

Policy OPS.006

Ending tenancy and termination

Carry On (Victoria) Ltd and its subsidiaries. Operating as Veteran Housing Australia (VHA).

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1 Purpose

Veteran Housing Australia (VHA) is committed to secure and sustainable tenancies. Every resident deserves to feel safe and to be at home in a peaceful environment. VHA are committed to aligning our Eviction Policy with the Victorian Charter of Human Rights and Responsibilities and view the eviction of a resident as the last port of call. Residents can expect VHA to inform them of all their rights and channels of support during any eviction process.

This policy covers the eviction of a resident within the legal requirements of the Residential Tenancies Act 1997 and the VHA Residential Agreement. The policy operates from a perspective of supporting vulnerable residents to sustain their residencies. This policy enables VHA to treat each resident fairly and ensure that all residents living in their accommodation are supported equally.

2 Policy Responsibility

General Manager – oversees the eviction process from start to finish. Reports to the CEO at every step.

CEO – attends VCAT hearings alongside GM. Reviews and approves this policy

3 Definitions

4 Term/ Abbrev.	Meaning
Eviction	The legal process of forcing a tenant, squatter or occupant to vacate a property.
Notice to Vacate	A formal written document used in renting to end a lease agreement.
VCAT	The Victorian Civil and Administrative Tribunal. The less formal alternative to courts in Victoria that resolves civil and administrative disputes such as tenancies.
Order of Possession	A legal document issued by VCAT that authorises the landlord (VHA) to regain ownership of a property and evict tenants or squatters who refuse to leave
Warrant of Possession	A legal document issued by VCAT that authorises police or sheriff to legally evict occupants and return property possession to the landlords (VHA)

5 Policy

VHA seeks to sustain all tenancies, however in some cases a tenancy must be ended. Where a resident has breached a term of their Residential Agreement, they will be advised and given an opportunity to rectify the problem.

If a resident does not make any effort to rectify the problem, they will be at risk of being evicted. Circumstances that may lead to an eviction include:

- Disruption of peace
- Non-payment of rent
- Failure to comply with a VCAT order
- Successive breaches
- Illegal use of the room

6 Procedure

Step 1. A Notice to Vacate is sent via registered post and delivered by hand to the resident from a staff member. The Notice to Vacate will explain the details and reasoning behind the notice. The Notice to Vacate will include a termination date

Step 2. If the resident fails to vacate by the date, an application will be made to VCAT for a hearing. The resident will be provided with a copy of this application.

Step 3. At the hearing, each party will be provided an opportunity to explain their point of view to the VCAT member.

The VCAT member will decide on the case. Decisions can include:

- Order of possession – a date is decided on which Servants will retain their room
- Order of compliance – either party is required to follow directions set by the VCAT Member
- Order of consent – either party must take a certain action by a particular date (i.e. make a rent payment, agree to a payment plan)
- Dismissal – no action will be taken

Step 4. If an Order of possession is given and the resident does not vacate by the agreed date, a warrant for possession is ordered. The warrant will then be handed to the local police. The police will attempt to contact the resident in advance warning them that they will be removed from the property if they do not comply.

If a resident is removed with belongings left behind, the room will be cleaned up and the items stored (personal documents for 90 days, goods of monetary value for 28 days).

At all stages of an eviction process, VHA is committed to communicating with the resident to ensure they are fully informed of what is happening.

We encourage each resident facing eviction to consult advice from the Tenants Union of Victoria, Consumer affairs, and Victorian Legal Aid.

7 Review, versions & approval

Action	Date
1 st Issue	2023
Last review	April 2026
Next Review	April 2027