Hunter Community Housing - Market Residential Program Policy

Section 1 - Purpose

(1) This policy outlines the process for the market program properties managed by Hunter Community Housing.

Section 2 - Scope

(2) This policy applies to all properties under the Market Residential program that are managed by Hunter Community Housing.

Section 3 - Responsibilities

ROLE	RESPONSIBILITIES
Hunter Community Housing Board	The governing body of Hunter Community Housing responsible for the approval of this policy.
General Operations Manager	Responsible for the implementation and communication of this policy.
Workers	Ensure they have read, understood and comply with the policy.
Hunter Community Housing clients	To follow this policy and provide any relevant information to Hunter Community Housing.

Section 4 - Policy Principles

Applications

(3) Hunter Community Housing will advertise vacant properties on its website and other internet outlets as appropriate.

(4) Applicants will be accepted from the wider community and can make an application for the property by completing Hunter Community Housing's application form.

(5) Applicants must view the property prior to making an application.

(6) Hunter Community Housing will not generally approve households whereby more than 30% of the household income is contributing to the weekly rent.

Allocations

(7) Hunter Community Housing acts as the managing agent on behalf of the property owner.

(8) All properties will be offered at the full market rent In line with the market rents for each area.

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Tenancy Management

(9) Market Residential tenancies will be managed in accordance with the Residential Tenancy Agreement and Hunter Community Housing - Tenancy Management Policy.

(10) The Residential Tenancy Agreement complies with the Residential Tenancies Act 2010 (NSW).

Rent

(11) A tenant must pay the rent under their Residential Tenancy Agreement.

(12) Hunter Community Housing will not require a tenant to pay more than 2 weeks rent in advance under a Residential Tenancy Agreement

(13) Hunter Community Housing will not knowingly appropriate rent paid by the tenant for the purpose of any amount payable by the tenant other than rent.

(14) Hunter Community Housing will apply rent increases in accordance with the Residential Tenancy Agreement and Residential Tenancies Act 2010 (NSW) (Division 2, Section 41).

(15) Hunter Community Housing will provide tenants with the required notice prior to applying a rent increase.

Tenure

(16) The length of the lease period offered to a tenant will be determined by the property owner.

(17) The maximum lease tenure may be dependent on the contractual obligations of the property.

Non-Rent Charges

(18) A rental bond of an amount not exceeding four weeks of the market rent of the property, is charged to tenants if stated in their Residential Tenancy Agreement.

(19) Water usage is on-charged to tenants residing in separately metered properties, where the residential property meets the water efficiency measures in the Residential Tenancies Act 2010, and it is stated in their Residential Tenancy Agreement.

(20) Tenants are liable for damages caused by a member of the household or by any person who is lawfully on the residential premises

(21) Hunter Community Housing will charge tenants for any other charges incurred which relate to a tenancy and is a charge that the tenant is responsible for under the Residential Tenancy Agreement.

Repairs and Maintenance

(22) Hunter Community Housing will work with property owners to ensure that the properties are maintained in a reasonable state of repair, having regard to the age of, rent payable for and prospective life of the premises.

(23) Hunter Community Housing recognises this obligation applies even though a tenant may have had notice of the state of disrepair of a property before entering into occupation of the residential premises.

Additional Occupants

(24) Tenants living in a Market Residential Property may request approval for a person who is not listed on the Residential Tenancy Agreement to become an additional occupant.

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(25) When reviewing applications for an additional occupant, Hunter Community Housing will take into consideration:

a. The relevant agreements, policies and guidelines;
b. Whether the property is suitable; and
c. Whether the additional occupant will cause the property to be over-occupied.

Termination of Tenancy

(26) The termination of Market Residential tenancies will be managed in accordance with the Residential Tenancy Agreement and the Tenancy Management Policy.

Section 5 - Appeals and Internal Review

(27) If an applicant or tenant disagrees with a decision Hunter Community Housing has made, they should speak to Hunter Community Housing.

(28) If they are still dissatisfied, they can request an internal review in accordance with the Hunter Community Housing Appeals Policy.

Section 6 - Consequences of Breaching this Policy

(29) Any worker found to be in breach of this policy may be subject to disciplinary action, including where a serious breach occurs, dismissal.

Section 7 - Notations

(30) If there is any inconsistency between a policy document in existence before the commencement of this policy, and a policy document developed after the commencement of this policy, the later applies to the extent of the inconsistency.

Section 8 - Document Review

(31) This policy will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 3 years to ensure it continues to be current and effective.

Status and Details

Status	Current
Effective Date	15th January 2025
Review Date	30th November 2027
Approval Authority	Chief Operating Officer
Approval Date	4th December 2024
Expiry Date	To Be Advised
Unit Head	Ray Bowen Director Property and Housing
Enquiries Contact	Hunter Community Housing

Glossary Terms and Definitions

"Market Residential Property" - A property that is offered to the public, in line with the current market rent for the suburb.