

Policy No: BAYSA 09
Policy Title: Tenant Recharge
Review Date: April 2022

1. Purpose

BAYSA Limited (BAYSA Housing) is committed to providing tenants with properties that are clean, safe and functional as per the landlord responsibilities outlined in the Residential Tenancies Act.

This policy outlines how, when required, BAYSA will seek to determine and recharge tenants for repairing damage to a property or undertaking services that the tenant is responsible for.

2. Scope

This policy applies to all BAYSA properties and tenants.

3. Policy

BAYSA Housing tenants are responsible for reporting any repairs or damage to BAYSA Housing who will arrange repairs to ensure that a property is maintained to a clean, safe and appropriate standard.

Tenants are expected to take reasonable care of their property, and are responsible for ensuring that any damage to their property is reported to BAYSA Housing in a timely manner to ensure properties can remain appropriately maintained.

For urgent maintenance required after hours tenants are to contact the Housing Call Centre on 13 11 72

If a tenant has caused damage which is determined to be through deliberate or negligent actions, the tenant may be liable for the cost of repairs, as per the [Residential Tenancies Act 1997](#).

BAYSA Housing may recharge tenants for the cost of repairing damage to a property or undertaking services that the tenant is responsible for.

BAYSA Housing recognises that not all damage results from negligent or deliberate behaviours. Condition Reports are conducted at the commencement of a new residence, and fair wear and tear is understood as occurring throughout the duration of a tenant's time at a property.

BAYSA Housing seeks to limit tenant recharges, however may apply any recharges to tenants if necessary and as per the [Residential Tenancies Act 1997](#) and [Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

4. Definitions

Tenant – a tenant, occupant or resident legally residing in a BAYSA property

Wear and Tear - Fair wear and tear is damage that happens to a property through ordinary day-to-day use of the property by a tenant.

5. Responsibilities

BAYSA Housing Management is responsible for:

- The development, implementation and review of this Policy.

Workplace Participants are responsible for:

- Complying with this policy.

6. Policy Application

This policy will be applied in line with BAYSA Housing Funding and Service Agreement and program level procedures.

7. Legislation, Acts, Standards

[Residential Tenancies Act 1997](#)

[Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

QIC Health & Community Services Standards 7th Ed

Human Services Standards (HSS)

8. Related Documents

NIL

9. Appendices

NIL

10. Document History

Version Number	Approval Date	Approved By	Brief Description
V1	April 2019	ED Client Services	New BAYSA Policy.
Custodian	Manager Youth Services		