



Outstanding Charges

Policy Intent

Housing Tasmania must operate according to rules of good business practice in order to be sustainable. This includes the recovery of monies that are owed. Unlike much of the private sector, Housing Tasmania also has an interest in social outcomes. This policy balances good business practice and social outcomes for a positive result for both the client and Housing Tasmania.

The expectation is that clients repay monies owed by them but that it is done in such a way that negative impacts and hardships are minimised.

This policy covers both public housing and the Aboriginal Rental Housing Program.

What costs are recovered?

Housing Tasmania recovers costs from the following areas:

- Vacated arrears;
- Vacation maintenance;
- Sundry debts;
- Legal fees (debt collection, eviction); and
- Work done on behalf of tenant (do and charge) and tenant damage.

Re-entry

Applicants whose intended household includes any person with an outstanding debt (irrespective of the amount) to Housing Tasmania are ineligible for assistance unless an arrangement is made to repay monies owed. Clients are required to demonstrate a commitment to repaying monies owed. Depending on the amount owed, the application may be suspended for a period of between two and twelve months. During this time clients must demonstrate a commitment to repaying the money they owe or their application may be cancelled or suspended for a longer period of time.

Housing Tasmania requires clients to demonstrate a commitment to repayment by paying off a significant amount of their outstanding charges before any offers are made.

Authorisation

All debt repayment agreements for amounts greater than \$500 must be approved by the Area Manager (note that for mental health clients where the Area Manager only has delegation). For amounts less than \$500, the Area Manager may delegate the approval of debt repayment agreements to the Tenancy Team Leader.

All debt agreements should be undertaken in conjunction with Debt Recovery Officers.



Continued Eligibility

To be eligible for public housing, and before an offer can be made, the conditions of the debt repayment agreement must be adhered to.

For further information relating to this policy please email the helpdesk housing.policyhelpdesk@dhhs.tas.gov.au