

mangrove housing factsheet

abandonment of property/tenancy

‘Abandonment’ of a property or a tenancy is when a tenant moves out of their property without letting Mangrove Housing know they are moving out and the property is being left vacant.

There are a number of steps that Mangrove Housing will take to establish whether a property has been abandoned (and to deal with any abandoned goods left in the property if required). This action will always be in accordance with the [Residential Tenancies and Rooming Accommodation Act 2008 \(RTRAA 2008\)](#).

Mangrove Housing is committed to managing abandoned properties fairly and effectively. Mangrove Housing always aims to help tenants to sustain their tenancies and ensure their health, safety and wellbeing.

Mangrove Housing will consider a tenant has abandoned a property only when it is clear that the tenant is not living there. Reasonable grounds to suspect that a property has been abandoned may include:

- Neighbours advising Mangrove Housing no one is living there and/or that they have witnessed the tenants moving out;
- The tenant is not maintaining the property and it appears overgrown and unkempt;
- The tenant is not paying rent;
- Gas and/or electricity services have been disconnected;
- There has been no response to letters posted to the tenant at that address, or response to call notes left at the property; and/or
- Absence of household goods.

when a property is suspected to have been abandoned

If Mangrove Housing is told or believes that a property may be abandoned, the first thing we will try to contact the tenant. This will include phone calls and emails, and may include a letter and home visit. We may also try to call nominated emergency contacts.

If a Client Housing Worker cannot reach the tenant, we will inspect the property to see if it is vacant. We will firstly issue an entry notice (Form 9) to let the tenant know

that Mangrove Housing will be entering the property. This will provide a minimum of 24 hours' notice. We will continue contact attempts with the tenant and next of kin (or authorised support person) if known, to try to ascertain the tenant's whereabouts. Following an inspection of the property, if Mangrove Housing is fairly and reasonably sure the tenant has abandoned the property an Abandonment Termination Notice (Form 15) with a minimum of seven (7) days' notice will be provided, in accordance with the [Residential Tenancies and Rooming Accommodation Act 2008](#).

When an Abandonment Termination Notice (Form 15) has been issued, the tenant has 7 days to apply to QCAT to dispute the notice. Once an Abandonment Termination Notice expires, Mangrove Housing is able to change the locks and take possession of the property.

If a property has been abandoned, Mangrove Housing has the right to make a claim against the bond for loss of rent, any property damage and appropriate cleaning costs (including removal of any goods).

goods left at the property

If any goods remain at the property, Mangrove Housing will act in accordance with the Residential Tenancies Authority's direction. The fact sheet for Goods and Documents can be found on the Residential Tenancies Authority website at:

<https://www.rta.qld.gov.au/Resources/Fact-sheets/General-tenancy-fact-sheets/Goods-and-documents-left-behind-fact-sheet>

complaints and appeals

If a tenant does not agree with a decision Mangrove Housing has made, they can lodge an appeal asking that the decision is reconsidered. To do this, the tenant can submit their appeal in writing, detailing the reasons they believe the decision made was not the correct one. The appeal can be handed in to the office, sent via post or emailed to reception@mangrovehousing.com.au

A tenant may also phone Mangrove Housing with their appeal if this is easier for them than lodging an appeal in writing.

If a tenant is not satisfied with a service provided by Mangrove Housing, they can lodge a complaint. They could also choose to contact:

- The **Residential Tenancies Authority** on **1300 366 311**
- **QSTARS**, which is a free independent advice and referral service for all Queensland renters, on **1300 744 263**.
- The local Department of Housing and Public Works' Housing Service Centre. Numbers can be found at <https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/>

If the tenant (or a person other than the tenant, who is the owner of goods) is not satisfied with how Mangrove Housing has dealt with the abandonment of the property or the goods, they can make an urgent application to the Queensland Civil and Administrative Tribunal (QCAT) for the matter to be considered. The Tribunal is able to make orders for compensation or other orders which may be appropriate.