

End of Tenancy Policy (HCT)

Chief Operating Officer

Document Owner

1.1

Version

8/04/2027

Next Review Date

8/04/2026

Published Date

1 Year

Review Period

1. Purpose

The purpose of this Policy is to:

- Ensure transparency and accountability for our residents, their advocates and the general public; and
- Outline the overarching principles and framework that will support Housing Choices Tasmania (HCT) staff to understand HCT's approach to the Eviction process and associated legal action.

2. Scope

This policy applies to the following entities within the Housing Choices Australia Group:

Organisation	Abbreviation	ACN
Housing Choices Tasmania Limited	HCTL	147 840 202

3. Policy Statement

HCT is committed to sustaining tenancies in accordance with all relevant legal, regulatory and funding obligations and for the economic and social wellbeing of our residents.

HCT must also effectively manage our housing portfolio to ensure the viability and sustainability of our organisation over the long term. Further we must also be aware of the broader community rights in managing our tenancies.

Balancing these imperatives requires a commitment to managing tenancies in an effective, sensitive and timely manner and in accordance with our Vision and Values.

Terminating a tenancy agreement is undertaken in accordance with the Residential Tenancy Act (Tas), 1997, and is viewed as the last resort for our residents.

In the event of an eviction outcome, HCT will work with the resident and relevant support services to seek alternative housing options and other housing support.

3.1. EARLY INTERVENTION PRINCIPLES

HCT staff will ensure all tenancy management policies, procedures and practices are followed during the term of the tenancy. Intervention opportunities will be identified and made available to the resident with a view to achieving a positive outcome for the tenancy.

This may include referrals to other support agencies, additional HCT support and case conferencing with other agencies.

3.2. EVICTION

In the event of an unsuccessful engagement with the resident, Eviction proceedings will be commenced. This will follow the legal process as described under the *Residential Tenancy Act* (Tas), 1997.

During the Eviction process, residents may still be able to negotiate with HCT for the withdrawal of proceedings should the issue/s leading to the eviction cease. Generally, these issue/s relate to:

- Significant and/or ongoing rental arrears,
- Property damage and condition of property issues; and/or
- Ongoing anti-social behaviour.

Eviction Notices may not be withdrawn in circumstances where multiple breach notices have been served relating to ongoing issues over a long period of time; and/or where the resident repeatedly breaks a mutual agreement and/or has demonstrated an unwillingness to engage with HCT to rectify the issue.

All evictions must be approved by the manager of operations.

3.3. EXIT PLAN & SERVICE REFERRAL ASSISTANCE

The Housing Officer, in consultation with the Team Leader must offer additional information and attempt to engage with the resident throughout the eviction notice period. This includes working with the resident to register on the common housing waiting list, identify alternative accommodation providers and assist them to contact appropriate support services.

4. References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none"> • <i>Residential Tenancies Act 1997</i> (Tas) 	<ul style="list-style-type: none"> • Property Inspections Policy • Arrears Management Policy



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**。电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.