

## PURPOSE

The purpose of this Policy is to outline what action Evolve Housing will take in regard to abandoned Properties including abandoned goods left in a Property.

<b>POLICY REFERENCE</b>	HS012
<b>POLICY OWNER</b>	Group General Manager Resident Services
<b>APPROVED BY</b>	Group Executive Team
<b>APPROVAL DATE</b>	September 2025
<b>REVIEW DATE</b>	September 2028

## 1. SCOPE

This Policy applies to all Tenants of Evolve Housing Limited and its controlled entities described in clause 3 of this policy (referred to as the Company).

## 2. POLICY STATEMENT

Social housing is a scarce resource and a valuable asset for those in need. The Company maximises the benefit gained from this resource by making sure that Properties are not left vacant. Consequently, when the Company provides a Property for a client, we expect them to live in the Property. This Policy outlines the Company's approach to managing abandoned goods and Properties.

### 2.1 Abandoned Properties

The Company may consider a Property has been abandoned by a Tenant when it appears the Tenant is not living there. To assess whether a Property has been abandoned, the Company will conduct enquiries and carry out an inspection of the Property. A decision to treat a Property as abandoned may be based on a number of factors, including:

- Advice from neighbours no one is living in the Property and/or they have witnessed the Tenant moving out;
- Evidence the Tenant is not maintaining the Property, such as the Property appearing overgrown and unkempt;
- The Tenant not paying rent;
- No response received to letters posted by Evolve to the Tenant at that address, or to call notes left at the Property;
- Evidence (such as photographs and the outgoing Property condition report), which has come from the Property inspection conducted by Evolve, and which indicates that the Property has been vacated.

### 2.2 Residential Tenancy Agreement terminated due to Abandonment

If the Tenant abandons the Property, the Residential Tenancy Agreement is terminated without on order of NSW Civil & Administrative Tribunal (NCAT) and the Company will take possession of the Property. *See Section 81(4)(d) of the Residential Tenancies Act No.42 of 2010*

The Company also has the right to seek an order through NCAT for compensation for loss of rental income, property damage and cleaning costs (including removal of goods), as applicable.

### 2.3 Dealing with goods left on the Property

If goods remain at the Property after the Property has been found abandoned or is subject to a relevant NCAT order, a the Company Employee (and a witness where possible) will make a detailed inventory of the goods

left behind, and will also take photographs of the goods to show their condition, particularly if they are of an estimated value greater than \$1000. The goods will then be categorised to identify the most appropriate treatment. The Company may dispose of the goods under the provisions of the Uncollected Goods Act 1995 No 68. Rubbish and perishable goods may be disposed of ~~without~~ immediately

The Company is required by the Act to give a former Tenant notice that any goods left at the Property will be disposed of.

Notice to the Tenant may be given in the following ways:

- In writing to the former Tenant or their legal representative, by email or by post to the last forwarding address known to the Company, or
- Verbally, in person or by telephone.

### **2.3.1 Low value uncollected goods**

If the uncollected goods with a value of less than \$1,000 are not collected within fourteen (14) days, the Company can arrange for disposal of the goods in an appropriate manner, including by selling them. Any proceeds of sale of the goods, less all reasonable costs of sale, will be used to clear any outstanding debt on the former Tenant's rent or non-rental accounts.

The former Tenant may claim and collect some or all of the goods while they are in storage, however prior to doing so they must pay for the carriage and storage of the goods from the day they were given notice of the uncollected goods.

Under no circumstances will the Company give or sell any goods to an Employee of the Company or their relatives, friends or agents.

### **2.3.2 Medium value uncollected goods**

If the uncollected goods with a value equal to or more than \$1,000 but less than \$20,000 are not collected within twenty-eight (28) days, the Company may dispose of the goods by way of public auction or by private sale for a fair value. Any proceeds of sale of the goods, less all reasonable costs of sale, will be used to clear any outstanding debt on the former Tenant's rent or non-rental accounts.

### **2.3.3 Personal documents**

Personal documents will be kept for 28 days from the date the Company gives notice to the former tenant to arrange collection of the goods. If the former tenant does not arrange for collection of the goods, the Company may dispose of the goods by secure destruction method or by returning the documents to their author.

*personal documents include—*

- birth certificates, passport or other identity document, or
- bank books or other financial statements or documents, or
- photographs and other personal memorabilia, or
- licences or other documents conferring authorities, rights or qualifications.

### **2.3.4 Personal Documents**

Where personal documents remain in the Property after it has been abandoned, the Company is required by Section 127 of the Act to give the Tenant notice that the documents will be disposed of after ninety (90) days of the notice being given. Personal documents include:

- A birth certificate, passport or other identity document;
- Bank books or other financial statements or documents;
- Photographs and other personal memorabilia;

- Licenses or other documents granting authorities, rights or qualifications; and
- Any other record or class of record prescribed by relevant legislation.

If any personal documents are not claimed within ninety (90) days, the Company will where possible, return the documents to the authority that issued them – particularly if they are original documents, or if this is not practical, they may be placed on the Tenant’s file or disposed of in a lawful manner which will not result in the Tenant’s personal information becoming publicly available.

### 2.3.5 Perishable Goods

Perishable goods including foodstuffs and rubbish can be removed immediately without notice to the former Tenant. If necessary, Evolve will arrange for contractors to remove and dispose of any perishable goods.

### 2.4 End of tenancy accounts for abandoned Properties

If a Tenant moves out without giving notice and the Property is found abandoned:

- Rent will be charged to the Tenant as per the notice period set out in Section 107 of the Act; and
- Any damage to the Property will be assessed and charged to the former

Tenant. The Company may seek action through NCAT to recover costs.

## 3. APPLICABILITY

This policy applies to :

Company
Evolve Housing Limited
EchoRealty NSW & ACT Limited
Evolve Arncliffe Limited
Evolve Blacktown Limited
Evolve Penrith Limited
Evolve Melrose Park Limited
Evolve Merrylands Limited
Evolve Granville Limited
Evolve Edgecliff Limited
Evolve Carinya Limited

## 4. DEFINITIONS

- Abandonment of a Property - when a Tenant leaves their Property without giving notice to The Company and the Property is found to be vacant.
- NCAT - NSW Civil & Administrative Tribunal is an independent statutory body which resolves disputes including tenancy and other residential property issues. NCAT decisions must be followed and are enforceable.
- Property – the property or residential premises as described in the Residential Tenancy Agreement

between The Company and the Tenant.

- Resident – a person who resides on a permanent basis in a property which is owned or managed by The Company under a Residential Tenancy Agreement (includes a Tenant).
- Residential Tenancy Agreement (or Tenancy Agreement) – a written agreement between The Company and a Tenant, which governs the terms on which that Tenant occupies the property described in the Agreement.
- Tenant – a person who signs the Residential Tenancy Agreement with The Company and who has certain rights and obligations under that Agreement.

## 5. RELATED RESOURCES

- Evolve Housing Rent (Social Housing) Policy
- *Residential Tenancies Act 2010* (NSW)
- Uncollected Goods Act No.68 of 1995 (NSW)
- Residential Tenancy Agreement

*This Policy is subject to change from time to time at the discretion of the Company. Any approvals required under this Policy will be granted in accordance with the Evolve Housing Delegations of Authority Policy. Further information on this Policy and other topics, is available on the Evolve Housing website [www.evolvehousing.com.au](http://www.evolvehousing.com.au). If you have any specific questions regarding this Policy, please contact Evolve Housing on 1800 693 865 or email your enquiry to [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au).*

**6. VERSION CONTROL**

<b>Date Reviewed</b>	<b>Policy Reviewer</b>	<b>Key Changes</b>
1/08/2017		Policy adopted
31/10/2022	Raylee Golding, GM GAL/ Co Sec	Application of policy extended to controlled entities
12/08/2025	Greg Locke EMSH	Application of policy extended to controlled entities, 2.2 amended to reflect legislation re abandonment, reference to internal appeal amended– review of decisions are by application to NCAT