



Fair Wear and Tear Policy

Policy Intent

Housing Tasmania recognises that constant daily usage and exposure to the natural elements will result in some deterioration of public rental homes over time.

This policy establishes that public housing tenants will not be responsible for the costs of restoring a dwelling to a suitable standard if deterioration has occurred as a result of “reasonable wear and tear”.

Definition

The definition of "reasonable wear and tear" has been defined in the Consumer Affairs and Fair Trading document; [Residential Tenancy Guidelines](#), section 5, dated 17 November 1998. The below information is an extract from that document.

5.5 Summary of principles.

- If the deterioration to the premises is caused by natural forces, the ‘damage’ will be considered ‘reasonable wear and tear’.
- If the deterioration is caused by an act of the tenant within his or her control and outside the normal functioning of the household, the damage will be considered to be unreasonable.
- Deterioration to the premises by rain, wind and the sun would appear to be the responsibility of the owner.
- Deterioration to the interior by way of stains to the carpet, damage to the walls, glass breakages etc. is outside what can be considered reasonable wear and tear.

Links to other policy statements

This policy gives Housing Tasmania staff clear guidance in managing the following policies:

- **Vacation Maintenance Charges for non-fair wear and tear items; and**
- **Charges for non-fair wear and tear items on occupied homes.**

Fair and consistent procedures

Fair and consistent procedures will be followed in every case when assessing the condition of a home to determine if deterioration of the home, or its component parts, is the result of “reasonable wear and tear”.

Tenant responsibility

The tenant will be responsible for:

- Taking reasonable care to avoid any damage to the home;



- Keeping the home and grounds in a reasonably clean and neat condition.

The tenant is also responsible for ensuring other household members and visitors to the property do not damage any part of the internal or external of the property.

Tenant charges will apply

Tenant charges will apply in instances where the tenant, other household members or visitors to the property:

- Intentionally damages the property;
- Fails to take reasonable care to prevent damage; (including reporting maintenance issues to Housing Tasmania)
- Fails to keep the property in a reasonably clean and neat condition;
- Undertakes alterations to the property without permission which do not meet required building standards and will result in additional costs to the Department if not restored to the original condition;
- Allows damages to be incurred as a result of the actions of other members of the household or invited visitors.

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