

# Prince Edward – Lennox & Addington (PELA) Social Housing

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<b>Policy name</b>	<i>Tenant Chargeback Policy</i>
<b>Policy number</b>	<i>P07-2014</i>
<b>Date</b>	<i>May 7, 2014</i>
<b>Date reviewed or revised</b>	<i>March 2015</i>
<b>References</b>	<i>Social Housing Services Act, 2011 Residential Tenancy Act PELA Social Housing Tenancy Agreement</i>

## **Purpose:**

Current and former tenants who are residing or have resided within Prince Edward Lennox & Addington (PELA) Social Housing buildings are responsible for any damage that they may cause willfully or by neglect as per the Residential Tenancies Act.

## **Scope:**

This policy will be applied in a consistent manner to all tenants and former tenants and their guests.

## **Definitions:**

**Damages:** An outstanding amount of money owing to a housing provider for unit/common area repairs or other property maintenance attributable to a tenant.

**Tenant:**

**Tenant chargeback:** A dollar amount charged to the Tenant for the cost to repair damages to the Landlord's property.

## **Policy:**

The Tenant shall be responsible for the repair of any damage caused by the willful or negligent conduct of the tenant or their pet or other occupants of the leased premises, or persons who are permitted in the residential complex by the tenant.

Repairs for which the tenant is responsible which have not been satisfactory rectified by the tenant may be made by the Landlord and shall be charged to the tenant.

Other property maintenance tenant chargebacks include but are not limited to: extra keys, garbage removal and furniture removal.

**Procedure:**

1. PELA Social Housing will ensure that applicant households are provided with a copy of the policy.
2. Staff will respond to any questions or issues from applicant households related to the policy.
3. PELA Social Housing reserves the right to fix damages consistent with this policy from the property and to charge the tenant for any associated costs.
4. PELA Social Housing has the right to seek action from the Landlord Tenant Board if a Tenant refuses to comply with Policy.