



Tenant Booklet

**This brochure is an easy to read guide
about your Tenancy Agreement**

We hope it helps you understand your rights and responsibilities
as a tenant of Aboriginal Community Housing Limited



ABORIGINAL COMMUNITY HOUSING LTD
PART OF THE CHL GROUP OF COMPANIES

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Your Tenancy

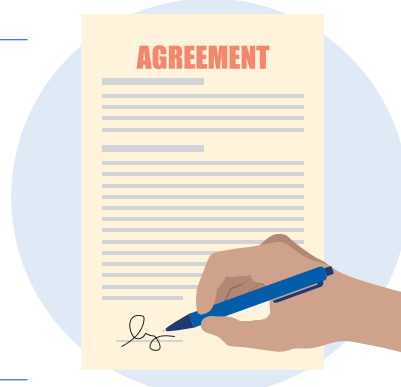
Welcome to your new Home

Address:

Your **Residential Tenancy Agreement** explains what you have to do as our **tenant**. This booklet is **ONLY** a guide.

This agreement also explains what we **have to** do as **your landlord**.

We only want you to sign your agreement if **you understand it**.



Your Tenancy

Your Tenancy Agreement is between you and Aboriginal Community Housing Limited. You can contact us on **1300 245 468** or in NSW on **(02) 6583 6717**.

Your current subsidised rent per week is:

\$

You also have to pay for your water usage, your tenancy worker will let you know in the next 3 months how much this charge will be.

There are two ways you can pay your **RENT**.

1. You can pay your RENT to Centrepay through Centrelink. Centrepay is a voluntary bill-paying service which is free for Centrelink customers.

You can start or change a deduction at any time. The quickest way to do it is through your Centrelink account online

or

2. By Direct Debit, talk to your tenancy worker to fill out the correct forms and obtain your rent payment card.

Your Tenancy Starts on:



Landlord Responsibilities

We **MUST** keep your home in **good repair**.

We monitor tenant rent payments so that you don't go into arrears and have a debt.

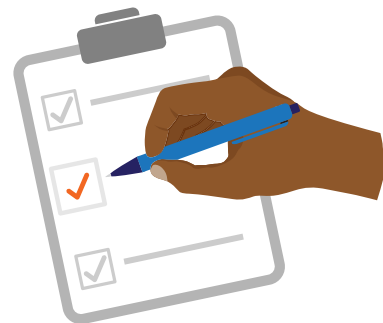
We **MUST** carry out property inspections **at least once a year**.

We **MUST** check the smoke Alarms are working in your home every year.

We **MUST** check your home is safe.

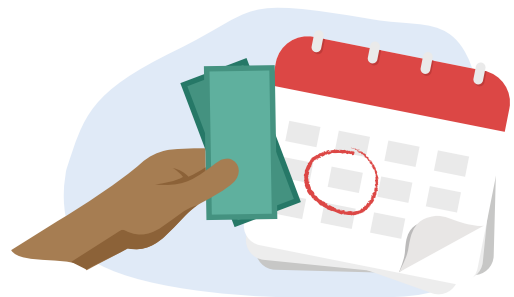
WE **must insure** your property.

We **DON'T** insure your **contents** or your belongings.



Tenant Responsibilities

You **MUST** pay your **Rent** on time.
You may have other charges that you will have to pay for such as water usage and property damage.



If you **need help** talk with your tenancy worker.

We work with a range of support services and can help you link in with their service.



Look after your home and keep your home and yard **clean and tidy**. If you need help please talk to your tenancy worker.

Let us know if you want to make **modifications** before you make them.

Tell your tenancy worker if something is **broken and needs repair**.



In most of our properties you are allowed to have a pet, **as long as** it doesn't damage your home or cause a problem for your neighbours.



You need to tell us if anything is broken in your HOME, so that we can fix them.

You can report a repair by:

Phone us on **1300 424 573**

Telling your **Tenancy Worker**

Coming into our **Office**



Don't do anything illegal in your HOME



Be a **good neighbour** and let your neighbours enjoy peace and quiet in the evenings and at night. Make sure your guests are quiet.

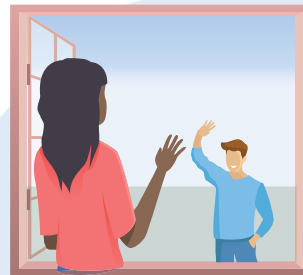


What you must do as a Tenant

If you have a pet you need to **clean up any mess** in communal areas and make sure that they are **not too noisy or aggressive** to people.



All our tenants **have the right** to live free from fear and bullying or harm.



All our tenants should **look after their community** and **not damage any property**.



If you're upset with a neighbour, you should try and **work it out with each other**.

"We are in this Together"

You can talk to your tenancy worker and they can help with a mediation service to help work it out with you and your neighbour.



Your Rights

Our **staff** or our **contractors** may come to your home to carry out work or talk with you about your tenancy.

They will all carry ID with their name.

If you are concerned, you should call us to check.



We always try and **tell you in advance** if we are sending someone out to your home.



We will let you know of **any changes** that will effect your tenancy address.

You have the right to **SPEAK UP** about the changes we make.



You have the right to **be involved** in the decisions we make.



Your Rights

We **review** your rent subsidy **twice a year**. This also happens when your household income changes.

If your household **income changes** you **MUST tell** your tenancy worker.



The market rent of your home is **reviewed once a year**.

We will write to you **60 days before** any rental increase.

If you are having problems paying your rent, you must **let us know** and talk to your tenancy worker.



Moving Out

Let us know if you're going to be away from your home for **more than 6 weeks**.

If you want to move out you need to let us know **14 days before you move out**.



When you move out you **MUST**:

Take all your belongings— **Do not leave items behind** as we will have to remove all items as rubbish.

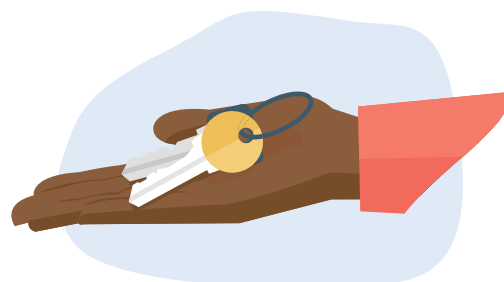
Leave the home and garden **clean and tidy**.



You must organise your own transport to move your belongings.



Make sure you return the keys.



If the Agreement is Broken

If you **break any of the rules** in your tenancy agreement, we may have to ask you to leave your home.



This may involve you being taken to the **Tenancy Tribunal**, which resolves disputes between landlords and tenants.



WE will always link you with a Tenancy Advice Service to **support you** if we have any tenancy disputes.



It is best to work with your **tenancy worker** to sort out any problems.



For More Information

If you have any questions, please talk to your tenancy manager.

- Tell us about a repair
- Make a complaint
- Tell us what we have done right

You can call us on: **1300 245 468**

Make a repair report: **1300 424 573**



You can send a letter to our offices at:

Level 1, 16 Clarence St,
Port Macquarie NSW 2444



You can visit our web site

Web address is **www.ACHL.org.au**

You can email us

Email is **info@achl.org.au**



ACHL opening hours are 9am to 5pm Monday to Friday

To our ACHL Tenants

ACHL are committed to providing culturally appropriate and the best services to our people and our tenants. Our key values around how we interact with you are at the heart of everything we do.

ACHL will:

- Treat our people and tenants with respect, dignity, fairness and sensitivity, and acknowledge your individual needs and circumstances, we listen
- Provide support and advice that is honest, professional, respectful and impartial
- Give you enough information to make informed choices
- Do what we say we will do
- Be accountable for our actions, acknowledge any mistakes and take the appropriate action to correct mistakes

To allow ACHL to help you, we will believe that you will:

- Be honest with us and provide us with complete, accurate and timely information about yourself and your circumstances
- Behave in a respectful and responsible manner
- Treat ACHL employees and other tenants with respect and courtesy

How we communicate with you is important and we want to make sure you have a clear understanding and outcomes after every contact with us.

ACHL will:

- Always make it easy for you to contact us to report any problems, get advice and provide feedback across a number of ways such as arranging a visit at your home, telephone, email, SMS message, visiting an ACHL office(s) and by post
- Provide you with an outcome at the end of any contact and make sure that you fully understand any actions that have happened or are required to achieve a result

We aim to provide housing that is affordable and of good quality. ACHL will ensure that our housing:

- Meets the required building and/or Government standards
- Meets all legal requirements for health and safety
- Is clean and in a good state of repair when allocated to tenants
- Make it easy for you to report repairs and maintenance and provide accurate information about the timeframes of these repairs
- Where possible, allow you to choose when work is done, at times convenient to you
- Engage and use Aboriginal licensed contractors from your community to carry out maintenance and repairs

As a new tenant ACHL staff will make sure you are:

- Provided with clear and easy to understand information about how rents are calculated and how to pay your rent and water
- Provided with information on how to contact us with any maintenance/repairs, needs and issues or complaints
- Provided with information and understanding on support services through our family and tenant support plan and offered a referral if needed to a support service
- Provided access to support and information to help you remain in your house if circumstances occur that could affect payments of rent
- Provided information and supports on your rights and responsibilities as a tenant in partnership with Aboriginal Tenant Information Services

ACHL has developed policies and procedures to protect our tenant's privacy and make sure your confidentiality is respected.

ACHL will:

- Only collect information from you that we require to be able to provide you with services
- Keep your personal information confidential and securely stored
- Advise you of what your personal information is used for
- Respect your privacy and handle all information in accordance with the Australian Privacy Act 1988

Tenants of ACHL can expect:

- To be able to provide your feedback verbally, in writing via post, email or by completing a form available from our office or online by visiting the website
- That we will always take your comments and complaints seriously and encourage you to ask questions about our work practices
- To be able to appeal a decision made by us and have it dealt with promptly

That any complaints will be dealt with fairly, respectfully and professionally, without consequences to you or your status as a tenant of ACHL our response time for complaints is:

- Two business days for acknowledgment of the complaint
- Fourteen business days for a progress report or a final resolution



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