Routine Inspection	At least once every year

Arch will give notice to tenants prior to entering properties in line with the Residential Tenancies Act.

5. Breaches of Tenancy

Where a tenant is in breach of their tenancy, Arch will handle the matter in accordance with the Residential

Tenancies Act, this may include:

- Issuing a letter requesting rectification and advising of the consequences
- Issuing a Notice to Terminate
- Applying to NCAT for a Specific Performance Order or Order of Possession
- Notifying Police
- Applying to NCAT for Warrant of Possession.

6. Visitors & Additional Occupants

Each Tenancy Agreement outlines the number of occupants the Landlord has permitted to reside in the property. Where a Tenant would like to exceed this number, a request is to be made to Arch in writing. Arch will present this to the Landlord for approval.

Arch will communicate to the Tenant the outcome of the Landlord's review.

7. Pets

Requests for Pets will be handled in line with the Residential Tenancies Act. Applicants and Tenants will be required to complete the Pet Application Form available on the NSW Fair Trading website:

<https://www.nsw.gov.au/housing-and-construction/rules/pets-rentals>

8. Tenant Debt Management

All tenants living in Arch homes will be required to pay rent (where they have signed a lease under the Residential Tenancy Act).

Tenants may also be charged non rent elements such as water usage and tenant damage.

8.1 Our Response to Debt

When a tenant falls into rent or non-rent debt, we will respond quickly by seeking to implement one or more of the following:

- Notifying the tenant promptly once an account has gone into arrears. This will be done by letter, email, SMS or a phone call from the Housing and Property Manager.
- Agreeing a Repayment Plan.
- Engaging with tenant advocates where authority to do so has been provided.
- Seeking a Specific Performance Order (SPO) through the NSW Civil and Administrative Tribunal (NCAT) if a Repayment Plan cannot be agreed or fails to be adhered to.

- Apply to NCAT for an Order of Termination and Possession

9. Ending a Tenancy

Tenants of Arch will be required to provide notice in line with the Residential Tenancies Act. Where appropriate notice is not provided rent or a break lease fee will be charged. Where Arch is issuing a termination notice the notice periods will be in line with the Residential Tenancies Act.

Prior to vacating the property Tenants are required to remove all their belongings including any rubbish and leave the property in a clean and tidy condition that is as near as possible to the condition it was in at the beginning of the tenancy, allowing for fair wear and tear.

'Fair wear and tear' means deterioration over time as a result of reasonable use and the action of natural elements, even though the property receives reasonable care and maintenance.

Tenants are responsible for locking the property and returning all the keys given to them at the start of the tenancy to Arch, as well as any additional keys that were issued or cut during the tenancy. If keys are not returned to Arch at the end of tenancy, Arch may charge the tenant to rekey the property.

9.1 Domestic and Family Violence

In situations where tenants or their dependent children are subject to domestic and/or family violence, the notice period for termination of tenancy is different, refer to the Residential Tenancies Act.

9.2 Inspecting The Property When a Tenancy Ends

Before the tenant vacates, Arch will try to arrange an inspection of the property with the tenant. During this inspection, Arch will offer advice to the tenant on anything which needs to be completed (e.g. cleaning the oven, removing picture hooks) prior to giving vacant possession in an attempt to avoid recharges.

If there is any damage to the property beyond fair wear and tear, or cleaning is required following vacant possession, Arch will document the work required and will advise the tenant of any expenses that have been incurred to repair the damage or have the premises cleaned.

The tenant must pay the costs to repair any damage and/or to have the required cleaning completed.

9.3 Tenancy Accounts and Debt at the End of a Tenancy

When a tenant vacates a property for any reason, they will be required to pay any outstanding charges on their tenancy accounts.

If the tenant decides to vacate without giving sufficient notice, Arch will charge rent for the full notice period as required by the Residential Tenancies Act or until a new tenant takes over, whichever occurs

first.

If the tenant fails to return the keys on a pre-arranged date, Arch will charge rent at a daily rate until the keys are returned.

If a tenant abandons the property, Arch will charge rent up to the date that it obtains vacant possession of the property.

If notice is given by Arch and the tenant moves out earlier than the date specified on the Notice of Termination, rent will only be charged up to the date the tenant gives vacant possession. If the tenant moves out on or after the date specified on the Notice of Termination, Arch will charge rent up to the date the tenant gives vacant possession.

If Arch evicts the tenant, or if the property becomes uninhabitable, Arch will charge rent up to the end of the last day the tenant had possession of the property.

When a tenant leaves an Arch property all payments and fees will be reconciled, and a final statement provided. If there is an outstanding debt Arch will firstly use the bond.

Where money remains outstanding, Arch will try to negotiate a realistic Repayment Plan. Where this is not possible or the tenant fails to maintain an agreement, under section 140 of the Residential Tenancies Act 2010 CWH will seek either an SPO or Money Order through NCAT. Where a tenant has a credit on an account, that credit can be used to pay off or reduce a debt on another account if agreed by the tenant.

If no other debt exists at the end of tenancy, then any credit and bond will be refunded to the former tenant.

10. Abandoned Property & Goods

10.1 Establishing If a Property Has Been Abandoned

When establishing if a property has been abandoned, Arch staff will consider the following warning signs and/or undertake the following checks:

- Accruing rent arrears
- Non-response to Arch correspondence
- The last payment made and method of payment.
- If the property looks abandoned (look through windows where possible and/or check for uncollected mail in the letterbox)
- Talk to neighbours about the last time they saw the tenant.
- Contact tenant's relatives / emergency contacts.
- Contact the maintenance team to ascertain if the tenant has used water and/or has requested any recent repairs.
- Where the tenant was working, contact the tenant's employer (if known).

10.2 Taking Possession of an Abandoned Property

- Where it is determined that the property has been abandoned by the tenant, Arch will consider that the lease has been terminated and arrange to repossess the property in line with the Residential Tenancies Act
- Where other persons remain in the property (spouse/cohabitee, children over 16 years of age) Arch will liaise with the Landlord.
- Where, upon entry to the property, it is found that the tenant is deceased, Arch will immediately call the NSW Police, the Landlord will also be notified.
- Where it is not certain that the property has been abandoned, Arch will seek possession through the NSW Civil and Administrative Tribunal. Arch will also apply for compensation for rent loss, property damage and the cost of storing goods where applicable.

10.3 Repossession of the Property and Disposal of Personal Goods

- Once Arch has taken possession, the locks will be changed, and the property will be inspected in accordance with void procedures.
- The Housing & Property Manager will take photographs of the abandoned property and household and personal items left in the property. These are saved to the vacant property file.
- If goods remain at the Property these will be managed in line with the Residential Tenancies Act.

11. Policy Approval

Lisa Ellis

Head of Housing Services and Community Engagement

December 2025