GROH TENANCY
MANAGEMENT
PROCEDURES
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Introduction

Due to the regionalisation of Government Officer's Regional Housing (GROH), practices and procedures are being aligned with mainstream Housing Services.

The most significant change to current practice is the **signing of an occupant of a GROH home to a Tenancy Agreement**. This will formalise the GROH/Tenant relationship, and subject both parties to all the rights and responsibilities of the Residential Tenancies Act (RTA) 1987 and RTA Amendments Act 1989. Government Agencies will also be more formally linked to GROH by the signing of a head lease arrangement.

GROH and the Client Department will now have to communicate more closely in order to coordinate the timing to complete the pre-occupation activities before tenant sign-up is arranged.

**SECTION 1: APPLICATIONS AND ALLOCATIONS**

When a property is vacated an inspection is carried out by the Housing and Property Services Officer (HPSO) to identify any work required. To ensure that the property is relet as soon as possible, it is necessary to commence the allocations process at the same time or just following, the vacated property inspection.

Depending on the staffing levels of an office, the Business Support Officer (BSO) or HPSO deals with all steps regarding the loading of an application until the point of occupation. Applications are to be loaded within 24 hours of receipt or occupation.

A property should only be allocated if an Application form is received from a Client Department stating that a particular property is to be allocated to the employee named on the application form. To prevent duplication, the form should be fully completed providing as much accurate information regarding the client’s details as possible. The bottom section of this form must also be completed and signed by the department representative.

Once the application is received, it is necessary to note whether the applicant is eligible for GROH housing. This can be done by checking and applying the eligibility policy to the answers given to the questions contained under property details. To be eligible for a GROH house, the applicant must

- be an employee of a GROH client department
• not own property within proximity (50km) of their place of employment in which they could reasonably reside.

For further clarification see **GROH Eligibility Policy**

The application should also be checked for a furniture request. If it is requested, there are also eligibility requirements that must be noted before furniture is provided. To view these requirements, refer to **GROH Furniture Policy**.

Once it is decided that the applicant is eligible for GROH housing their application must be loaded onto the Department’s database system known as Caretaker. By doing this Caretaker will create a client number for the applicant, see **LOADING A NEW CLIENT (SECTION 2.)** In some cases the applicant may already have an existing client number as they may have been or still are occupied in another property. The client may also have a debt from a previous occupation, which could have been either in a GROH or Housing Services property. A property should not be allocated to an applicant until

• they are vacated from any existing tenancy
• they have made an arrangement to repay any outstanding debts from previous GROH tenancies only

An applicant can not be withheld GROH accommodation if they have an outstanding housing services debt but an attempt to make an arrangement to repay should be made and the appropriate housing services staff member should be notified of the clients new forwarding address.

If the tenant was evicted previously from a GROH property, approval must be granted by the Director GROH before the applicant can be rehoused.

**To check if an applicant already has a client number**

Search for the applicant in caretaker by using the fastpath to the application enquiry/update screen

**Customer—Application—Application Enquiry/Update**

Insert the applicant’s Surname and First name and click **Process** or press enter to list all existing matches

If the applicant already exists, highlight their name and click **Select**
The application history screen will be revealed, click **View Debt** to see if there are any outstanding debts.

**Note:** If a client is already loaded onto caretaker ensure that their forwarding address is deleted to avoid correspondence being sent to the wrong address and proceed to load their application, see section 2; Loading A New Client.

**SECTION 2: LOADING A NEW CLIENT**

If an applicant is not known in caretaker then proceed to load their details as follows:

Access the application/enquiry screen using fast path in caretaker.

Click **Add New Person**

Fill in all of applicant’s details and make sure that the service type is AP (Applicant), then click **Save**.
Click on **Contacts.** Insert all contact details then click **Save and Exit** and **Save and Exit** again.

The new customer will now be loaded and they will be assigned a customer ID number.

**Note:** When a new client number is created in caretaker, a new client management (personal) file must also be created in TRIM (the Department’s record information management system). If the client is not new to the system then a client management file should already exist and will need to be requested from either head office or the region where the tenant was previously occupied.

**SECTION 3: LOADING A NEW APPLICATION**

Access the application/enquiry screen using fast path in caretaker.

Insert the applicant’s customer ID or name details and click **Process** or press enter to list their details.

Highlight their name and click **Select**

Click **New Agency** and a warning default will appear. Click **OK** and the applicant will be given a new application number. (Note this number on the application form for future reference).

Highlight the new application and click **Complete Rental**.

Change the applicant’s relationship to **SA** (single adult) then click **Save and Exit**.
Fill in the application details – zone, entitlement and eligibility (use F1 lookup for help).

Change status to RA00 (application loaded) and priority to “W” (wait turn)

Click Process and then Save and Exit to return the application history screen.

Highlight the application and click Update.

Change the application status to LS21 (LST – Waiting for offer) and click Process and then Save and Exit.

The application is now loaded and ready to be allocated to a property. A property needs to be marked with the correct charge code and reserved before it can be allocated to an application. See following sections for instructions on how to do this.
SECTION 4: CHECK UPDATE CHARGE CODES

The keys to a property need to be available and all maintenance and the Ingoing Property Condition Report (PCR) (see section 15: Vacations) must be completed before it can be allocated to a client. The properties charge code must also be marked as Vacant Available for Allocation (VAFA). The following steps illustrate how to check and/or change a properties charge code.

On Caretaker main screen top toolbar select
Account—Tenancy—Management Functions—Manage Property Charge Code

Insert property ID and click Process, to bring up property

Highlight property and click Select Property

If the code is already VAFA then click cancel. If not then insert the code VAFA in the charge code field and click Process followed by Exit.
SECTION 5: RESERVING A PROPERTY

Go to Property to allocate screen by following the path below from the main screen top toolbar.

**Customer - Application - Property to Allocate**

Insert the property ID and click **Process** or press enter.
Check that the correct department is allocated to the property. (See Section 9: Occupying and Vacating a Department.)

Select the property and click **Reserve** then click **Cancel**.

Property is now reserved ready for allocation.
SECTION 6: ALLOCATE TENANT APPLICATION TO PROPERTY

On caretaker main screen fast path to manage allocations.

Customer—Application—Manage Allocations

Insert the application number and the agency ID (can use a F1 lookup) then click Process.

The tenant’s application details will be shown in the top section on the screen and a list of reserved properties will appear in the bottom section of the screen.

Highlight the correct property and click Allocate to Property in the centre of the screen. Then click Cancel.

Before a tenant is actually occupied, the property must be allocated to the tenant’s employing agency. To do this please see section 9, OCCUPYING AND VACATING A DEPARTMENT
SECTION 7: ACCEPTING A PROPERTY

From the caretaker main screen toolbar click

**Customer—Application—Manage Outcomes**

To display the client application details, insert their application number and click **Process**.

Click **Accept** and the ‘Status Desc.’ field changes from ‘ALLOC-Awaiting’ to ALLOC-Accepted.

Click **Cancel** to return to the main screen.

The property is now ready for occupation of the new tenant. Click **Cancel**.
SECTION 8: FEES

Certain fees are charged to occupying departments depending on what type of property is allocated to them. These fees include:

**Management Fee** - This is the fee GROH charges client departments for leased homes only. It’s a weekly fee that is automatically calculated by Caretaker and should be charged to the client department from the commencement of the lease. Caretaker will not allow this fee to be added to an owned home.

**Administration Fee** - This is the fee GROH charges client departments for owned homes only. It’s a weekly fee that is automatically calculated by Caretaker and should be charged to the client department from the date of allocation of any new construction or spot purchase. Caretaker will not allow this fee to be added to a leased home.

**Service fee** – This is the fee GROH charges Client Departments in owned apartments only and it covers the utility costs that GROH pays. The fee will only need to be added at allocation date when new serviced apartments are constructed or spot purchased by GROH. The fee is not applicable to leased apartments and Caretaker will not allow it to be added to one.

**Furniture Fee**- This is the fee GROH charges when furniture is provided upon request by a client department. The fee is raised when the furniture is requested and its removed or expired on the date when a client department requests the furniture be removed. This is the only fee that is dealt with by Business Support Officers or Accommodation Managers. The process for adding a furniture fee is detailed below.

Search for the property in caretaker by using the fastpath to the Dwelling Selection screen
Property Management Workbench – Dwelling Selection

Insert property details or property ID number and click **Process** or press enter to list property.

Highlight property and click **Update**.
Click on **Agency Details**

A fee can be Inserted, Adjusted, Expired or Reversed on this screen (a fee comment can also be amended)

To add a new fee, click **Insert Fee**
Press F1 to search for the fee type, highlight the appropriate fee and click **Select**.

Insert start date and press Enter.
Enter a comment and if all details are correct click **Save and Exit** and then **Cancel**.

To complete any of the other functions on the fee maintenance screen
Highlight the relevant fee and then click the appropriate button followed by the appropriate action whether it be to insert an end date or adjust a start date.

**Note:** You cannot reverse a fee created more than 120 days ago.
SECTION 9: OCCUPYING AND VACATING A DEPARTMENT

A client’s department must be allocated a property before the client themselves can be allocated the property. The following illustrates how to check if a department is allocated a property and if not how to occupy and vacate a department in and out of a property.

Fastpath to the Dwelling Selection screen by clicking on the top toolbar of the main caretaker screen

Property – Property Management
Workbench – Dwelling Selection

Insert property details or property ID number and click Process or press enter to list the property. Highlight the property and click Update

If a department is already allocated to the property, it will be displayed at the top right hand side of the screen.

If the property is already allocated to the correct department then press Cancel and proceed to allocate the property to the client. If the wrong department is allocated the property, it will need to be vacated and then the correct department should be occupied.

To vacate the current department: Click on the Agency Details button.
Click **Vacate** and input the date that the agency is to be vacated then click **Vacate** again.

Add a comment (click **Comment** and **Add New**) regarding who instructed you to do so and if the department is permanently or temporarily reverting the property back to GROH (if it is a temp reversion then the until date must also be noted).

To occupy the correct agency click the **Occupy** button.

Press F1 to look up the agent identifier

**Note:** the service type is [GA] if this does not come up as the default you may have to type in [GA] and click **Search**. Use the **Next List / Prev List** buttons until you see the required client department’s details.

Highlight the department and click **Select**.
The department’s details will now appear at the top left hand side of the screen. The Occupation date field defaults to today’s date. This should be overtyped if the allocation date is not today (date should be the day after the previous department was vacated).

Once all details are correct click **Occupy**.

A Departmental allocation letter will be generated. Click on the **Create Form** button and the letter will print to the designated local office printer (it is handy to load letterhead so the that the letter can be sent directly to the department.) Click on the **Cancel** button to return to the dwelling selection screen.

The department’s name will now be in the top right corner of the screen meaning that the property is now allocated to them.

**Note:** If you change departments on a leased property then you must ensure that a signed commitment form for the remainder of the current lease is signed by the new occupying department.
SECTION 10: OCCUPYING A CLIENT

From the caretaker main screen toolbar click

Account—Tenancy—Manage Occupations

Insert the client's application number and click Process, the applicant's name and the property address will appear.

Highlight their name and click the Occupy button. The next screen displays all occupation details.

In the field under the heading "TA" insert a "Y" against the client's name.
Insert a "N" into the Bond Payable cell as no bond is required to be paid by GROH tenant's.
Amend both the occupation date and the date of the agreement if these are incorrect, and insert the number of keys that will be given to the client.

It is also possible to insert a repayment amount for any prior debt the client may need to pay. This is done by entering the desired amount next to debt payment in the small table at the bottom right of the screen and clicking Process.

Once all the details are correct, click Print Agreement to generate the tenancy agreement which will need to be signed by both the HPSO and the new tenant.
Click Save and Exit.
The follow screen will appear. If all details are correct then click **Save and Occupy**

Caretaker will then generate a 'Welcome' letter that can be modified if need be. Once it is completed click **Create Form**, and the letter will be printed to the designated local office printer (ensure letterhead is loaded). The welcome letter is to accompany the new client's sign up pack.
SECTION 11: SIGN UP INTERVIEW

In-going clients will be invited by a GROH HPSO to attend a sign-up interview where they will also receive all the necessary papers in the ‘sign-up kit’.

The Sign-Up Kit consists of:

- Sign-up checklist – (for HPSO’s use)
- Welcome Letter (generated by HPSO)
- A copy of their GROH Residential Tenancy Agreement
- Schedule 2 of the Residential Tenancies Act
- GROH Occupant’s Handbook
- Smoke alarm information
- Ingoing Property Condition Report (PCR). (If a manual form as opposed to the PDA format is used there will be a Yellow and Pink copy. The yellow copy is for the tenant’s comments on the properties condition and is to be signed and returned to GROH office and added to their personal file. The Pink copy is to be retained by the tenant for their records.)
  - PCR acknowledgment form
  - PCR cover sheet
  - Key Handover Information
  - Furniture condition and inventory
- Gas and power faxes
- Notice of intention to vacate, including outgoing checklist for tenants
- Business card and fridge magnet

The HPSO must complete and/or explain the following:

Prior to the Interview

- Satisfy him/herself that all maintenance and an incoming PCR is completed.
- Make an appointment with prospective tenant for sign-up interview.
- Prepare Welcome letter and Tenancy Agreement on system—the occupation date on the database, the tenancy agreement and key handover must be the same.
- Confirm correct names and spelling have been used on the documents. Any corrections can be hand written and must be initialled by both the HPSO and the tenant.

At the Interview

- The tenant must be given time to read the tenancy agreement through before signing and must sign in the space provided when they are ready.
- The tenant is required to initial each page of the document including any special conditions.
- The HPSO must fully explain all aspects of the tenancy agreement and all items in the incoming pack.
- The ‘In-going PCR’ must be fully explained, including the ramifications of the PCR not being returned and the importance, from the tenant’s perspective, of thoroughly inspecting the premises and writing their opinion item by item because this will be reviewed on vacation.
- Advise the tenant that they must organise connection of power and gas ensuring that the account is placed in their name with the exception of shared properties, which stay in their department’s name. For regions that do not have reticulated gas, the tenants must be informed of whom to contact to replace empty gas bottles.
- Water rates are paid by GROH, however the tenant is responsible to pay all charges related to water consumption. Water accounts will be sent directly to tenant bi-annually from GROH. (Water consumption for shared properties and serviced units will be recouped from client departments).
• Explain to tenant - maintenance timeframes for completion of works; Routine 14 days, Priority 48 hours and Emergency 3 hours. Give examples of the types of work in each category.

• Inform the tenant that GROH provides an after hours emergency service for maintenance that is considered a risk to the health or safety of the tenant or the property and provide them with the number.

• Explain how Tenant Liability charges are made for maintenance work caused by reasons other than “fair wear and tear”.

• Tenants are not permitted to do any decorating or improvements, internal or external to the building without prior permission from GROH.

• Maintenance of lawns and gardens is the responsibility of the tenant and should be kept neat and tidy, uncluttered and all rubbish placed in the council bins provided. Unlicensed vehicles should not be kept at the premises. GROH maintains communal yards.

• Smoking is not permitted inside the property.

• No dogs to be kept at premises without sufficient fencing. Dogs on the restricted breeds list are not allowed at the property.

• Make an appointment to pick-up the completed in-going PCR from the tenant, allowing 2 weeks. In situations where pick-up is not possible a suitable arrangement needs to be made (and documented) for the PCR's return.

• Explain the RTA requirement for 21 days notice to vacate section 68(2), written notice of intention to vacate. Advise tenant of benefits of a pre-vacation inspection.

• Check ingoing tenants contact details, PO box address if no mail delivery, personal and/or work contact details. If possible a next of kin address or other contact details should be noted, in case of emergency.

• Check all the points of the checklist have been covered, place all tenants papers in the sign-up pack and hand to tenant with keys.

Note: Sign-ups can be conducted at the tenancy if this more convenient and mutually acceptable.

After the Interview
After sign-up the HPSO should retain for the tenants personal file; original of the tenancy agreement, PCR acknowledgement form, completed sign-up checklist including contact details, these papers should be attached to the application and any other communication regarding the occupation and passed to records for filing on the tenants personal file. Finally update any incorrect names or spellings in caretaker if required.

Attend the property on the day arranged for pick-up of ingoing PCR. This visit should give the HPSO an insight into the probable standards of the tenancy. This is an ideal opportunity to inspect any anomalies with the tenant and discuss the differences between maintenance, improvements, planned and programmed maintenance. Don’t raise unrealistic expectations with the tenant, explain what items will be fixed as maintenance and which items will be added to the budgets for future funding. On return to the office, job orders should be raised for items on the PCR that have been agreed to be fixed. The date that the job order is raised should be noted on the PCR, as this will be an indication to whoever vacates the property at a future date.

If an alternative arrangement for the return of the PCR was made and it is not returned by that date, contact the client to remind them and reiterate the importance of it's return.

If the client fails to return the PCR within 21 days then the non-return of PCR letter should be posted to them with a copy being placed on their personal file.
SECTION 12: PROPERTY INSPECTIONS

GROH owned properties:
HPSO are responsible for the management of a given number of rental properties. To ensure that the tenant is meeting their obligations with regard to the property and any required maintenance or improvements are identified, it is necessary for you to inspect all properties in your round at least once per year.

Leased Properties (Real Estate Agent Managed): You are not required to complete annual inspections on all leased properties as they are not assets that need managing by GROH. Properties that are managed by a real estate agent are inspected quarterly by the agent therefore should only be inspected by GROH if the agent requests that we attend. However it is important to make sure that the agent notifies us of any planned inspections and provides copies of the reports that are completed at these inspections to ensure that we are made aware of any tenancy issues.

Leased Properties (Owner/Agent): Private owners who manage their own properties may not complete inspections therefore it is necessary for GROH to complete annual inspections at these properties to ensure that the tenancy standards are satisfactory. From time to time HPSO’s will be asked to conduct “Lease Renewal” inspections on leased properties. These inspections should be reported on the relevant form.

NOTE: All annual inspections must be recorded.

Residential Tenancies Act
Section 46 of the Residential Tenancies Act "Owners Right of Entry" states;
(1) "It is a term of every agreement that the owner may enter the premises in the following circumstances but not otherwise-
   a) in any case of emergency;
   b) for the purpose of inspecting the premises or any other purpose, on a day and at a reasonable hour, specified in a notice given to the tenant not less than 7 or more than 14 days in advance;
   c) for the purpose of carrying out or inspecting necessary repairs to or maintenance of the premises, at any reasonable hour, after giving the tenant not less than 72 hours notice;
   d) with the consent of the tenant given at, or immediately before the time of entry.

Procedures
Caretaker, by default, will schedule all owned properties within your round for inspections based on the anniversary month that the tenants occupied. Previous HPSO’s in your round may have changed this as they updated their Caretaker Task Manager.

This means you may not be provided with a sequence of property inspection tasks, which reflects both the way you prefer to work or the demands of your particular round. It is therefore necessary to work from a hard copy printout of the properties within your round. This provides a master record of your inspections, which can be accessed by a HPSO who may need to relieve you if you are absent. At any one time you will have 3 months worth of inspections listed in your task manager. Individual account numbers should be used to access any Inspection tasks that don't appear in the current list.

Taskman can be adjusted over time to reflect the way you prefer to work. This involves updating each property as you inspect it by inserting the month that the inspection occurs. For example, if you inspect in November, you insert November as the month for next year's inspection to occur.
This can be done by clicking on the caretaker fastpath: **Account - Rental - Rental Account Management**

Insert account number, property ID or property address and click **Process** to list details.

Highlight the correct account and click **View Acc. Details**.

Click on the **Next Insp Due** button in the top right corner of screen.
Insert the month during which the current inspection has occurred in the Inspection Date field and click on Save & Exit.

Wherever possible, it is good practice to base your inspection schedule on the tasks generated by Caretaker.

The R.T.A section 46 (1) b requires that you give the tenant not less than 7 or more than 14 days notice of your intention to inspect the property. Therefore a letter has to be sent to the tenant advising the time and date for the inspection. This letter can be generated by Caretaker as per the following instructions.

Using the fastpath method click: Account - Rental - Manage User Tasks.

Insert your Round Number and Task Type and click Process to locate the property inspection task for the relevant property. If it is not found in the current list for your round, insert the property or account number for the property and remember to widen the date range to capture a 2-month period and then click on the Process button.

When the required property appears in the search result panel, select the appropriate line and click the Update button.
This will take you to a screen to amend the date and time of your planned inspection. Insert the appropriate date and times and click **Print Insp. Ltr.** to display the letter.

Click **Create Form** to print it then **Save & Exit** to return to Taskman.

Prior to going out on the day of the inspection, you should check the rental account and also identify any outstanding maintenance issues for the property. If you need to discuss an account with the tenant, a hard copy should be made for the tenant's (and your) benefit. The top section of the "Property Inspection Report" form can also be partially completed at this stage.

If the tenant fails to keep the appointment or make an alternative time, you will need to send a Form 19 "Notice of Intended Inspection" to the tenant. If there is no response to this notice the tenant is in breach of the R.T.A. and legal action can be commenced -

**Note:** You Should visit all new tenants within 2 weeks of occupation to collect the tenant's copy of the ingoing Property Condition Reports. This visit can count as an annual inspection. Should you have any concerns that the tenant may neglect or misuse the property, a further inspection should be scheduled within the next three months.

**When At the property:** - Check all internal & external areas and comment on their condition. General descriptions such as NEAT, TIDY or CLEAN may be used but if the property is in poor condition or damaged, you will need to provide the tenant with written details in your follow up action.

**Maintenance items** identified should be dealt with in the appropriate manner and in accordance with, the Maintenance Policy. All fixtures and fittings should be safe, and in proper working order. The following may assist you with deciding who is responsible for different maintenance items;

- Is it clean? = Tenant's responsibility
- Is it Safe? = Your responsibility
Does it Work? = Your responsibility unless tenant liability involved

There may be occasions when budgetary constraints may impact on whether an item can be repaired or replaced. Discuss this with your Manager, Housing Services or Manager Property Maintenance as soon as possible to get a clearer picture on what can be done immediately and what can wait.

Items that are covered by Programmed, Planned or Improvements funds should be noted on the inspection form for future budget submission. These should be transferred to the database record (usually a spreadsheet file) for your round as soon as possible. This record can then be used to substantiate your annual budget request for these categories of maintenance.

On returning to the office after completing the inspection/s you will need to:-

- Keep a record of all completed inspections. This information will be required by your manager each month and is collated into the regional quarterly reports.

- Update your Inspection tasks in Caretaker Task Manager

Locate the property inspection task for the relevant property on task manager. You may need to insert the property or account number for the property and widen the date range to capture a 12-month period. Once the required property appears in the search result panel, select the appropriate line and click the **Done** button.

**FOLLOW UP ACTION**

If the property is well presented and the tenant has made some effort to care for it, you may choose to send a thank you letter acknowledging the tenant’s efforts. This letter can be generated in Caretaker by completing the following.

Navigate to the tenant’s rental account screen
Click on the **Corresp** button.
Click on the **Ad hoc Letter Req.** button

Highlight the GAINSPECT letter by clicking **Select.** You have the opportunity of editing the letter prior to sending by clicking **Create Form** and printing it on letterhead. A copy of the letter, if sent, should be attached to the tenant's personal file.

If the property standards are poor and require attention advise the tenant, at the time of the inspection, what work needs to be completed to bring the property up to standard. This should be followed up with a letter that outlines the items needing attention and confirms the date of the next inspection. (The inspection should be conducted not less than 7 or more than 14 days from the date of the letter.) A copy of the letter and the "Property Inspection Report" should then be attached to the tenant's personal file. If there is little or no improvement at the second inspection, repeat the above steps in conjunction with the issue of a Form 20 Notice of Breach of Tenancy Agreement. Refer to the signed tenancy agreement on the personal file to identify the specific section of the agreement that has been breached. This type of Breach Notice is discussed in more detail in the Legal Recoveries manual.
SECTION 13: OTHER PARTY LIABILITY

When a property requires maintenance for upkeep or repairs, a job order needs to be issued to the contractor for the relevant works. The issuing and monitoring of job orders is detailed in the vacation section on page 47 of this manual. When a job order is issued the cost is automatically charged to GROH but can also be charged as tenant liability or to a number of other parties being the employing Department, the Agent/Owner of the property or any other party involved.

Some of the scenarios where you may need to charge liability to someone other than GROH or the tenant are:

- The client has moved into a property however the yards have not been maintained while vacant by the Department. The charge needs to be raised against the Department and not the current tenant.
- Maintenance has been issued on a leased property due to agreement with the Agent/Owner and needs to be charged to the Agent/Owner.
- Maintenance has been issued on a leased property without agreement from the Agent/Owner. This may be in regards to a maintenance request that they have not actioned and due to the urgency GROH has had to issue the work. In this case GROH would also transfer the charge to the Agent/Owner.

When charging liability to a third party the following procedure applies:

Navigate through the maintenance management screens until you reach the search enquiry screen.

Enter the address or property ID and click Process or press Enter.

Select this address and click Initiate Request.

A warning will appear if the selected property is a leased one, click Ok as long as the work should definitely be issued by GROH.
Check the maintenance history screen to ensure that a recent job order has not already been raised for the item that is about to be issued. Once history is checked click **Cancel** to proceed to the next screen.

If a job order has already been issued, click **Cancel** again and if not click on the **Job Order Req** button to initiate the job order request.

A warning message will appear, click **Ok** if you wish to proceed.

Once in the job order request screen, enter the details without charging tenant liability.

Click **Save** and then click on **Other Party** to allocate to a third party.
Three main areas exist in the Other Party Screen

- Existing Debtor linked to the property in most cases the Department.
- Debtor Name field for looking up or creating an additional debtor.
- Items awaiting liability attachment.

If a third party is required to be brought across to the Debtor section, place the cursor in the Debtor Name Field and press the F1 key.

Once you have created the Debtor or found the debtor on the system, click on the attach liability button, this will transfer the Debtor across to the Debtor section. (Remember if choosing an additional Department it must be a type GA)

Select the Item to attach liability on and select the correct Debtor in the Debtor ID section then click on Attach Liability button.

Click on Save and Exit.

The job order now has a Y in the OP column indicating Other Party is now attached.

Click on Save/Prepare JO to create the job order request.
Click **Save, Issue, Exit** and the job order will be printed out on the designated printer (if a warning box appears click **Ok**).
SECTION 14: LEASED MAINTENANCE REQUESTS

Please note that generally GROH does not issue maintenance on leased properties unless the requested maintenance has not been completed (See other party liability for further details on how to charge liability to a third party).

The procedure for requesting maintenance on leased properties will depend on the relationship GROH and the tenant has with the owner/agent of the property. The tenant can contact the owner/agent directly or contact the HPSO who can then issue a maintenance request slip for the owner/agent. The request slip is similar to a job order but instead of issuing the work to a zone contractor, a request is printed and forwarded to the owner/agent advising them the work that is required. Upon occupation of a GROH leased property the tenant should be advised of the alternative actions available to them when they need to report maintenance items.

- Locate the Maintenance Request—Search Enquiry Screen.
- Enter the Address, Account Number or Property ID and click Process.

Click on the Initiate Request button.

A Warning button will appear click Ok.

- The Maintenance History Screen will appear. Please take time to review and check back through history to ensure a request or a job order has not previously been issued.

To continue to initiate a maintenance request click Cancel.
• Insert details ensuring you indicate N for NO in the T/L and INSURANCE fields. Do not enter any comments at this stage.

• Input Priority level Routine, Priority or Emergency and click on Save. Note you can input comments in the PTY COMMNET Field IF COMMENTS APPEAR THIS FIELD REGARDING FUTURE RENTAL INCREASES OR INSPECTIONS PLEASE DELETE BY UPDATING THIS FIELD

Insert any job related comments and click on Save and Exit.
Click the Property Inspection button. This generates the request and assigns a reference number. Note this number down and provide the number to the tenant for further enquiries.

A Warning message will appear click Ok to confirm. This will print the request slip and change the status updated to INSP.

Click Save and Exit

Another message will appear click Ok to confirm.
A leased maintenance request has successfully been issued for the Agent or Owner. The next step is to fax or send this request to the Agent or Owner to complete the maintenance. A task will have been raised on the Accommodation Managers Taskman in Caretaker to assist in tracking the requests progress.

**Note:** The Agent or owner is required to complete the request as per the Department of Housing time frames as stated in the Maintenance Policy. (GROH uses this as a guide and a way of tracking all requests. It may not always be possible for the Agent or Owner to complete maintenance in this time frame).

**FOLLOW UP**

As part of the tracking of these requests the following procedures need to be followed:-

- Regularly check with the Agent / Owner to ensure the work has been completed.
- Check with the Tenant to ensure the required maintenance has been completed or that a satisfactory outcome has been reached.

When you are satisfied that the request has been completed it must be resolved in Caretaker as follows:-

- Access to the request can be gained in a number of ways:
  1. List Maintenance Screen
  2. Maintenance History Screen
- Once in the Request Slip click on the **Resolve** button and enter comments
- Then click **Save and Exit** until back to address screen

The request has been successfully updated and the request resolved.
REPORTS

Are available through Caretaker – Housing Maintenance/Maintenance Request/List Maintenance Request to enable easier tracking of outstanding requests by a designated officer in the Region.
SECTION 15: VACATIONS

When a tenant wishes to vacate a GROH property they must provide a Notice of Intention to Vacate (21 days) to their local office. It is preferable if the form on the GROH website is used (see following page) but any sort of formal notification will be accepted. Once this has been received ensure that the tenant has a copy of the “Information for Vacating Tenants” and offer them a pre vacation inspection.

A pre-vacation inspection (prevac) allows you to advise the tenants of any work that would be charged as tenant liability and gives them the opportunity to complete the work themselves prior to handing the keys back. Whilst you will need to outlay time initially, the prevac will save you time in the long run as there is generally a reduction in the number of vacated maintenance items required and tenant liability disputes received.

It is best to complete a prevac once the tenant has removed all furniture and cleaned the property. If this is not the case, you need to make sure that you discuss with the tenant and include a clause on the prevac paperwork that states “furniture in situ, tenant may still be liable for charges”. This is because damage or dirt may be hidden behind or under the furniture that is still in the property.

When conducting the prevac inspection, examine the internal and external areas of the property with the tenant noting any work required as well as an approximate cost of the repairs. Ensure that you and the tenant sign and date the completed form and that a copy is put on the personal file and another given to the tenant.

If any tenant liability work is identified the tenant may choose to complete that work, the tenant will retain the keys and rent continues to be charged until keys are returned. They may choose to accept GROH completing tenant liability work and paying our charges. If work is not required and the tenant is ready to leave the property then they can leave the keys and you can proceed to complete the outgoing PCR.
When a tenant hands in their keys they must be provided with a key receipt. The Customer Service Officer or Business Services Officer is generally responsible for this but the Accommodation Manager may also complete the process. At this point it is very important to ask for a forwarding address and contact number for the tenant. You can also discuss any outstanding debts and make repayment arrangements.

Vacate tenant from Caretaker –

- Click on Caretaker main screen top tool bar: Account / Tenancy / Manage Vacations
- Insert property ID number or application number and click Process or press enter.
- Click Fwd address and put cursor in white box under address then press F1 to search for the address.
- If it does not exist then click New Address (Interstate/OS if not within WA and a further search be done before adding new O/Seas address).
- Insert the details and click Save and Exit highlight the correct address and click Select if the tenant has outstanding debts, you should negotiate a repayment arrangement and have the tenant sign an arrangement proposal or direct debit request form which will need to put on the tenant’s personal file.
To enter a payment arrangement:

- Click **Paymnt Arrangmt** button on the manage vacations screen and the arrangement screen will then be shown where the tenants name will be displayed on the top panel.
- To add a new arrangement, highlight the tenants name and click on the **Add** button. Insert the payment method (press F1 and select an option if need be). You may need to insert the tenant’s Bank Details if they want the money to be directly debited from their account.
- Click **Bank Details** and insert Bank Use Code, BSB No (which can both be located by pressing F1 and selecting an option or completing a search), Account No and Account Name.
- Then click **Process** and **Save and Exit**, insert the payment frequency (press F1 and select an option if needs be). Be aware and ensure that the tenant is informed that payments will only be deducted on Thursday nights – monthly payments: the first Thursday of the month, fortnightly: pension week Thursday and advised to make sure funds are available, as most banks have a charge for defaulted direct debit payments.
- Adjust the commencement date only if you do not want the arrangement to commence on the next available pay date: - Insert the amount to be paid in the row where the debt shows up and under the clearing column and then click **Process**.
- If all details are correct click **Save and Exit** and then **Cancel** and **OK** to return to the vacations screen.
- Type in vacation date, insert vacation reason – press F1 in the field to display list of
reasons, highlight the chosen type and click Select. Insert number of keys received from tenant.

- To enter any additional comments click “Exit”-Comments, enter comment and click Save and Exit.
- Click Pnt Key Receipt and a key receipt will be generated,
- Click Create Form for it to be printed to the allocated printer detailed in the white box on the bottom right hand corner of the screen.
- An additional form (this is the Vacant Property Inspection Card [VPIC] which must be filled out when the vacant inspection is completed) will be created so click Create Form again.
- Then click Save and Exit and return you to the main screen, the tenant will be vacated. It is very important to complete this last step otherwise the tenant will not be vacated and therefore an inaccurate vacation date can result if it is not discovered until later.

Vacating Occupied Department

The department always remains occupied even if there is no tenant living there unless we are notified that they want to permanently revert the property back to GROH. A reversion of a leased property cannot be completed unless the lease is cancelled or an alternative department has committed to the remainder of the lease term. If a department requests a temporary or permanent reversion or the lease is being cancelled then you will need to vacate the department by completing the following process.

Vacate occupying department (only used if client department gives up property):-

- Click on top toolbar:- Property / Property Management Workbench / Dwelling Selection (this is the DWELLING ENQUIRY screen)
- Insert property details or property ID number and click Process or press enter to list property
- Click Update and then click Agency Details.
- Click Vacate and insert vacation date (which is the day that the keys are handed back to the owner/agent)
- Click Vacate again.
- You will also need to add comments regarding who requested the reversion or in the case of a temporary reversion you must detail the length of time the vacating department is willing to revert the property, by clicking Comments, Add New and then Save and Exit.

Vacated Property Condition Report

The Property Condition Report (PCR) is a property inventory report used to assess and describe the condition of the property. It is used prior to the tenant taking occupation (ingoing PCR) and after the tenant vacates (vacated or outgoing PCR),

The vacated PCR records the amount and type of maintenance required to return the property to a re-lettable condition. It will be compared with the ingoing PCR for the vacated tenancy and the tenant will be charged for all work required due to neglect, misuse or wilful damage (tenant liability). The PCR should be completed within 24 hours of the property being vacated.

Prior to completing the vacant property inspection you will need to;
- Obtain the Lot and Personal Files from your office's Records section. (The number for these files can be found on the Vacated property Inspection Card or in Caretaker.)
- Check if there is an original Ingoing Property Condition Report (6 white pages in
duplicate, plus Air Conditioning report sheets) on the Lot file. If the tenant completed and returned their Ingoing Property Condition report (6 yellow sheets) when they occupied the property, this will be found on their Personal file. (For non Personal Digital Assistant or PDA PCR’s)

If the property is in a redevelopment area, check with the Project Manager for Refurb or Area Manager to determine if the property is to be re-let.

Complete the Vetting Checklist up to question 8. This will assist you in determining tenant liability charges once you are at the property. Tenant liability is always charged at 100% of the item cost unless the item is either:

- A surface that has been painted within the last 5 years or
- A fly screen or fly door that has been rewired within the last 5 years.
- A sliding scale is used for these items.

If more than 5 years since these were actioned, no T/L is charged. See the front cover of your PCR book for details.

REFERENCE - Maintenance Policy Manual, Section 3 - Tenant Liability - No.4 Assessment of Tenant Liability & No. 5 - Tenancy Factors Affecting Tenant Liability Assessment.

WHAT TO TAKE WITH YOU TO THE VACANT
- Keys For the Property
- Personal Digital Assistant (PDA) if applicable
- Lot & Personal Files (Optional)
- Vacated Property Inspection Card
- Measuring Tape
- Digital Camera
- P.C.R. Book & Pen
- Mobile Phone
- Lock Box (If Applicable)

The following items are also be useful to keep in your vehicle: Spare pens, sunscreen, a sharps container (to place any syringes, broken glass or hazardous objects you may encounter), rubber examination gloves, a basic toolkit (A large screwdriver can be useful for levering jammed doors or windows), a torch and batteries (some homes are very dark especially in rainy weather), personal insect repellent insect spray (fleas and cockroaches are common nuisances in vacant properties).

NB: Most or all of the above relate to Occupational Health and Safety and can be supplied from your Office’s Admin budget. Talk to your Admin Officer for anything you feel is necessary.

WHEN IDENTIFYING MAINTENANCE YOU WILL NEED TO CONSIDER;
• Does the item work?
• Is it clean?
• Does the property provide safe and habitable accommodation for the ingoing tenant?

Reference: Maintenance Policy Manual - Section 19 – Uniform Maintenance Standards

COMPLETING THE P.C.R. (Non PDA use)

a) TOP OF PAGE 1. Details include Lot File, Property address, Ex tenant name, Date of occupation & vacation, meter readings for gas, electricity & water, and the number of gas bottles. Any area not applicable to the property should have N/A written. Eg Complex Name.
Tip: This section can be completed in the office prior to your journey to the property or first thing when you arrive. The kitchen workbench usually provides the most convenient surface to place your gear and to lean on whilst writing. A clipboard is most useful for completing the rest of the form, as you will be walking around the property.

Detach each of the 4 duplicate pages of the PCR, as it is important not to write with them on top of each other- the impression of your pen will go through all copies. You may not need to worry about this if you use a PDA to complete the vacant inspection.

Each room will now require the following information to be entered in the right hand panels of the P.C.R. under the heading - **Condition on Vacation**;

b) **ROOM SIZES** - A tick should be placed in the appropriate box to indicate whether the room is under or over the square meterage identified on the P.C.R.

c) **FLYSCREENS** - Are indicated with a number. If missing, write nil or 0. If a screen has never been fitted then N/A, not applicable should be written.

d) **DOOR BUFFERS** - Are indicated with a number. If missing, write nil or 0. If a buffer has never been fitted then write N/A, not applicable.

e) **SPARE SECTIONS** - All areas not applicable to the property should be ruled diagonally across the section and N/A written.

f) **DESCRIPTIONS** - Are written on the same line as each printed item for each room. They must be clear, concise and accurate. Each description should be thought out and written in two parts which are:

1. **The describing statement** - which describes the visible condition of each printed item on the left-hand side (eg ceiling, walls, Floor etc), to justify if, how or why the item needs maintenance.

2. **Specified action** - indicates the work required. No abbreviations are to be used. At all times the statement is written first and the specified action second, closest to the T/L% (tenant liability) column.

Bedrooms (and occasionally other rooms where more than one exists, eg bathrooms WC’s or entry halls) should be identified using the format described in the room location indicator, e.g. when nominating a specific bedroom. The location indicator below can be found with the Meaning of Condition Descriptions on the cover of the PCR book

**STREET ELEVATION (Or Front Door Elevation for Apartments only)**

g) **EXTERNAL AREAS** - Descriptions for each item relevant to the property must be addressed. Those areas where questions are asked simply such as-"Any sign of vandal damage?" respond simply with a YES or NO.

h) **TENANT LIABILITY** - If tenant liability is identified then the percentage to be charged is recorded in the T/L% column at the right hand side of the P.C.R. If there is no tenant liability then a (-) dash is placed in the column or it can be left blank. Ensure that any T/L has been identified in accordance with current policy and that the information on the P.C.R substantiates the work that is required.

Accurate photos that display the condition that is noted on the outgoing PCR are also very helpful in supporting a case should it need to go to court.
All damage should be charged as tenant liability and then waived with the appropriate comments should it not be applicable due to certain circumstances. This allows reports surrounding tenant liability figures to be more accurate and reliable.

**TIPS:** If you having difficulty displaying the condition, it may be helpful to turn the flash off on the camera and instead depend on natural light. If possible set digital cameras to 400 ASA equivalent.

When taking photos of walls, try to include some floor or ceiling or take the picture on an angle to capture perspective of where about in the room the damage is. If this is not possible write the location on a post-it note and stick it on the wall within the photo. It can also be handy to place your pen in photos to help display the size of holes or marks.

Make sure that the date function is activated on the camera and that it is correct. If the camera does not have this function use a post it note as mentioned above.

**Reference:** Maintenance Policy Manual - Section 3 - Tenant Liability.

Photos should be taken if goods have been left at the property, substantial T/L identified or if vandal damage is evident. These are taken to provide corroborating evidence should this be required (Refer to abandoned properties - Indemnity certificate)

**i) GENERAL CONDITION** - Supporting statements must be made in regards to:
- The main body of the P.C.R.
- Tenant's demonstrated general standard of care of property, as evidenced by any damage or neglect.
- The degree of effort demonstrated by tenant in cleaning property at vacation.
- Tenancy Factors, eg- damage due to domestic violence or limited ability to clean due to age or known disability. Do not make subjective statements such as “This is the worst vacant I have ever seen.”

<table>
<thead>
<tr>
<th>LEFT REAR (L/R)</th>
<th>CENTRE REAR (C/R)</th>
<th>RIGHT REAR (R/R)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEFT MIDDLE (L/M)</td>
<td>CENTRE (C)</td>
<td>RIGHT MIDDLE (R/M)</td>
</tr>
<tr>
<td>LEFT FRONT (L/F)</td>
<td>CENTRE FRONT (C/F)</td>
<td>RIGHT FRONT (R/F)</td>
</tr>
</tbody>
</table>

**Deceased Tenants**
Any tenant liability that would normally be identified on the PCR should still be recorded. Generally, T/L of less than $250 is not charged but this decision is made by the Manager Property Maintenance or Assistant Regional Manager. It must be clearly stated in this section that the "tenant is deceased".

**See Tenant Liability Policy 5.6 in** Maintenance Policy Manual.
j) LAST EXTERNAL PAINT - This information is usually recorded inside the electric or gas meter box by the painter who completed the last full external paint (known as Programmed Maintenance) of the property.

It may include the name of the contractor and the brand of paint used on the job. The date can also usually be found on the Vacant Property Inspection Card under the heading "Last Programmed Maintenance. Write this date in this box on the PCR.

k) INSPECTING OFFICER & DATE - The inspecting officer's name should be printed if the signature is not legible. The date of the current inspection should also be clearly written.

NB: The property number and date of this inspection must also be included at the top of pages 2, 3 & 4 in the boxes provided.

Access to the Property
If maintenance is required, the contractor/s will need to gain access to the property. Usually a padlocked lock box is used to securely hold the key until maintenance is complete. This is attached to a secure part of the property such as a gas meter pipe or clothes hoist. Contractors will have a copy of the key to open the lock box. Avoid hiding the key on the property as keys can very easily be misplaced and lost leading to the further expense of changing locks.

Vacant Property Inspection Card (VPIC)
Caretaker produces the VPIC at the time the property is vacated - See Section 2- Vacation in Caretaker.

This form provides an inventory and description of the main components of each property. Over time items such as gas or electric appliances, hand basins and laundry troughs, are replaced as they wear out. The VPIC provides you with the opportunity to ensure the details about these items are current to be fed back into the Caretaker database. Each section of the VPIC must be checked & updated, if necessary, at the time you complete the vacant property inspection.

These updated details must be put into Caretaker at the time you issue your job orders. The codes used on the form are called Supervisors' construction codes. This refers to the days prior to 1989, when the Department employed officers known as supervisors, who supervised all property maintenance and construction.
The completed VPIC details can be updated in caretaker as follows: (If using a PDA this will happen automatically)

- On the Caretaker main screen top tool bar click—Property / Property Management Workbench / Dwelling Selection

- Enter the property ID or address and click Process.

- When the property appears in the lower panel, select that line and click on the Update button.

- You will see all items that can be altered are displayed in white field boxes. Using the F1 lookup menus in each field will display the appropriate options.

Fixture and appliance details can be updated also from this screen:-

- Click on the Appliances or Fixture buttons.
- Then click on Delete, Update or Add New to complete new details (F1 lookup menus are available)
- Then click Save and Exit.

An example of the information displayed on a VPIC is presented below.

*** VACATED PROPERTY INSPECTION CARD *** DATE: 8 JANUARY 2001

Unit 10/1937 ALBANY HWY, MADDINGTON WA 6109

Account number: 2122189
Amenity Level: F
Last Prog Mtce: 12.09.1994

Dwelling Type: T1   Sleeping Units
Construction material: MM   Bedrooms: 3
Roof Material: C   Sleepout Access: 0
Garage Code: C   Suits disabled: S
Crossover code: Y

Sewerage Code: 1   Hand Basin: FG
Insulation   Bath: FG
Ceiling: L   Shower base: T
Wall: N   Ped Pan: P

Sink: SS
Trough: SS

Appliances:

Appliance CODE ENERGY MANUFACTURER/PRODUCT NAME
ROOM HEATER A GAS-POINT GAS POINT ONLY
HWS INSTANT C GAS-NATURAL EVERDURE
STOVE D GAS-NATURAL CHEF

In your Task Manager you will have a task for this vacant called Vacation Inspection. (coded VINS). As you have now completed this, update your Taskman by displaying this task and clicking the Done button. This removes it from your task list and raises a task for your Manager Property Maintenance or Assistant Regional Manager- Vacation Vetting (coded VVET) (PDA use will differ refer to the PDA manual)
ISSUING JOB ORDERS – Once you have completed the P.C.R. you will need to arrange for job orders to be issued to contractors promptly so that the maintenance you have identified can be completed.

Your objective is to return the property to a releetable condition as soon as possible. Always take into consideration whether the property is leased or not as GROH should not be completing any maintenance on leased properties unless tenant liability is being charged.

IDENTIFYING MAINTENANCE ITEMS – The majority of maintenance will be itemised in the Maintenance Schedules. These are comprehensive catalogues of commonly encountered items with clearly defined materials and time components.

Caretaker has the maintenance schedules built into an F1 lookup menu but it is most useful to study the hardcopy schedules to get a feel for the terminology and commonly used codes.

There are eight categories of scheduled work based on the commonly used trades, which are designated by a one or two letter code, these are:

1. Items are grouped by trade, so all cleaning items are together as are all glazing items etc. All scheduled work is detailed by one of the above codes followed by a number.
2. Every branch holds printed copies of the current schedules for each trade. Check with your Senior Maintenance Officer or line Manager as to where the schedules are located in your office and obtain a set if possible.

The information provided in the schedules includes;
- An index of items grouped into similar sections. e.g.; Fly doors, Screens, Catches. C1 - C49p
- Hourly rate schedule for a Tradesperson & Labourer. (Conditions of the Contract.)
- Item number & short title. e.g.; C1 Rewire fly door - full panel timber
- A specification for each item detailing how the work should be completed
- The unit of measure. e.g.; each or per metre.
- Rate or cost of the item per unit of measure.

SELECTING AN ITEM

You will find that there are some items that are more frequently used than others and whilst you will become familiar with these, you will still need to know how to select other items from the schedules. Using a blocked kitchen sink as an example, follow this guideline:

- Identify the appropriate trade and refer to the relevant schedule. e.g.; Plumbing & Drainage

- Determine the relevant section from the front of the schedule. e.g.; Drainage - PD120A - PD150

- View the items under the chosen section and select the item that would rectify or address the problem e.g.; PD129 - Clear Blockage to Waste.

In some instances you may be required to issue non-scheduled maintenance work. Non-scheduled work is any work not described in the Maintenance schedule of items.

For example – you have a section of timber flooring in a lounge room where the fixing nails are sticking up above floor level and you need a carpenter to punch them back down as this is a safety concern. Some of the nails are bent and should be replaced.

There is no scheduled item to cover this and new nails are the only materials required (the hammer and nail punch are tools of trade which the carpenter will supply). A half-hour’s labour is all the time that would be required.
- Non-scheduled work is split into a materials and a time component. The item used for time is coded 989, so in our example it would be C989.

The unit of measure for this item is 15-minute increments so 1 hour's labour is C989x4.

The materials part is written with the abbreviation MAT so CMAT would be used in this case. The same codes are used for every trade e.g. PDMAT, PD989 for plumbing or GLMAT & GL989 for glazing.

- A detailed description of the work required is necessary. So our example above might read C989 x2 - Punch in protruding nails to lounge timber floor and replace bent nails as required CMAT - Replacement nails $2.50

NB: All materials are to be costed at Perth metropolitan trade rates plus 10%. Ask an experienced Accommodation Manager if you are unsure how much to allow for materials. If you are off the mark the contractor will certainly let you know!

IMPORTANT
Whether you are using Scheduled or Non Scheduled items, you MUST ensure that the description you have written on the P.C.R. against an item is adequate to justify the action you are going to take. This goes for all items of maintenance with the exception of cleaning. With this trade, only rubbish removal and items requiring a heavy clean need to be clearly supported by the PCR.

ISSUING JOB ORDERS IN CARETAKER.

TIP: When you are new to issuing vacant job orders it can be useful to photocopy your PCR so that items can be crossed off as you go. This can help you keep tabs on where you are at and avoid duplication.

Procedure
To start issuing job orders:-

- Click on the following from the caretaker main screen top tool bar: Property / Housing Maintenance / Maintenance Request/Job Orders /Maintenance Request Search enquiry - This will take you to the Maintenance Enquiry screen.

- Enter the property number or address and click the Process button.
• When the property appears in the search results panel, select that line and click on the **Maint History** button.

You need to check the maintenance history particularly for things such as when the house was last painted and new fly wire rewired / installed. This will affect the rate of tenant liability charged if these items were identified during your inspection.

Caretaker will display the last 3 months job orders initially. To see work completed prior to this you must alter the date range. Both dates must be changed so that 1-year blocks are entered- e.g. 20.01.1999 to 20.1.2000 or 20.01.1998 to 20.01.1999.

• Click **Process** after adjusting the date range to the desired 12-month period to display the job orders.

To see 5 years history you must adjust the date range for each 12-month period in that 5-year range. Selecting the appropriate line:-

• Clicking **Select** can check individual Job Orders. Once you have checked the history,
• Click **Cancel**.

• On the next screen click on **Initiate Request**

• When the screen changes again click **Cancel**.
• On the next screen click on the **Job Order Req** button.
You will now be on the Job Order Request screen and can commence to insert your maintenance items. Relevant details displayed in the top section of this screen include: property address, property number, property age in years and ex-tenant's name. **The white fields are completed across the screen from left to right.** For each of the fields denoted by the magnifying glass symbol, there is an F1 lookup menu. The Sched field will be treated separately but the other fields you will need to use are:

- **Pty (Property Location)** - Identifies where on the property the work is required. For example **Bedr** (bedroom) – **Featur** (Location feature) – Further defines location – Whereabouts in the room or which one of those rooms? - In our bedroom example you might select CF (Centre Front) or LR (Left Rear)
- **Qty** (Quantity) - Leave blank unless more than one of an item is required. Caretaker defaults to 1 for this field.
- **Size** - Use only when an item requires a linear or cubic measurement. The schedule item will indicate when a measurement is required e.g. – C L107 Removal of rubbish (requires a cubic meterage).
- **Uom** (unit of measurement) – This will be automatically given by Caretaker, e.g. metres or each if it is a single item such as a toilet cistern.
- **C** (Funding category) – Denotes the fund from which the work is to be paid. In the case of vacated maintenance, this need only be changed if an item is to be charged to insurance (INR-non-recoverable, in the case of storm damage or where a perpetrator is unknown or IR - recoverable where the perpetrator is known) or the work is part of a planned maintenance strategy. Again use your F1 lookup menu to check the available options.
- **Cla** (Classification or sub category) - Used in conjunction with C above to further define the funding code- INR or IR in the case of insurance is entered here.
- **Ev** (Event) - In the case of natural disasters or events that impact significantly on insurance expenditure - such as cyclones or storms affecting a wide area.
- **T/L** (Tenant Liability) - A percentage figure e.g. 100 is entered here to denote that the item is charged as tenant liability at this percentage of the total item cost.

**NB: The only time tenant liability will be less than 100% is in the case of work related to painting (where a surface has been painted within the last 5 years) or fly wire (where a screen or door has been rewired within the last 5 years).**

- **Prio** (Job order priority or status) - The 3 main choices you will use are:
  - **Rout** (Routine) - work to be completed within 10 working days of issue date. **All vacant work is given a routine status.**
  - **Prio** (Priority) - work to be completed within 48 hours of issue time.
  - **Emer** (Emergency) - work to be completed within 3 hours of issue time.

**The Sched (Scheduled Item) Field**
This includes a complete list of scheduled maintenance items for all trades with their short descriptions. If you are unsure of which item to issue, use the following procedure when your cursor is in a field under the Sched heading, hit the F1 key in the Schedule Item field insert the letter code for the trade you wish to search e.g. C for Carpentry, or hit F1 with the cursor in this field.
To narrow down your search you could enter a key word in the Description field. For example, insert the word "door" and click the **Process** button to retrieve all carpentry items relating to doors.

Select the item that best describes the work you wish to be done by double clicking that item's line selector.

**Multiple trades** can be issued together so it is possible to list all work by room location rather than trade. Caretaker will sort all items of the same trade into separate job orders once you click on the Save /Prepare JO button. For example, in a centre front bedroom, you might have cleaning, glazing painting and carpentry items all listed under the same PTY and Feature headings i.e. Bedr CF. The Job order Request screen would now look like this:

**TIP:** Click on the Save button to validate and check the details as you enter them, this will ensure the intended items are issued. Clicking on the Insert button to create a new line for input also does this but details will not be saved.

Work your way through the room sequence provided on the PCR, entering maintenance items as required for each room.

A frequently used cleaning item is CL01/3 Full Clean of (3 bedroom) House. This is used when the majority of rooms require up to a medium clean (see the hardcopy Cleaning Schedule for a definition of this term.) As this refers to the whole house not just a specific room, this item is usually entered first. When you have checked over your input and are ready to process it:-

- Click on the larger **Save/Prepare JO** button at the bottom of screen (not the one immediately below the input panel).

**NB:** The **lower Save/Prepare JO** button splits multiple trades into separate job orders. **The upper button only actions the highlighted trade and any others are lost.**

The next screen will display your job orders sorted into trades like this:

- Select the trade you wish to progress and click **Select Trade.** (Once this job order is issued, Caretaker will bring you back to this screen to repeat the process for all trades used.

The **Job Order** screen will then be displayed. It is here that you need to insert details regarding access to the property. This may be to advise that the lock box is attached to the gas meter or similar:-

- To do this:- Insert an "s" in the white field next to the heading **Access Details** and hit the Enter key or click the **Process** button.
- On the next screen type your message and click **Save & Exit.** These details will only be printed on the job order and won’t appear on any tenant liability letter sent to the vacated tenant.

**Other details** can be amended or inserted on this screen using the same method as for Access Details above. These include:- Comments you wish to appear on the tenant liability letter regarding one or all of the items charged. Also, extra instructions to the contractors, such as advice to liaise with another contractor.

The **contractor can be changed.** Caretaker always defaults to the “zone contractor” for a given trade (who is contracted to complete all work in a given zone that are not the subject of a quote request) but in some cases -Tree lopping for example, you have the option of choosing another. To do this:-
• Click **Contractor Name** button next to Contractor Name. Type the name of the contractor in the Surname/Company Name field ensuring the code MC is inserted in the Service Type field. Hit the Enter key.

If the contractor is entered into the system the name will appear with a customer ID commencing with the letters MT (If the contractor is not loaded in Caretaker your senior maintenance Officer will be able to demonstrate how a new contractor is loaded).

• Highlight the correct contractor and click **Select** and you will be returned to the Job Order Screen where you will be given the opportunity to modify the zone rate.

To change the zone rate just type the correct amount over the 100.00 in the white box next to Zone%/Total.

• Once all details are complete click on the **Save, Issue, Exit** button to print the job order. Caretaker will prompt you to confirm that the job order is to be issued.

• Click **OK**. It will then take you back to the Job Order Trade List for your vacant.

You can now repeat the process and print job orders for the other trades you have identified for this vacant. **When all your job orders are printed you will need to:**

- Remove them from the maintenance printer
- Photocopy them for lot file, and
- Distribute the originals to the contractors according to your office's procedure.

If a key is not already at the property, pass a key to the contractor with the job order if appropriate. Keys can be passed to the contractors via their job order collection box or the method used at your branch.

This will either be for their return to you or for lodgement in the lock box you have left on site. Sometimes it may be necessary to have spare key cut. Check with a senior Accommodation Manager on the procedure used at your branch. **You should retain the Lot File to assist you in monitoring the vacant until completion.**

**6. MONITORING THE VACANT** – Work on vacant properties **MUST commence within 24 hours** of the contractor being notified at their place of residence, registered office, or telephone/ fax number. In many instances the contractor will call into the office to collect the job orders on a daily basis.

Once work has commenced on the vacant property the contractor **MUST** ensure that the work progresses promptly and uninterrupted until completion. They should then return the original job order, signed & dated, immediately to GROH with any keys that were given to them (unless instructed otherwise).

**MAINTENANCE TIME FRAMES**

- **Emergency:** 3 hours
- **Priority:** 48 hours
- **Routine:** 10 days
- **Major Work:** 21 days
TARGETS FOR; PROPERTY UNDER MAINTENANCE = 7 DAYS OR LESS.
TOTAL RELET TIME = 10 DAYS

MONITOR PROGRESS – To meet the targets set by Executive for Vacant Property Management, you will need to closely check the contractors' progress. To do this you can;
   Periodically check the property and speak with the contractor/s. If this is not daily it should be every second day. This will depend on the amount of work to be done and your other workload.
   Use an estimated completion date, as a guide to when work may be finished. This date should be written or stamped on the original job order so that the contractor is aware of your expectations. If they have a problem meeting the date they need to tell you why. This needs to be conveyed to the agency or sub tenant and noted on the maintenance file.
   Avoid waiting for the original job orders to be returned from the contractor to indicate work completion – get out there and have a look!

This will ensure that;
   Work is commenced on time & that there is continuity of work by each contractor.
   The contractors have cleaned up after themselves.
   Work is completed to DHW standards and within the target time.

DELAYS
If there are delays in work being completed or work not completed to standard, you should negotiate with the contractor to achieve a quick and acceptable resolution to the problem.
You should be aware of the work the contractor is required to perform by;
   Reading the long description for the scheduled item in the hard copy maintenance schedules.
   Reading the maintenance contract specifications in the hard copy maintenance schedules.
   Asking your region's Manager, Property Maintenance, a senior Accommodation Manager, or contacting the Maintenance Branch in head office on 9222 4772.

Any notice issued regarding defective or incomplete work by the contractor should be complied with immediately on vacant properties.

TIP: The majority of contractors are reasonable people who take a pride in their work and want to get the job done without fuss. You need to respect their expertise. They are the trades people who have served long apprenticeships to achieve their level of skill & knowledge. You will find you can learn a great deal about property maintenance from the contractors if you are prepared to listen.
Be aware also that they are business people who need to make business decisions. This may sometimes mean cutting corners if they think you won't notice. (Often something minor like not cleaning up thoroughly after them.) Make a point of noticing something like this early in your working relationship - ask lots of questions about the work.

You will gain their respect and make future jobs easier to manage. A sense of humour can also be a valuable management tool here.

CONTRACTOR CALLBACK FORMS
If work is not completed to standard you should send a "Contractor Callback" form outlining the problem with a copy of the job order to the contractor. This form is generated via caretaker by completing the following steps. If you have the job order number:-
   From caretaker main screen top tool bar click Property / Housing Maintenance / Maintenance Requests/Job Orders / List Job Orders
• Insert the job order number and press enter or click Process
• Highlight the correct job and click Select
• Click on Callback and enter reason for callback,
  
  ![Image]

• Then click Save and Exit
• Click Save, Issue and Exit to issue the callback job order and OK to confirm. The callback will be printed out on your local printer.

A copy should be taken and filed on the lot file and original passed to the contractor. The function of the form is to ensure that the contractor has the problem clearly pointed out and provide an opportunity for the contractor to give you a written response.

Remember that the main object of this is to get the work rectified promptly not to score points over the contractor. Take a photocopy of the original form and place it on the lot file to assist you in monitoring the time taken to rectify the problem.

If the problem is minor this will not prevent any new tenant moving into the property. If the problem is more serious or you get no cooperation from the contractor, ask the region’s Manager Property Maintenance or Assistant Regional Manager to discuss the matter with the contractor.

AN INSTRUCTION TO THE CONTRACTOR (I.T.C.)

May only be issued to the contractor where a breach of the contract has been identified. e.g.; work has not commenced within 24 hours of the contractor receiving the job order. Discuss the breach with your manager prior to issuing an I.T.C. to confirm the specific section of the contract that has been breached.

The I.T.C. form is in triplicate. The original is sent to Maintenance Services Branch (head office), the first pink copy is sent to the contractor with a copy of the job order and the final pink copy is placed on the lot file. To assist in managing the contractor’s performance, your Manager may also need a photocopy of the form.

EXTRA WORK - Cannot be carried out by the contractor without prior authorisation from a DHW officer. (A variation is the only exception.) Work not relating to the original job order is considered an amendment.

The amendment to the job order must indicate the authorising officer’s name, the date authority was given and a Caretaker authority number. This should correspond to the details entered into Caretaker by the authorising officer.

A variation relates to the completion of the original task and is necessary to complete the task. For example- extra tiles to complete the splash back above a bathroom basin. An
experienced Accommodation Manager will encounter fewer variations, as they are more familiar with the time and materials factors needed to complete a wide variety of maintenance.

The contractor will usually phone you at the office but may also call you on mobile or speak to you in person. If you are not at your desk take the details from the contractor and give verbal approval if it is a reasonable request. Advise them you will call them back on their mobile with the Authority Number. They must record this number on the job order as an amendment.

**Authorising Extra Work in Caretaker** - Obtain the job order number from the contractor and if at your desk ask the contractor to wait a while:-

- On the Caretaker main screen top toolbar click: **Property / Housing Maintenance / Maintenance Request/Job order / List Job Orders**

- You will now be in the List Job Orders screen. Disregarding any other fields, in the field titled Job No insert the job order number and click on **Process**.

- When the line bearing the details appears, select it by clicking on the **Select** button immediately if only one line appears. If more lines appear click on the relevant line selector first and then the **Select** button.

- The Job Order screen appears. Click on the **Auth** button. (stands for authorise) In the middle of the next screen a line will display the following: - Date & time - your name - a blank space under the heading "Who Asked" - and an Authority Number.
In the blank space put the name of the person-requesting authorisation for extra work and after noting the details of the extra work on paper give the authority number to the waiting contractor. They can then hang up as this is all they require.

You can now proceed to enter the additional work on the job order:

- Click on Save & Exit and OK to confirm.
- You will return to the Job Order screen and be prompted to insert the additional items you have authorised. To do this click on the Insert button and in the white line that you create, type in the new items using the F1 lookup menus if required. Most likely the contractor would have specified the scheduled items and the quantities involved.
- To save your input click on Save & Exit and Ok to confirm. The new work is now authorised.

The Maintenance Officer will see the extra items on the job order when it is returned for payment. They will check them off against the extra items you inserted in Caretaker as they amend the job order.

**TASKMAN & THE TENANT LIABILITY ITEM LIST**

Once work on the vacant is complete and the contractor has returned the job orders, you will be able to check if any additional T/L has been incurred in the process of completing the maintenance.

It is often the case that when a job is commenced, work extra to that which you originally identified may become necessary. The T/L Items list may be affected once the job orders are returned and the maintenance officer adds any extra items. Therefore it is good practice to wait until this stage before printing the T/L list.

The charges detailed once you print out the T/L list are based on the items you have issued as T/L and any additional items found necessary during the completion of the work. The T/L list can be printed off by completing the following steps:

- On the Caretaker main screen top tool bar click: **Account / Rental / Rental Account Management**
- Insert the property address or number and click **Process** or press enter.
- Highlight the correct tenant and click on the **Vacant T/L** button. The following screen will then display a summary of the job orders where T/L has been recorded:

![Screen showing a summary of job orders with T/L recorded.](image)

- The T/L percentage for each item can be amended if required at this stage by overtyping the white fields and clicking **Save T/L Changes**.

To print the list of charges click on **Print T/L List**.

**PAPERWORK REQUIREMENTS** – Once the Job Orders have been returned from the contractors you will need to sort the paperwork for the Lot & Personal files.

**A. LOT FILE**
- Copy of the Job Orders.
- The VPIC form
- Photocopy of the Tenant Liability item list if applicable.
- Duplicate (white copy) of vacated (outgoing) P.C.R. (Or PDA Version)
- Copies of any photographs taken
- Check that the job orders issued for the property are correct and again that the tenant liability has been accurately charged.

**B. PERSONAL FILE**
- White original of the vacating (outgoing) P.C.R. (Or PDA Version)
Photographs to support T/L if applicable. Each photo should be correctly labelled with room location, property address, date, your name and signature. Your admin section may hold photo display sleeves for this purpose.
Original Tenant Liability item list.
The completed vetting checklist.
Completed Decision Review form and T/L Vetting sheet.
Ensure the yellow ingoing PCR returned by the ex-tenant at the start of their tenancy is on file.

This process is to be completed within 4 weeks which allows a week for vetting and vacated officer.

C. SECOND TIER VETTING - The Personal file should now be passed to your designated Manager who will need to review the tenant liability you have charged and sign off the Decision Review Form.

Eventually the file will in turn be passed to the Vacated Accounts Officer who will send out the final account or refund to the ex tenant as required. The final account gives the tenant 14 days to pay any outstanding debts or make an arrangement.

If no response is received within 14 days a second letter is sent advising the tenant that they must pay or make contact within 7 days otherwise it will be forwarded to a debt collector.

Once the second letter is sent, the ex-tenant’s department should be notified of the situation so they can assist/intervene or provide additional contact details (where the ex-tenant is not longer an employee). **NB: Outstanding accounts of police officers should never be sent to a debt collector, always refer the debt to the Police Service Housing Liaison Officer or the District Inspector.**

**Vacated** - Following the vetting of the vacated action the file will be passed to the Vacated officer who will send out the final account to the ex-tenant. Ensure that if the property is leased and the lease is to be cancelled that all responsibilities regarding maintenance are finalised before the tenant’s file is vetted. This is because there may be a possibility that extra tenant liability will need to be charged. *(Ensure the Special Meter Reading has been read before sending out charges)*

**INGOING PROPERTY CONDITION REPORT** – Once all required work has been completed at the vacant property, you will need to carry out a final inspection to ensure that all work meet’s DHW standards. If the work is satisfactory you will then need to complete the ingoing PCR whilst in the Vacant Property. When an ingoing tenant occupies the property it should be;

- Clean
- The Appliances and Fixtures should be in working order
- The property should provide safe and habitable accommodation.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>AS NEW</th>
<th>GOOD</th>
<th>FAIR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceilings</td>
<td></td>
<td>Paint sound &amp; clean, no obvious chips, flakes or discolouration. Very minor marks only.</td>
<td>Paint clean but some minor chips and/or flakes and/or discoloured patches and/or marks</td>
</tr>
<tr>
<td>Walls</td>
<td>Freshly painted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cupboards</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>External Walls</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Procedures

**THE FORM** - Using a new Property Condition Report form complete the address, account and lot file details. You will need to identify, on the left side of the form, the condition of each item in the various areas of the property. The type of floor / coverings for each room will also need to be nominated, e.g.; vinyl tiles, carpet, ceramic or mosaic tiles etc.

Three general descriptions are used for the Condition on Occupation "as new", "good" or "fair". These are outlined on the cover of the P.C.R book as follows;

**Meaning of Condition Descriptions**

**NB:** In response to the headings "Rubbish Removed" and "Grass Cut" on page 4 of the PCR (yards section), simply put "Yes". This is one area of maintenance that is always completed if the out going tenant has not done it - even if no internal maintenance is required.

**ITEMS THAT ARE "FAIR"** – All items that are deemed to be in "FAIR" condition require further information to clarify why this is so. You only need one or two well-chosen words to assist in giving a clearer picture such as;

- "minor chips"
- "water stained"
- "stains"
- "discoloured"
- "cuts"
- "chipped"
- "worn"
- "scratches"
- "flaky"

**REFERENCE - Maintenance Circular 9/94**

**TENANT IMPROVEMENTS RETAINED** – Any tenant improvements or installations that are serviceable and are being left at the property should be noted in the relevant section, e.g.; LOUNGE- Pendant light fitting left.

### Floor Care Table

<table>
<thead>
<tr>
<th>Floor</th>
<th>Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New vinyl or vinyl tiles</td>
<td>Vinyl or vinyl tiles newly stripped &amp; sealed. Ceramic tiles, timber or carpet clean with only very minor marks or discolouration</td>
<td>Timber, tiles, vinyl or carpet clean but with obvious marks, patches or discolouration</td>
</tr>
<tr>
<td>Laminex Top</td>
<td>New or unmarked condition</td>
<td>Clean with minor scratches only</td>
</tr>
<tr>
<td>Stoves</td>
<td>Newly installed</td>
<td>Clean with only minor marks or stains</td>
</tr>
<tr>
<td>Basins</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baths</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sinks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRONT AND BACK YARD – GENERAL CONDITION</td>
<td>In all cases, whatever grass is present should be cut and all rubbish removed prior to occupation</td>
<td></td>
</tr>
</tbody>
</table>
FURNITURE – If furniture is required at the property you will need to take an inventory of what is there and provide a description of each item's condition. Appendix A can be used to record this information.

The same process will need to be completed on the right hand side of the form whenever a vacant inspection is done to decide whether any tenant liability will need to be charged.

PHOTOGRAPHS – **Take photos of both internal and external areas with particular emphasis on garden areas (as it can be difficult to note the its exact condition). These photos can be used as supporting evidence should there be a tenant liability dispute in the future.**

SIGN IT – You will need to sign your name as the inspecting officer and record the date that you completed the ingoing P.C.R. If your signature is hard to distinguish, print your name also.

DIVIDE THE FORM – The two white copies of the P.C.R. should be placed on the Lot file for use when next the property becomes vacant. The yellow & pink copies will be retained to include in the Ingoing Tenant's Pack at sign up.

**AMEND THE CHARGE CODE – lease cancel**

This is very important. You will recall that one of your performance measures is how quickly you turn over vacants. It is vital that you return the property to the status of vacant available for Allocation as soon as possible:-

- To do this, in Caretaker menu bar click on: **Account / Tenancy / Management Functions / Manage Property Charge Code**

- Insert the property number and click **Process**.
- When the property details appear click the **Select** button
- On the next screen insert the charge code VAFA (vacant available for allocation) in the Charge Code field or use the F1 lookup menu in this field to look it up.
Click **Save & Stay**. You will note that this transaction is added to the charge code history display with the name of the officer who changed it.

Click **Exit** to get out of this screen.

Remember that the target time for days under maintenance is less than 7 days.

### SECTION 16: ABANDONED PROPERTIES

This section has partly been covered in Legal Action — Other Than Financial however we will repeat the process and cover the topic more thoroughly here. It should be noted that GROH rarely have abandoned properties however in the unlikely case that this should happen the following procedures showed be followed.

You may become aware that a property has been abandoned, by a report from a neighbour or during a routine call to the property. Once you become aware that a property may have been abandoned you will need to:-

- **Call at the property** to verify whether the gas and electricity are still connected & undertake a window check to ascertain whether any furniture remains in the property.
- **Contact the relevant department** for clarification of the property status as occupied or vacant
- **Speak with the surrounding neighbours** to establish the last time the tenants were seen at the property and their possible whereabouts.
- **Leave a note** at the property requesting the tenants make contact with you within 24 hours.

**NB:** The Police recommend that you do NOT leave it in or on the door.

If contact is made, the tenant is asked to state their intentions regarding the tenancy. Usually they have the choice of - either re-occupy the property or return the keys to the Department.

If they decide to return the keys, you should attempt to obtain a signed authorisation from the tenant confirming that they relinquish all claims to the property and any goods remaining.

In this event the property can be treated as a standard vacant. If no contact is made within the 24 hours you should contact their department.
Action will need to be taken in accordance with the Residential Tenancies Act (R.T.A.) to Recover the Premises.

**REFERENCE:** R.T.A Part V - Termination of residential tenancy agreements Sections 77 and 79

**NB:** Section 77 of the R.T.A. specifies that where the tenant has abandoned the premises, the owner may apply to the court for an order to have the tenancy terminated. No previous notices are required to be served. Generally this action is only taken where GROH has been unable to contact the tenant to confirm that the property has been vacated, and goods remain at the property or rental payments are still being received.

**Procedures**

**PROPERTY ABANDONED WITH NO GOODS.**

- Have the premises secured. If no keys were returned, you will need to get the Carpentry contractor to change locks, which should be charged as tenant liability to the out going tenant. Broken windows or other easy access points will also need to be boarded up pending proper repairs.
- Make a note on the tenant's personal file. This should detail how & when you determined that the property was abandoned.
- Vacate the premises in Caretaker. This should be as soon as possible (if not same day) after the place is secured and you have keys. If the tenant returns keys the vacation date should be the date they are received.
- Complete your vacant property inspection and treat as a normal vacant property. If this can be done the same day the property is secured, so much the better.

**PROPERTY ABANDONED AND GOODS REMAIN (OF LOW VALUE)** Low Value = Where the estimated value of the goods is less than the total estimated cost of the removal, storage and sale of the goods by public auction.

- Have the premises secured.
- Keep notes on the tenant's personal file of action to date and the outcomes of the following steps.
- Apply for an order through your Regional Recovery Officer under Section 77 of the R.T.A. at the local court. To do this you will need to complete a Form 12 and have it signed by an authorised officer to seek a court date.
- If the Magistrate grants the order, vacate the property in Caretaker using the code FNCL (Vacant- awaiting furniture collection).
- Two officers must complete an inventory of all abandoned goods. (This is so that corroborating evidence regarding the goods’ value is available, if required later) Photographs should also be taken to support the inventory. This will then be used to seek an indemnity from Department of Consumer and Employment Protection (DOCEP) to dispose of the goods. A standard form is available which can be e-mailed to the appropriate officer. Your RRO can advise you on this.
- Usually the DOCEP officer will acknowledge your request as valid which will allow you to arrange to have the goods disposed of by the Cleaning contractor using the appropriate scheduled item. E.g.; CL107x __cu. metres. Be aware however that it may be several days later before DOCEP processes the Certificate of Indemnity and it is sent to the RRO. Alternatively a local charity may be interested in collecting the goods if they are not a hazard to health. Once this is done, the Caretaker property charge code is amended to VACM (Vacant- under maintenance) and your normal vacant property action can occur.

**PROPERTY ABANDONED AND GOODS REMAIN (OF GREATER VALUE)** Greater Value = Where the estimated value of the goods is greater than the total estimated cost of the removal, storage and sale of the goods by public auction. It should be stressed that this is a
very unusual circumstance. The following procedure would only likely be followed where the tenant has continued to pay rent (check with their department) and exhaustive efforts have been made to locate the tenant and been unsuccessful. The Goods would need to have an approximate minimum value of at least $600-700 to make this action viable.

- Have the premises secured.
- Keep notes on the tenant’s personal file of action to date and the outcomes of the following steps.
- Apply for an order under Section 77 of the R.T.A. at the local court. Your Manager Rental Services or Assistant Regional Manager must authorise this action.
- If the Magistrate grants the order, vacate the property and amend the Caretaker code to FNCL as above.
- As with goods of lesser value, two officers must complete an inventory of all goods. Photographs should be taken to support the inventory.
- The goods must be stored in a safe place and manner for no less than sixty (60) days. Check with your Manager or Regional Recovery officer to ascertain how this is done in your branch. Once the goods have been removed, the property is treated as a standard vacant and the charge code amended to VAMC.
- Within the first seven (7) days of storing the goods, the former tenant must be notified in writing where a forwarding address has been given, and a notice published in a newspaper circulated throughout the state. ie The West Australian. If the ex tenant contacts GROH they can reclaim the goods after first meeting the cost of the removal and storage charges. If there is no contact from the tenant the goods are sold by public auction.
- Expenses incurred to remove, store and sell the goods at auction are deducted from the proceeds of the sale. Any surplus is paid through the local court into the Rental Accommodation Fund.—See RTA 1987- Section 79