

Starting a Tenancy Policy

1. Policy

This policy articulates Uniting VicTAs' (Uniting) approach to ensuring renters have accurate and accessible information at the start of a tenancy.

Uniting aims to:

- provide secure, safe and affordable housing
- support renters and their households to sustain tenancies

In this document		Victoria	Tasmania
Renter	shall mean	Renter	Tenant
Rental agreement	shall mean	Rental agreement	Tenancy agreement
The Act	shall mean	The Tenancy Act 1997	The Tenancies Act 1997

Uniting will:

- explain processes and requirements to the renter clearly, and make information accessible in appropriate formats
- work closely with agencies providing support to renters to help the renter maintain the tenancy
- provide security of tenure renters within the program and legal requirements
- work in accordance with program funding guidelines, as applicable
- consider best practice in developing and reviewing documentation
- meet contractual, legal, and regulatory duties and obligations manage these tenancies according to the Act

2. Scope

This information applies to Uniting residential rentals.

3. Procedure

3.1. Security of Tenure

Uniting representatives will:

- explain security of tenure to renters in appropriate formats
- seek to sustain tenancies in line with the Sustaining Tenancies Policy

3.2. Transparent rent

Uniting representatives will:

- clearly explain the rent and how rent is calculated, and when rent is due
- explain how and when rent is reviewed

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3.3. Safe and well-maintained properties

Uniting representatives will:

- undertake an initial condition report and provide the renter with a copy of the report
- explain how to request maintenance services

3.4. Working with support services

Uniting representatives will:

- ensure that the renter is linked in with a support agency/worker to help establish the commencement of the tenancy, as required
- seek information from the renter about relevant supports services
- seek the renter’s consent to share information with specific service providers
- work with support services if required to sustain a tenancy

3.5. Privacy

Uniting representatives will:

- manage personal data in line with the Privacy Policy
- explain the renter’s rights about personal data

3.6. Renter rights and responsibilities

Uniting representatives will:

- explain the renter’s rights and responsibilities
- provide information in an appropriate format
- manage breaches of the Rental Agreement according the [Breach of Tenancy policy](#).

3.7. Feedback, complaints and appeals

Uniting representatives will:

- explain how someone can give feedback or make a complaint
- explain how a renter can appeal a rent review or other decision that affects them
- provide information in an appropriate format

4. Legislation

National

- Age Discrimination Act 2004 (Cth)*
- Disability Discrimination Act 1992 (Cth)*
- Sex Discrimination Act 1984 (Cth)*
- National Rental Affordability Scheme Act 2008 (Cth)*
- National Rental Affordability Scheme Regulations 2020 (Cth)*

Tasmania

- Community Housing Providers National Law (Tasmania) Act 2013 (Tas)*
- [Family Violence Act 2004 \(Tas\)](#)

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Victoria

Housing Act 1983 (Vic)

Residential Tenancies Act 1997 (Vic)

Residential Tenancies Regulations 2021 (Vic)

Equal Opportunity Act 2010 (Vic)

Public Health and Wellbeing Act 2008 (Vic); Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 (Vic);

Noise (Residential) Accommodation Services; Environment Protection (Residential

Noise) Regulations 2018 (Vic); Environment Protection Act 2017 (Vic); Environment

Protection Regulations 2021 (Vic)

Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)

Charter of Human rights

5. Related documents

[Breach of tenancy](#)

[Inspections and condition reports](#)

[Repairs and maintenance](#)

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