

DATE OF REVIEW	AUTHORISED SIGNATURE
See Version Tracking Table	

TITLE	04.18 Housing Services Rehousing Ex-Tenants Policy
SCOPE	RQ Ex Tenants
POLICY	RQ will house tenants who have previously been housed, including in instances where the tenant left RQ Housing Services due to their tenancy been terminated due to breaches of tenancy or any other reason. RQ reserves the right to restrict services provided to them unless an agreement is negotiated to deal with the repayment of outstanding money or ensure support is in place to assist the tenant sustain the tenancy.
PURPOSE	To provide guidelines on how RQ will deal with tenants who have previously been housed by RQ.
DEFINITION	RQ - Roseberry Qld General Manager also refers to Acting General Manager Staff refers to all paid and unpaid workers RTA – Residential Tenancies Authority RTRAA – Residential Tenancies and Rooming Accommodation Act 2008 LTCH – Long Term Community Housing CMSU – Community Managed Studio Units EEH – Employment and Education Housing CAP – Crisis Accommodation Program
PROCEDURE	4.18.01 Rehousing Clients <ol style="list-style-type: none"> 1. Any tenant who has previously been housed by RQ and is seeking to be rehoused by the organisation must comply with the requirements of the RQ 04.03 Housing Services Eligibility Policy and undertake the required processes and complete required documentation as per the RQ 04.02 Housing Services Application and Allocation Policy. 2. If the applicant has been referred to RQ Housing Services for potential allocation to a LTCH, CMSU or EEH property and they may: <ol style="list-style-type: none"> a) Have had their tenancy terminated due to breaches of the tenancy agreement for objectionable behaviour or not permitting neighbours quiet enjoyment of their property b) Have had their lives impacted by significant issues that may impact upon their ability to sustain a tenancy (for example living with a mental health condition, affected by alcohol and drug addiction) c) Any other reason that RQ would reasonably believe may impact upon the applicant’s capacity or ability to sustain the

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tenancy, RQ Housing Officers will not immediately waive the application, rather they will speak directly to applicant to negotiate an agreement to encourage (wherever possible) a positive outcome and assist the tenant not make the same mistakes.

3. This may include, but is not limited to:
 - a) Negotiating a repayment plan for the outstanding amount of money to be repaid on a regular payment plan
 - b) Engaging with external support agencies to assist with maintaining the tenancy
4. Once the agreement has been made, RQ Housing Officer will seek formal approval of the agreement from the RQ Housing Manager and the agreement shall be included in the terms and conditions of the tenancy agreement.
5. The outstanding debt will become part of the new tenancy agreement therefore if the agreement is not maintained, this shall be deemed a breach of the tenancy agreement and the breach process as per the RTRAA will be commenced.

ACCOUNTABILITY RQ General Manager, Staff, Tenants

EVALUATION METHOD Tenant Surveys
 Tenant Exit Interviews
 Complaints and appeals register

OTHER RELATED POLICIES / DOCUMENTS The relevant State or Federal Government agency/ies Duration of Need Policy
 The relevant State or Federal Government agency/ies Community Housing Rent Policy
 03.04 Privacy and Confidentiality of Information Policy
 04.02 Housing Services Application and Allocation Process Policy
 04.03 Housing Services Eligibility Policy
 04.11 Housing Services Referral Policy
 04.13 Housing Services Ending Tenancies Policy
 RQ Client Consent Form

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	24/05/2018	Yes	RCS Board	05/06/2018
2	November 2018	Yes	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

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