

C1.3 Start of Tenancy Policy and Procedure

1. Purpose

1.1 This policy explains the process for starting a new tenancy at CENSW.

2. Scope

2.1 This policy applies to all tenancies managed by Common Equity NSW

3. Definitions

3.1 **Landlord** – the person who grants the right to occupy residential premises under a residential tenancy agreement

3.2 **Tenant** – the person who has the right to occupy residential premises under a residential tenancy agreement

3.3 **Directed Managed Properties** – These are any properties that are directly managed by Common Equity NSW

4. Responsibilities

4.1 Head of Co-operative Services – to ensure this policy and associated procedures are applied and committed to by the Co-operative Support Team

4.2 Co-operative Support Team Manager – to provide the team with timely policy-related support and guidance, to ensure familiarity with this policy and related procedures, to commit to following them accordingly and where relevant, promote the policy to their team.

4.3 Co-operative Support Team Officer – Provide tenant with appropriate information in relation to their new tenancies and follow the Residential Tenancies Act requirements.

4.4 Property Team – To ensure that properties are in good condition before tenants move in.

5. Guiding Principles

We will start tenancies in a way that:

- Creates a positive and sustainable relationship with our tenants
- Make sure the tenants are told about their legal rights and responsibilities as a tenant and make them aware of our policies
- Make sure that we meet our legal and policy requirements when we create a tenancy.

6. Signing a Residential Tenancy Agreement

6.1 A Residential Tenancy Agreement is signed, detailing the responsibilities of both the tenant and CENSW

- We will explain the Residential Tenancy Agreement and the rights and responsibilities of the tenant to the person before signing and will use an interpreter if needed.
- After a person signs a Residential Tenancy Agreement, we will send to the new tenant a digital copy of their tenancy agreement, property condition report and a copy of the Tenant Information Statement (Published by NSW Fair Trading). We will also share with the tenant other information that relates to their tenancy.
- Rent will start on the first day of the tenancy agreement
- **Property Condition:** The property must be safe, in good repair, and reasonable secure before the tenancy begins
- **Communication** – We will offer appropriate information about our Co-op so all our members/tenants can understand how we operate

7. Procedure

Starting a tenancy in community housing typically involves several key steps to ensure a smooth transition for new tenants following each general overview of this procedure:

7.1.1 - Offer and Acceptance

Once a suitable property is identified, an offer of accommodation is made to the prospective tenant. The tenant needs to accept this offer to proceed.

7.1.2 Appointment Scheduling

After acceptance an appointment is usually scheduled within a week to complete the necessary paperwork

7.1.3 Signing the Tenancy Agreement

During the appointment, the tenant signs a residential tenancy agreement. This document outlines the terms and conditions of the tenancy, including rent, duration, and responsibilities of both parties

7.1.4 Property Condition Report

A condition report is completed, detailing the state of the property at the start of the tenancy. This helps in resolving any disputes about the property's condition when the tenancy ends

7.1.5 Payment of Bond and Rent

The tenant is required to pay a bond (security deposit) and the first rent payment. The bond is usually lodged with the government authority to ensure it is returned at the end of the tenancy, provided there are no damages or unpaid rent

7.1.6 Move-in

Once all the formalities are completed, the tenant can move into the property

7. References

7.1 Residential Tenancy Agreement

7.2 Property Condition report

7.3 Offer of Housing letter

7.4 Residential Tenancies Act 2010 (NSW) ([Residential Tenancies Act 2010 No 42 - NSW Legislation](#))

7.5 Community Housing Rent Policy ([NSW Community Housing Rent Policy | Family & Community Services](#))

7.6 Rent and Rebate Policy

7.7 Tenant Handbook

7. Variations

This policy can be reviewed and amended as required by Common Equity.

Name, Designation and Signature of Approver	Head, Cooperative Services (HCS)
Contact/Responsible Delegation	Cooperative Support Team (CST) Manager
Date approved	January 2025
Review Date	January 2028
Version	2