

**Lambton County Community Services
Housing Services Department
Policy and Procedure Manual**

SUBJECT: Tenant Refunds		INDEX NO.: 2.015
EFFECTIVE: January 1, 2001	APPROVED: January 1, 2001	REVISED:

Policy:

The purpose of this policy to provide the process to follow when issuing a tenant refund.

Procedure:

If it is determined that a tenant refund is required the following process is to be followed:

- A tenant ledger is run by the Property Manager
- The Property Manager attaches a signed memo to the tenant ledger requesting a refund be issued. This memo must include
 - Date
 - Reason for refund
 - Amount of refund
 - Current address

If the refund is being issued to a former tenant, the refund request will be issued no sooner than eight weeks after move-out.

Refund requests will be forwarded to the Assistant responsible for Accounts Payable. The refund will be in the form of a cheque issued to the tenant and/or his/her estate.