

171 Final Accounts - End of Tenancy Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy sets out Link Wentworth's approach to the management of accounts at the end of a tenancy.

3. Scope

This policy applies to all Link Wentworth tenants.

4. Policy

This policy refers to the way Link Wentworth manages the final account when a tenant vacates a property, deceased estates, and abandoned properties.

When a tenant moves out of a property, all charges and payments relating to the tenancy will be calculated including rent, water usage, and other charges. This will be the final account which will be charged or refunded to the tenant. If applicable, Link Wentworth will refund or make claim on any rental bond paid by the tenant.

All amounts owed must be paid to Link Wentworth. If a tenant leaves their property owing Link Wentworth money, an order for payment may be sought through the NSW Civil and Administrative Tribunal (NCAT).

Debts for former tenants who do not have a current tenancy may be referred to an external third party for recovery.

Any credits balances will be refunded to the tenant.

5. Definitions

NCAT – is the NSW Civil and Administrative Tribunal provides specialist tribunal services to help resolve an issue or dispute fairly and according to the law.

6. Legislative or other applicable framework

- *Residential Tenancies Act (2010)*

7. Complaints and appeals

A tenant or applicant who is not happy with a decision made by Link Wentworth or who believes that Link Wentworth has not followed policy can provide feedback or appeal a decision using the complaints and appeals policies. If you have experienced service excellence, we would also love to hear from you. You can provide feedback at www.linkwentworth.org.au, by phoning Link Wentworth on 9412 5111 or 4777 8000 or by emailing feedback@linkwentworth.org.au.

7. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Before releasing any information relating to the subject matter of this Policy, first refer to the Link Wentworth Privacy Policy and/or seek guidance from a member of the Executive Leadership Team or Head of Legal.

Approval, Policy Owner and Review Frequency

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-Member
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – Chief Customer Officer