

TENANT HANDBOOK



Tenant Helpline: 8209 6660

Maintenance (Monday-Friday 9am – 5pm): 8209 6660
(excluding public holidays)

After hour's emergency maintenance only: 8209 5428
(between 5pm and 9am Monday to Friday and
All hours weekends and public holidays)

WELCOME...

We welcome you to AnglicareSA Housing. We hope you will feel comfortable and at home in your new community. We will support you to make that possible.

This handbook has lots of information that you'll want to know about your new house. Please contact us if you have any questions at all.

We are:

AnglicareSA Housing

Level 1, 560 North East Road
Holden Hill SA 5088

phone : (08) 8209 6660 (9am-5pm Monday to Friday)

after hours emergency maintenance: (08) 8209 5428

AnglicareSA Housing – Elizabeth Grove Office

60 Fairfield Road
Elizabeth Grove SA 5112

phone : 1800 252 772 (9am-5pm Monday to Friday)

after hours emergency maintenance: (08) 8209 5428

email: anglicaresahousing@anglicaresa.com.au

web: www.anglicaresa.com.au

ABOUT US

AnglicareSA Housing is a registered community housing provider. Most of our rental properties are available to people on low to moderate incomes. We currently have more than 1100 homes located across the Adelaide metropolitan area from Kapunda to Aldinga.

Our housing is more than bricks and mortar, it's a home. We support our residents to maintain their home and establish a secure tenancy. Our aim is to create communities where individuals are respected, valued and support each other.

AnglicareSA Housing was established:

- to provide accommodation for low income households on a not for profit basis, for households in immediate financial need, or who have at that time specific physical, mental or social disabilities which mitigate against the acquisition or successful use of private or public housing
- to assist tenants to gain access to other community resources and services
- to liaise with government departments and other organisations and agencies interested in the provision of accommodation to low income households in financial need or with disabilities which alleviate against the successful acquisition or successful use of normal private or public housing

AnglicareSA Housing, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- making a positive difference to quality of life
- responding to needs and issues in ways which enhance dignity and integrity
- promoting social justice

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YOUR TENANCY: RIGHTS AND EXPECTATIONS

Your tenancy agreement is the legal contract that you signed. It lists a number of rights and responsibilities of AnglicareSA Housing as the landlord and you as the tenant (please refer to your tenancy agreement for details). Here is a summary:

What you can expect from us as your landlord

We will:

- be fair, honest and respectful
- ensure your home is clean and in good condition when you move in
- carry out regular maintenance as required
- respond to your maintenance requests in line with our maintenance guidelines
- respect your privacy and let you know if we need to visit
- review the rent in accordance with the annexure attached to your lease agreement
- provide opportunities for you to be involved in, within your community
- keep you informed and consult with you on important issues
- support you to make this your home

What we expect from you as our tenant

We expect you to:

- pay your rent on time
- keep your home clean and tidy and treat it with care
- keep your garden mowed, weeded and free of rubbish
- ask us for written permission to keep a pet before you bring it home
- talk to us before you make any repairs, alterations or renovations
- tell us about any change in your household income
- only allow the people listed on your tenancy agreement to live in your house
- have your property clean and tidy for our regular inspections
- be a good neighbour — consider your neighbours and respect their right to live in peace.

[\(As tenants, you or your neighbours are legally able to complain and request a hearing against disruptive neighbours at the South Australian Civil & Administrative Tribunal\)](#)

BOND, RENT AND WATER

How much do I pay for...BOND?

The bond required equals four (4) weeks rent if less than \$250 per week or six (6) weeks rent if more than \$250 per week. If you need a Housing SA bond we will give you a completed Property Owners Declaration form before you move in. You will need to take this together with identification and proof of income to a Housing SA office.



How much for...RENT?

AnglicareSA Housing is about creating secure and supportive communities, not just providing houses. We aim to make your rent as affordable as possible while making sure we can provide good quality housing that is well maintained.

Your rent charge will be whichever is lower of these:

- A percentage of the property's 'market rate' (CEILING RENT)
- OR
- Up to 30% of your total household income PLUS any Commonwealth Rent Assistance you receive (INCOME BASED RENT)

Before you move in, you will need to pay the first two (2) weeks rent PLUS the bond which is equal to either four weeks (4) or six (6) weeks rent (this may be paid with a HousingSA Bond Guarantee).

After that, you will always pay two (2) weeks rent in advance (every fortnight from the lease start date)

Paying your rent

It is your responsibility to pay your rent. There are three ways you can pay it:

- through Centrepay deductions (Centrelink pays your rent directly to us)
- at any branch of the ANZ Bank (ask us for a deposit book)
- by posting a money order to our office – AnglicareSA Housing 1/560 North East Road, Holden Hill SA 5088

We are always happy to chat to you about your rent — please call our office on 8209 6660

How much for...WATER?

Your water supply will be charged according to the terms of your tenancy agreement. We will send you a water invoice every quarter and you will have fourteen (14) days to pay it.

We have [Rent and Commonwealth Rent Assistance \(CRA\) Fact Sheets](#) if you'd like more information.

Having problems?

If your circumstances change and you are having problems paying your rent or your water invoice, please contact us immediately. You are part of our community and we will work with you to assist you in any way we can to sustain your tenancy.



Unfortunately, if you fall behind in your rent or water payments and your Tenancy Officer hasn't heard from you, AnglicareSA Housing will be obliged under the terms of your tenancy agreement to take the matter to the South Australian Civil and Administrative Tribunal.

Rent reviews

We will review your rent in accordance with the annexure attached to your lease agreement. We will send you Rent Review forms and ask you to tell us how much each person living in your home earns. You will need to send us proof of income for all occupants of the house. This could be a letter from Centrelink, several consecutive pay slips or your last taxation notice.

If your rent is increased after the review, it will not be by more than \$20 per fortnight. You will always be provided with the required 60 days' notice before any rent increase commences.

If you are receiving a CRA payment, you will need to advise Centrelink of any changes to your income or rent costs.

If you do not provide your proof of income, we are obliged to charge you 'Ceiling Rent' (a percentage of the property's 'market rent – which is much higher than what you would otherwise pay').

PROPERTY INSPECTIONS

We will carry out an inspection with you when you move in (and out) of the property.

We will also visit regularly – we will let you know we are coming seven (7) to fourteen (14) days before, in writing. This is an opportunity to see how you are going and to inspect the property to ensure it is in good order. Here are some things to do before we come — please ask us if you have any questions:

- please ensure the house is clean, including removing any marks from the walls, doors and floors
- clean the stove top, grill and oven (inside and out) and wipe over cupboard fronts and bench tops
- clean the shower alcove, floor and wall tiles, basin and bath. Remove any mould or soap scum. You can avoid mould build-up by always using the exhaust fan and opening the window when using the shower or bath
- clean the exhaust fans (the covers come off for cleaning)
- take away all rubbish and any old furniture from inside the house and from the outside areas
- mow the lawns and weed any garden beds



We can provide you with a 'Property Inspections' Fact Sheet which provides more information.

WE MAY NOT PROVIDE... (the Annexure attached to your tenancy agreement clearly lists any exclusions to your lease)

- air conditioners
- antennas
- ceiling fans
- washing machines
- dishwashers
- external blinds and curtains
- floor coverings
- garden sheds
- internal blinds and curtains
- light fittings
- rain water tanks, other than where the tank is the only source of water for the premises
- refrigeration units
- spa bath motors
- swimming pools and associated plant or equipment
- waste disposal units
- window treatments



Pets

We know that pets are important – they can be a big part of your family or your best friend. However, you will need to ask us if you would like to have a pet because they are not always allowed in AnglicareSA Housing properties. We want you to be able to keep your pet/s but we have to look at:

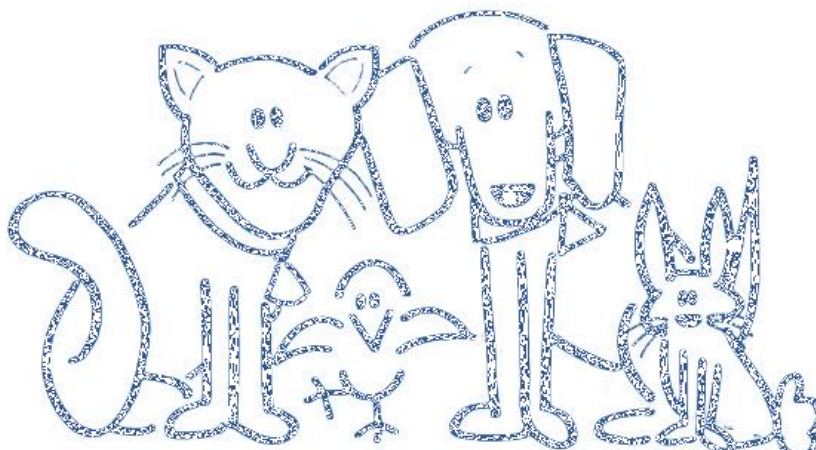
- whether the property is suitable
- the type of pet/s
- local council regulations
- any possible impact on your neighbours or your community

If your request is approved, your pets will be listed on a Pet Permission form which we will ask you to sign. By signing this form, you will agree to:

- pay for the repair of any damage caused by your pet/s
- remove all faeces from your gardens and community grounds regularly (and dispose of them properly)
- be respectful of your neighbours and make sure your pets do not worry or disturb them.

Please ask your Tenancy Officer or contact the office to find out how to apply to keep a pet at your property.

[We have a *Pets Fact Sheet* which provides more information.](#)



REPAIRS AND MAINTENANCE

If you have something that needs to be repaired, inside or outside your home, please let us know as soon as you can. We will arrange for the repairs to be carried out. We will give your details to the contractor who will then make a time with you to come to your home.

Here are the numbers to call:

MAINTENANCE (Monday-Friday 9am-5pm): 8209 6666

**AFTER HOURS EMERGENCY MAINTENANCE ONLY
(after 5pm and weekends): 8209 5428**

Other useful numbers:

ELECTRICITY: SA Power Networks 131 366, AGL 131 245

WATER: SA Water 1300 883 121

GAS: Australian Gas Networks 1800 427 532 AGL 131 245

The response times will depend on the type of problem you are having. If it is an emergency, we will have someone there within four (4) hours. Here are some examples of the different types of problems you may have and when you can expect them to be fixed.

EMERGENCY (within 4 hours)

Examples:

- burst water pipe
- dangerous storm/fire damage
- flooding
- gas leak or explosion
- completely blocked or broken sewer system
- dangerous electrical fault
- broken door locks or windows
- no light, power, gas or water

URGENT (within 24 hours)

Examples:

- electrical and gas safety checks
- partially blocked pipes or drains that are a health and safety risk
- leaking toilets, taps, pipes or roof
- faulty smoke detectors
- broken or damaged asbestos
- problem with water/ hot water
- problem with cooking, heating, cooling or washing appliances
- broken or damaged asbestos

ROUTINE (within 14 working days)

Routine calls are anything else that's not urgent. If it's normal wear and tear, we will pay for it. If you or your visitors cause the damage, we will ask you to pay for it.

Please read the tips over the page before you call us

BEFORE YOU CALL US...

PROBLEM	WHAT YOU CAN DO
Gas leaks	<ul style="list-style-type: none"> • Turn off the gas supply at the mains (usually on the outside wall at the front or side of the house) • Phone us on 8209 6660 (or 8209 5428 after hours)
Electric faults or shocks	<ul style="list-style-type: none"> • Turn off electricity at the mains (usually in the hallway or outside on the front or side wall of the house) • Flip switches to off • Phone us on 8209 6660 (or 8209 5428 after hours)
No electricity	<ul style="list-style-type: none"> • Check to see if the circuit breakers (in the mains box) have tripped. Flip the switches off and then on again • Make sure the safety switch (in the mains box) has not tripped. Flip switches off and then on again <ul style="list-style-type: none"> ○ One of your appliances may be the cause. Unplug all of your appliances including the fridge – Flip the switches back to the on position, if switches remain on then plug your appliances in one at a time until the switch goes off – you have now found the faulty appliance. ○ If your appliance is the problem it's dangerous, please discard immediately ○ If an electrician needs to come to fix your power, you may have to pay the cost if your appliance was the cause of the problem. • Check with your supplier (phone or website) to see if they've turned off the power in your area • If you still have no power, phone us on 8209 6666 (or 8209 5428 after hours)
Burst water pipes	<ul style="list-style-type: none"> • Turn off water supply at the mains water meter (usually located in front garden) • Phone us on 8209 6666 (or 8209 5428 after hours)
No gas	<ul style="list-style-type: none"> • Check with your supplier (phone or website) to see if they've turned off the gas supply to your area or your house for some reason • If your supplier hasn't turned off your gas, phone us on 8209 6666 (or 8209 5428 after hours)
No hot water	<ul style="list-style-type: none"> • Has the water heater pilot light blown out? Check the instructions on the hot water service on how to relight the pilot light • If the pilot light is still alight, it could be that you have used all your hot water for the day • If you still don't have hot water next morning, phone us on 8209 6666 (or 8209 5428 after hours)
Broken window	<ul style="list-style-type: none"> • Phone us on 8209 6666 (or 8209 5428 after hours)

Maintenance responsibilities

We are responsible for maintaining the property you live in, in a reasonable state of repair. Our asset management program includes regular maintenance as well as responsive maintenance to any problems as they arise.

We want to hear from you if you are concerned with the quality of any repair work or the way it was done. Please let us know if you have not heard from our Maintenance Team within a reasonable time after you have put in a maintenance request.

You are responsible for any maintenance which is not considered fair wear and tear: i.e. malicious

- repairing damaged gates, fences, doors, doorframes, door locks and walls
- repairing fly screens and screen doors
- replacing light globes
- replacing plugs for kitchen, bathroom and laundry sinks and baths
- replacing lost keys
- mowing lawns and maintaining garden areas
- any repair that is not fair wear and tear, or where the property has been damaged accidentally or maliciously by you or someone in your house. This includes:
 - broken windows
 - blocked drains caused by toys, nappies or other inappropriate/foreign objects.

We will pay for the repair of damage resulting from a break-in only if you report it to the police and advise us of the police report number. Otherwise, you are responsible for replacement and repairs for any damage caused by vandalism or forced entry to the property.

RUBBISH

Please dispose of all rubbish in the bins provided and put your wheelie bins out in time to be emptied on your council's collection day.

Councils provide more than one bin (recycling, green waste, general waste) and they are emptied on different days.

Weekly rubbish collection times vary from area to area – please contact your local council for information about what day you need to put the bin/s out and which bin/s you put out.

If you have other big rubbish items to dispose of, i.e. broken furniture or mattresses, please contact your Tenancy Officer for information. Please do not put this rubbish on the kerb – the council will only remove rubbish that is inside your wheelie bin.

If you do not have a bin when you move into your home, please ask your local council. Let us know if the council will not provide a bin and we will purchase one on your behalf. If you move out, you need to leave the bin/s at the property.



IF YOU WANT TO MAKE A CHANGE

You may decide that you would like to pay for an improvement to your AnglicareSA home. This could be for something like:

- an air conditioner
- internal decorating such as painting or new flooring
- fencing
- a pergola
- a satellite dish or TV antenna
- a security screen
- an alarm.



You will need our written permission to do this. You are welcome to put in a written request to us and we will consider it carefully. We are happy to have our properties improved, but we do need to look at some things before we say yes. Please call us or talk to your Tenancy Officer about the information you will need to provide in your request to us.

We have a [Property Modification Fact Sheet](#) which provides more information.

VISITORS

This is your home and you are welcome to have your family and friends visit. Of course, you wouldn't expect them to stay for an unlimited length of time. When an extra person is visiting you:

- if their usual place of residence is Australia, they can stay for up to four weeks with no adjustment to the rent
- if their usual place of residence is outside of Australia, they can stay for up to twelve weeks with no additional rent charged

Only you, your children and the people named on your tenancy application can live permanently in your AnglicareSA Housing house. Sometimes there are special circumstances where exceptions can be made – please ask us. You will need our written approval before anyone else can live permanently in your home.

IF YOU GO AWAY

If you are going to be away from your home for more than six (6) weeks, please let us know as soon as you can. We have to advise our insurance company if a property is going to be vacant, otherwise they will not cover us if something happens to the property in that time.

Don't forget to make arrangements to pay your rent while you are away. It's also a good idea to leave your phone number with a family member or trusted friend or neighbour and ask them to contact us in an emergency.



MOVING OUT

If you decide to move out, you must let us know as soon as you can — if possible at least three (3) weeks beforehand. You cannot allow anyone else to live in the property if you move out. Sub-letting of the whole or part of an AnglicareSA Housing Limited property is not permitted.

When you give notice, we will arrange for the Tenancy Officer to carry out a final inspection with you (we will send you a final inspection guide so you will know what is required).

You need to leave your home and garden in a clean and tidy condition. Take away all your personal items and remove all rubbish from the property. You are not responsible for reasonable wear and tear but we will have to charge you if we need to employ a cleaner, remove rubbish or repair damage. This cost will be claimed from your bond if the bill is unpaid.

THINGS TO DO	
• Clean the house	<input checked="" type="checkbox"/>
• Remove all your belongings and all furniture	<input checked="" type="checkbox"/>
• Remove all rubbish	<input checked="" type="checkbox"/>
• Repair any damage	<input checked="" type="checkbox"/>
• Cancel all utilities: <ul style="list-style-type: none"> ○ electricity ○ gas ○ landline telephone 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
• Return the keys (your rent finishes when the keys are returned)	<input checked="" type="checkbox"/>
• Attend the final inspection at the appointed time	<input checked="" type="checkbox"/>
• Sign your bond refund form.	<input checked="" type="checkbox"/>
PEOPLE TO NOTIFY	
• Centrelink	<input checked="" type="checkbox"/>
• Post Office (to forward mail)	<input checked="" type="checkbox"/>
• Electoral Office	<input checked="" type="checkbox"/>
• Department of Transport (Motor Registration)	<input checked="" type="checkbox"/>
• insurance company	<input checked="" type="checkbox"/>
• superannuation company	<input checked="" type="checkbox"/>
• bank	<input checked="" type="checkbox"/>
• doctor, dentist, health services	<input checked="" type="checkbox"/>
• DVD stores, department stores, Radio Rentals, debtors etc.	<input checked="" type="checkbox"/>
• library, school, community centre	<input checked="" type="checkbox"/>

FEEDBACK, SUGGESTIONS, COMPLAINTS

We welcome feedback and suggestions for improving AnglicareSA Housing services. We always want to know how we're going, what we're doing well and what we could do better. You have the right to question or request information about:

- contact with the staff
- access to our services
- the standard of the service received
- the information we provide

If you have feedback or suggestions, please speak to your Tenancy Officer.



We will respond quickly, fairly and politely —we promise there will be no penalty for anyone expressing their views.

If you have an issue that you feel has not been resolved to your satisfaction, you are welcome to write to the Manager - Tenancy Services, explaining the issue in detail.

As an AnglicareSA Housing service user...

You have the right:

1. to be treated with respect
2. to know that your suggestions and feedback will be heard
3. to receive services without discrimination
4. to have confidential discussions with any housing staff on services provided
5. to receive information and options
6. to make your own decisions
7. to have your privacy respected
8. to decide which of our additional services you wish to use and how you would like us to assist you
9. to request a copy of your file

Making a complaint

You have the right to make a complaint about our service, our staff or AnglicareSA Housing decisions.

As the first step, please contact us to raise the issue. Depending on the nature of the complaint, it may need to be provided in writing.

We have complaint and grievance procedures in place and will investigate and respond to your complaint as quickly and thoroughly as possible.