

Tenant repair costs

Under the Residential Tenancies Act 2010, Wentworth Community Housing is responsible for maintaining your home in a livable condition. This means that we maintain and repair your home for damage caused by reasonable everyday living or the normal wear and tear.

Tenant responsibility for damage

Under the residential tenancy agreement which you have signed, you agree to take good care of your home and report any damage to Wentworth Community Housing as soon as possible.

You will be held responsible for any property damage. The only occasions you are not held responsible is damage by criminals (e.g. burglars or vandals) or in the normal course of fair wear and tear.

You are responsible for any damage you, your family, a guest or a pet has caused. When such damage occurs, Wentworth Community Housing can require that you pay for the cost if repairs.

Types of damage you can be charged for

Wentworth Community Housing is likely to ask you to pay for repair costs to cover damage such as:

- Broken window
- Punctured internal cupboard doors and walls
- Carpet burns

- Broken clotheslines and hoists
- Broken locks
- Damaged internal and external doors, fly screens and security doors
- Damaged toilet and basins
- Blocked sewer due to sanitary pads, nappies, toys or other items flushed down the toilet
- Fire damage caused by deliberately or carelessly lit fires.

Wentworth Community Housing will also ask you to pay for the cost of replacing lost keys or removing furniture or vehicles abandoned at the end of tenancy.

How does Wentworth Community Housing decide whom to charge or damage?

When deciding who is responsible for damage and repair costs, Wentworth takes into account the type of damage and the information you give us about who was responsible when reporting the damage.

We will also consider individual circumstances, such as:

The condition of the property at the beginning of your tenancy as listed in the Property Condition Report

Whether repairs are needed due to fair wear and tear

Ill health or external factors (e.g. Criminal activity, break and enter, vandalism) or domestic violence.

What happens if Wentworth CH asks me to pay for repairs?

If we hold you responsible for tenant repair costs, we will notify you in writing, explaining the repairs to be carried out and the amount you will be charged. The most that can be charged is the actual cost of the repairs. Wentworth CH will also consider the age of the item damaged and whether its value has gone down over time (depreciation) before working out the final cost.

In the letter we will ask you to accept tenant repair costs by signing and returning the letter to your local Wentworth CH office within 5 working days.

What if I disagree about my responsibility or the repair costs?

If you believe that you were not responsible for the damage or disagree with the repair costs, you must advise Wentworth CH in writing stating the reasons why you disagree with the repair costs, and attaching any evidence to support these reasons.

We then review our earlier decision. If the review finds you are responsible and confirms the amount of the tenant repair costs, we will write to you and apply to the consumer, Trader and Tenancy Tribunal or local court to recover the repair costs.

You will have an opportunity to tell the Tribunal or local court why you disagree about your responsibility and/or the tenant repair costs. The Tribunal or local

court will decide if you have to pay and if so how much.



Where can I get more advice?

You can contact the NSW Office of Fair Trading on 13 32 20 for independent information and advice on tenant repair costs.

More Information

If you require any further information you can:

- Visit your local Wentworth CH office between 8.30am – 4.30pm week days, except Wednesday as office hours are 1pm – 4.30pm. All WCH offices are close on public holidays and weekends.
- Phone (02) 4777 8000 during office hours.
- Visit WCH's website www.wentworth.org.au