

mangrove housing factsheet

taking over a tenancy

Occasionally, a member of a household, who is not named on the lease as a tenant, may need to apply to take over a community housing tenancy. This may occur if a tenant passes away or is unable to remain in the property for reasons beyond their control, for example, due to hospitalisation, moving into a nursing home or a rehabilitation facility, imprisonment or other circumstances assessed on a case by case basis.

This can be known as 'taking over a tenancy' or is sometimes called 'succession of tenancy'.

The option to apply to take over a community housing tenancy is only available to existing household members. Former household members, children who do not live in the property and next of kin are not able to apply to take over a tenancy.

When considering an application made by a household member to take over a tenancy, Mangrove Housing is required to balance the rights of access to social housing through a succession of tenancy against the need to make social housing available to clients on the Queensland Housing Register held by the Department of Housing and Public Works, particularly those applicants who have been determined to be a priority need. Mangrove Housing will consider all personal circumstances impacting on a household when assessing an eligible application to take over a tenancy.

If a household member applies to take over a tenancy, the following applies:

- They must apply to take over the tenancy as soon as possible, and within 28 days of the change in the household's circumstances. Mangrove Housing may not consider applications to take over a tenancy which are lodged more than 28 days after the tenant has died or left the property.
- Household members applying to take over a tenancy are required to provide supporting evidence of the household changes, for example, a death certificate where the tenant has died.

The person applying to take over the tenancy is able to remain in the property while their application to take over the tenancy is being assessed.

complaints and appeals

If an applicant or household member does not agree with a decision Mangrove Housing has made, they can lodge an appeal asking that the decision is reconsidered. To do this, they 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

The applicant or household member may also phone Mangrove Housing with their appeal if this is easier for them than lodging an appeal in writing.

If a person 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/>