

**Policy Manual  
Policy 3.17**

**Establishing and Maintaining Tenancies  
Final Accounts**

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**Policy Title:** Final Accounts  
**Policy Number:** 3.17  
**Version Number:** 3.17.1  
**Supersedes Number:** 3.15.2 (2011)

**Approved by:** Wentworth Board of Directors  
**Approval Date:** April 2014  
**Effective Date:** April 2014  
**Review Date:** April 2016

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**1. Purpose**

1.1 The purpose of this policy is to provide guidance on the management of accounts at the end of a tenancy.

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**2. Policy**

- 2.1 When a tenant moves out of a property, all charges and payments relating to the property will be calculated. This will include rent, water usage charges, and other charges. Final accounts are amounts left in a tenant's accounts after they have moved out of a Wentworth property or re-signed to another Wentworth tenancy.
  - 2.2 All amounts owed must be paid to Wentworth Community Housing. If a tenant leaves their property owing Wentworth money and makes no repayments, we may restrict the services we make available to them in the future.
  - 2.3 Debts for former tenants who do not have a current tenancy may be referred to a Mercantile Agent to pursue if payment is not received.
  - 2.4 Credit amounts left after the transfer of balances between rent and sundry accounts should be paid to the tenant. The tenant may ask to have the money transferred to their new accounts if they are continuing as a client of Wentworth.
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**3. Responsibility**

Finance Administration Officer	Effectively administer tenants final accounts and prepare bad debt reports
Finance and Corporate Services Manager	Monitor bad debts
Housing Services Manager	Prepare consolidated report to Chief Executive Officer
Chief Executive Officer	Monitor and report to the Board as required.

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#### **4. Definitions and References**

- RTA
- Residential Tenancy Agreement
- NCAT
- NSW Civil and Administrative Tribunal
  - Residential Tenancies Act 2010