



Government of **Western Australia**  
Department of **Communities**  
**Housing**

**GOVERNMENT REGIONAL OFFICERS'  
HOUSING (GROH)**

**Vacated and Vacant Allocated Properties  
Cleaning Policy and Guidelines**

**February 2018**

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# GROH Vacated and Vacant Allocated Properties Cleaning Policy and Guidelines

## Purpose

The GROH Vacated and Vacant Allocated Properties Policy and Guidelines (the Policy) outlines the requirements of GROH tenants and Client Agencies for cleaning vacated and vacant allocated GROH dwellings respectively. It also stipulates will be the circumstances under which GROH tenants or Client Agencies will be charged for cleaning.

## Scope

This Policy is for Department of Communities' officers, GROH Client Agencies, GROH tenants and applicants and members of the public.

## Definitions

**Client Agency** means either:

- an Employing Agency, which is a Department under the administration of a Minister of the Crown in the Government of the State, or any Crown instrumentality, hospital, board, body corporate or other body of whatever description, proclaimed as a Department under s.7 of the *Government Employees' Housing Act 1964 (GEH Act)*; or
- a Responsible Agency, which is the agency responsible for arranging the salary and other entitlements (including accommodation) of the tenant when this tenant is not an employee of an Agency.

**Communities** means the Department of Communities.

**GROH** means the Government Regional Officers' Housing program administered by Housing.

**GROH applicant** means a person applying to be a tenant in a GROH dwelling.

**GROH client** means either:

- a Client Agency; or
- any other client serviced by GROH (**other GROH client**).

**GROH dwelling** means a house as defined in section.5 of the *Government Employees' Housing Act 1964 (GEH Act)*, which is owned, leased or constructed by Housing and allocated for use by GROH.

**GROH tenant** means a person residing in a GROH dwelling under the terms of GROH tenancy Agreement.

**GROH tenancy agreement** means the property and tenancy agreement between the GROH tenants and the Client Agency, for which GROH acts as the Agent.

**Housing** means the Housing Authority, referred to in the *Housing Act 1980*, and operating within the Department of Communities.

**HSO** means the Department of Communities, Housing Services Officer.

**HPSO** means the Department of Communities, Housing and Property Services Officer.

**Officer** means an employee of Communities.

**RTA** means the *Residential Tenancies Act 1987 (WA)*.

## Policy Statements

### 1. Cleaning charges – vacating tenants

#### 1.1. Policy

- 1.1.1. When tenants vacate a property, it is their responsibility to ensure that the property is thoroughly cleaned.
- 1.1.2. Tenants are responsible for the cost of and all repairs to a property due to neglect, wilful damage and misuse. They are also responsible for the cost of all cleaning charges and/or rubbish removal issued against the property. This includes heavy, medium and basic cleans as described in sections 1.2.4 to 1.2.6 of this Policy. These charges can only be assigned where they are attributable to the tenant and can be justified by documentary evidence.
- 1.1.3. An Outgoing Property Condition Report (PCR) will be completed when a property is vacated. Tenant liability is assessed with reference to all relevant documentation including the ingoing PCR, the outgoing PCR, maintenance records and any other relevant documentation. Where possible photographs will be taken to validate tenant liability.
- 1.1.4. All rubbish inside the GROH dwelling must be removed.

#### 1.2. Guidelines

- 1.2.1. Tenants must be informed at sign up interviews, annual and pre-vacation inspections of acceptable property standards, particularly on vacation (as outlined in the "Information for Vacating Tenants" page in the sign-up pads). Failure to leave the property in a lettable standard will result in charges being assigned to the tenant.
- 1.2.2. Vacated tenant liability is identified at a property inspection after a tenant vacates a property. When tenant liability is identified a brief statement giving the reasons for assigning tenant liability must be included on the property condition report (PCR) by the issuing officer.
- 1.2.3. When assessing tenant liability, cleaning and rubbish removal will only be charged to the tenant when there is clear evidence to support the contention that the damage was caused or permitted deliberately or negligently.
- 1.2.4. *Basic Clean*: A basic clean is for up to two hours of cleaning as nominated by the inspecting officer to bring the property back to a lettable standard.
- 1.2.5. *Medium Clean*: All walls, ceilings, doors, windows, glass, internal barrier and flyscreens, frames, tracks, vents and woodwork will be washed with

an approved cleaning product to remove moderate grime, dust, cobwebs and stains. Window tracks will then be vacuumed and washed.

Any evidence of mildew is to be treated with bleach.

Ceiling fans, exhaust fans, light fittings, power points, light switches, and circuit breakers boxes are to be cleaned.

All plumbing fixtures, bench tops, shower recess, ceramic tiles, stove, including surrounds, and canopy are to be washed to remove moderate grease, grime and stains.

The heater, fireplace, solid fuel heater/hot water unit be cleaned to remove moderate dust, grime and stains.

External and internal surfaces of linen cupboards, trough cabinets, shaving cabinets, vanity cupboards, wardrobes, kitchen cupboards are to be cleaned to remove dust, dirt and stains.

Verandahs and porches inclusive of walls, floors, ceilings, doors, flydoors, windows, barrier, cyclone and flyscreens, woodwork and metalwork are to be washed to remove moderate marks, cobwebs, dust and grime.

The removal of any household rubbish from inside the dwelling up to a maximum of 0.5m of a cubic metre.

All floors are to be washed except carpet which is to be vacuumed.

- 1.2.6. *Heavy Clean:* All walls, ceilings, doors, windows, glass, internal barrier and flyscreens, frames, tracks, vents and woodwork will be scrubbed with an approved cleaning product to remove heavy grime, dust, blu tack, calcium and stains. Window tracks will then be vacuumed and washed.

Any evidence of mildew is to be treated with bleach.

Ceiling fans, exhaust fans, light fittings, power points, light switches, and circuit breakers boxes are to be thoroughly cleaned.

All plumbing fixtures, bench tops, shower recess, ceramic tiles, stove, including surrounds, and canopy are to be scrubbed to remove heavy grease, grime calcium build up and stains.

Verandahs and porches inclusive of walls, floors, ceilings, doors, flydoors, windows, barrier, cyclone and flyscreens, woodwork and metalwork are to be thoroughly scrubbed to remove heavy marks, cobwebs, dust and grime.

All floors are to be scrubbed, except carpets which are to be professionally cleaned by a recognised carpet-cleaning contractor to remove all marks and stains.

## **2. Cleaning charges – allocated vacant properties**

### **2.1. Policy**

2.1.1. Where a vacant property is allocated to a client agency and it requires cleaning and / or rubbish removal prior to occupation, those charges will be the responsibility of the client agency. This includes basic, medium, heavy cleans and / or rubbish removal.

### **2.2. Guidelines**

2.2.1. Where it is identified that a property requires cleaning before occupation, the Housing Services Officer will notify the relevant Client Agency Housing Liaison Officer to seek approval for the works to be undertaken. A Communities' Officer cannot undertake commencement of any work through a verbal agreement. Written consent must be obtained and stored electronically on the relevant property lot file.

2.2.2. The Client Agency may choose to arrange these works on its own behalf.

2.2.3. Cleaning charges will only be charged to client agencies where the property has remained vacant and it is agreed that the vacancy period has caused the need for further cleaning.

## Document History

ISSUE	DATE	REASON	POLICY AUTHOR	OFFICER'S TITLE	HPRM Ref	DATE LOADED ON Internet
1	August 2012	New policy	Brett Hockley	Mgr Regional Coordination	N/A	N/A
2	January 2018	Vacated Gardens content removed – incorporated into Vacated Grounds and Gardens Policy; policy reformatted.	Chris Walker	Policy and Research Officer	18/D179637	February 2018

## Authorisation

Version	Authorised by	Approval Date	Effective Date	Sections modified (if applicable)
[1.0]	Director Housing Programs	N/A	N/A	

## Summary Information

<b>Responsible Officer</b>	Director Housing Programs
<b>Contact Officer</b>	Senior Policy and Practice Officer, Housing Programs
<b>Superseded Documents</b>	Vacated and Vacant Allocated Properties Cleaning and Garden Charges Policy
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<b>Document Control</b>	This document is published on the Housing Authority website, <a href="http://www.housing.wa.gov.au">www.housing.wa.gov.au</a> , under the 'GROH Agencies' section of the 'Investors & Partners' menu.
<b>Associated Documents</b>	<ul style="list-style-type: none"> <li><i>Government Employees' Housing Act 1964</i></li> <li><i>Residential Tenancies Act 1987</i></li> </ul>