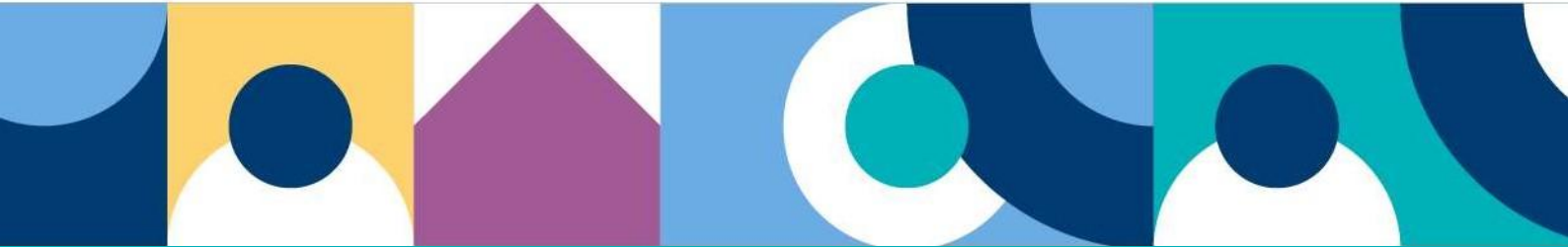




MARKET PROGRAM POLICY



DOCUMENT ID	D22/43024
APPLICABLE TO	Hunter Community Housing
DOCUMENT OWNER	Governance
APPROVAL DATE	24 June 2022
APPROVED BY	HCH Board
LAST REVIEW DATE/S	N/a (New Document)
NEXT REVIEW DATE/S	June 2025
RELATED DOCUMENTS	Termination of Tenancy Policy Rent Policy

Table of Contents

Table of Contents	1
1. Purpose	2
2. Scope.....	2
3. Principles.....	2
4. Appeals and Internal Review.....	3
5. Responsibilities.....	4
6. Document Review.....	4

1. Purpose

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

2. Scope

- 2.1. Hunter Community Housing offers a market program. This program is made of properties that are offered to those from the public in line with the current market for that suburb.

3. Principles

3.1. Allocations

- 3.1.1. The market program consists of properties owned by the Diocese of Maitland-Newcastle. Hunter Community Housing will act as the managing agent on behalf of the Diocese.
- 3.1.2. The properties as they become vacant will be advertised on the Hunter Community Housing website and other Internet outlets as appropriate.
- 3.1.3. Applicants will be from the wider community and can make application for the property by completing the Hunter Community Housing's application form.
- 3.1.4. HCH when reviewing the application will not approve households whereby more than 30% of the household Income Is contributing to the weekly rent.
- 3.1.5. All properties will be offered at the full market rent in line with the market rents for each area.

3.2. Tenancy Management

- 3.2.1. Market Program tenancies will be managed in accordance with the Residential Tenancy Agreement.
- 3.2.2. The Residential Tenancy Agreement complies with the Residential Tenancies Act 2010 (NSW).

3.3. Rent

- 3.3.1. A tenant must pay the rent under their residential tenancy agreement.
- 3.3.2. HCH will not require a tenant to pay more than 2 weeks rent in advance under a residential tenancy agreement
- 3.3.3. HCH will not knowingly appropriate rent paid by the tenant for the purpose of any amount payable by the tenant other than rent.

3.3.4. HCH will apply rent increases in accordance with the residential tenancy agreement and Residential Tenancy Act 2010 (NSW) (Division 2, Section 41).

3.3.5. HCH will provide tenants with the required notice prior to applying a rent increase.

3.4. Non-Rent Charges

3.4.1. 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.

3.4.2. 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 Tenancies Agreement.

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

3.4.4. HCH 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.

3.5. Repairs and Maintenance

3.5.1. HCH 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.

3.5.2. HCH 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.

3.6. Termination of Tenancy

3.6.1. The termination of Market Program tenancies will be managed in accordance with the Residential Tenancy Agreement.

4. Appeals and Internal Review

4.1. If a tenant disagrees with a decision made by HCH in relation to a Market Program tenancy application or tenancy, they should firstly discuss their concerns with a HCH staff member.

4.2. If a tenant is still dissatisfied, they have the right to request an appeal.

4.3. An appeal is a request to have a decision reviewed.

4.4. HCH's Appeals and Internal Review Policy outlines the process for appeals.

5. Responsibilities

- 5.1. The General Operations Manager - Housing is responsible for implementation of this policy.
- 5.2. Staff are responsible to ensure they have read, understood, and comply with the policy.
- 5.3. The Diocese Governance Department is responsible for managing the review process and publication of this policy.

6. Document Review

- 6.1. This document will be reviewed from time to time to ensure currency.

REVISION NO.	PREPARED/REVISED BY AND DATE	AMENDED SECTION	AMENDMENT DESCRIPTION	APPROVED BY AND DATE
1.0	Brie Challice, Business Analyst / Julie Barnett, Manager Risk and Resolution 30/05/2022	New policy	Created	HCH Board 24/06/2022