

## **Damages to Communal Areas and Facilities: Independent Properties**

To maintain the property in the best possible way and to ensure resident/tenant/s responsibility is met, the following policy and procedures will be implemented.

### **1. General issues**

- a). General maintenance and repairs do not include those that are caused wilfully, through vandalism or neglect by resident/tenant/s. Resident/tenant/s must cover the costs of such damage or replacement.
- b). Resident/tenant/s will be responsible for the actions of their visitors when they are visiting one of the Organisation's properties.
- c). Reporting of any damage or missing items will be the responsibility of each resident/tenant.
- d). Communal areas include:
  - Communal living areas within shared premises (for example, loungeroom, bathroom, kitchen, dining room, halls and balconies).
  - Communal shared areas (for example, laundry, BBQ area, and garage/recreational room).
  - Communal shared facilities (for example, clothes lines, hoses, hot water systems, washing machine, storage spaces, letter boxes, lighting and equipment such as ping pong tables).
  - Communal grounds (for example, gardens, lawns, fences and driveways).

### **2. Accidental damage by resident/tenant/s or their visitors**

- The resident/tenant/s are to inform staff of any accidental damage immediately.
- Staff should note this call and record details in the file.
- The resident/tenant/s responsible should make the contact and inform the worker of the circumstances relating to the damage. However, any resident/tenant/s who notice any damage or missing items, should immediately contact the worker and notify them.
- An arrangement will be made for repairs or replacement of the property or goods. Costs must be ascertained.
- Arrangements must be confirmed in writing. A copy will be given to the resident/tenant/s and a copy filed.

### **3. Wilful damage, neglect, vandalism by resident/tenant/s or their visitors**

- a). The resident/tenant/s are to inform staff of any wilful damage immediately.
- b). Staff should note this call and record details in the file.
- c). The resident/tenant/s responsible should make the contact and inform the worker of the circumstances relating to the damage. However, any resident/tenant/s who notice any damage or missing items should immediately notify the worker.

- d). If responsibility is accepted for wilful damage, a house meeting will be held to determine how the damage occurred and who should be held responsible for the repairs.
- e). Where damage was caused by wilful damage, vandalism or neglect, the resident/tenant/s are responsible for the cost of any repairs and/or replacement.
- f). If the damage was caused by a guest or visitor of a resident/tenant/s, then that resident/tenant/s is responsible for the cost of the repairs and/or replacement.
- g). If no individual resident/tenant/s accepts responsibility for the damage, and it is obvious wilful damage or vandalism, then as a last resort if no other suitable agreement can be reached, all resident/tenant/s involved may be held proportionally responsible and will share all costs incurred for repairs and/or replacement.
- h). The worker must confirm any arrangement for payment of costs in writing. A copy will be given to the resident/tenant/s and a copy filed.