



## Social Services Department Housing Services

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<b>Policy Name:</b>	Tenant Chargeback	<b>Policy Catalogue #</b>	HS 2020-PA 23.0
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<b>Department:</b>	Housing Services	<b>Approved by:</b>	Director of Housing
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<b>Approval Date:</b>	October 19, 2020
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<b>Signature:</b>
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### 1.0 PURPOSE

The purpose of this policy is to establish rules to govern the management of tenant chargebacks for current and former tenants. This policy will ensure the County of Wellington, Housing Services (“the County”) applies tenant chargebacks in a fair and consistent manner to control costs and maintain units. This policy applies to all units owned and managed by the County of Wellington.

### 2.0 REVISION HISTORY

N/A

### 3.0 POLICY

Residential buildings, townhomes and single-family dwellings owned and operated by the County are valuable assets. The tenants residing within these units are responsible for any unauthorized alternations and/or damage, either willful or by neglect.

The cost to repair damage or respond to other applicable maintenance related activity will be charged back to the tenant or tenants of the unit as an expense recovery.

The County inspects units at different times over the course of tenancy. Inspections are an integral part of unit maintenance and help the County identify repairs, damage, and wear and tear. Documentation from inspections will be used to substantiate chargebacks.

Tenant Chargebacks will be calculated based on the most recent version of the Tenant Charge Form. The County reserves the right, in extenuating circumstances, to modify the charge for major repair or cost items.

Timelines for repairs may vary depending on contractor availability. The County will address all health and safety related repairs immediately.

All tenant chargebacks must be approved by the Housing Maintenance Manager, or designate and an invoice will be provided to the tenant. Tenant chargebacks will be managed in Yardi by Property Services.

### 3.1 INVOICING

Tenants will be invoiced for damages, based on the current Tenant Charge Form.

The County will invoice current tenants within 90 days after the completion of work. The County will invoice former tenants within 90 days after their responsibility date.

Any unpaid chargebacks are reflected as ‘maintenance’ related arrears once a tenant vacates a unit. Arrears may be added to the Provincial Wide Arrears Database.

### 4.0 DEFINITIONS

“Damages” mean an impact to a unit or building, which is not considered normal wear and tear, caused either deliberately or accidentally to the unit by a household member, their pets, their possessions or their guests. Damages include unit modification by the tenant.

“Extenuating Circumstances,” means a situation that hinders a household’s ability to follow the local rule.

“Tenant chargeback” means a dollar amount charged to the tenant for the cost to repair damages to the property and/or other maintenance related charges, including but not limited to the remove furniture, replace keys, air conditioner installation/removal, etc.

### 4.0 EXEMPTIONS

Any requests for a waiver of this policy based on extenuating circumstances will be considered. All decisions with regards to extenuating circumstances are at the discretion of the County of Wellington Consolidated Municipal Service Manager (CMSM) its Housing Services department, Housing Providers and the Centralized Waiting List (the “Service Manager”)

### 7.0 APPLICATION

This policy comes into effect on the policy approval date.

### 8.0 RELEVANT LEGISLATION & POLICY

Residential Tenancies Act, 2006

Housing Services Act, 2011



Alternative Formats Available Upon Request