

Tenant Liability

Tenant liability is money a tenant owes to Foundation Housing as a result of property damage or neglect caused by them or their visitors.

TENANT DAMAGE

Tenants are responsible for any deliberate or accidental damage or neglect caused by them, their household, or any person visiting the premises. We will pass on the costs for repair or replacement which is deemed to be tenant liability. This includes, but is not limited to:

- broken windows or glass
- blocked sinks or toilets caused by things other than normal sewage (such as oil, nappies, or sanitary towels)
- holes in doors or walls inside the home
- burns or other damage to floor coverings, kitchen benches or other surfaces
- damage to toilets and basins
- broken locks or replacement of keys (not resulting from fair wear and tear)
- overgrown gardens or lawns
- damage to outside doors and security screens
- damage to a water or gas pipe
- costs for end-of-tenancy repairs and services such as cleaning and rubbish removal.

APPEALING A DECISION

If you do not agree with any of our decisions or actions, you can appeal against them under our Appeals Policy within 3 months of the initial decision. Our Appeals Policy can be accessed on our website.

OUR COMMITMENT

We will:

- respond to tenant liability assessments in a fair, honest and open way
- provide information on agencies that provide support to tenants in managing tenant liability, including financial advice
- consider entering into a payment arrangement if Foundation Housing has charged tenant liability
- take action under the Residential Tenancies Act if there are ongoing, unresolved issues that place the tenancy at risk.

TENANT RESPONSIBILITIES

- Notify Foundation Housing within 3 days of any tenant damage.
- Rectify tenant damage either by organising it yourself or through Foundation Housing if it is considered a health or safety issue.
- Provide Foundation Housing a police report number and evidence within 3 days if the damage is a result of a crime.

LANDLORD RESPONSIBILITIES

- Assess all reports of tenant damage and seek further clarification from tenants and Housing Coordinators to allow a full and proper assessment to be made as to whether the tenant is liable for the damage or not.
- Repair tenant damage ONLY if it is considered a health or safety issue.
- Work with support providers (where one is in place) in regard to all matters relating to tenant liability.