

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

Here are some things you'll need to know about what we can expect from each other. Please contact us if you have any questions at all.

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 twice a year
- 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

WE EXPECT YOU TO

- pay your rent on time
- keep your home and garden clean and tidy and treat it with care
- be a good neighbour — consider your neighbours and respect their right to live in peace
- 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 ready for our regular inspections (see below)

PROPERTY INSPECTIONS

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

We will also visit regularly – we will let you know we're coming at least 7 days before in writing.

This is an opportunity to see how you're going and to inspect the property to ensure it's in good order.

Hints and tips to receive a good inspection result — please ask us if you're not sure what to do:

- remove any marks from the walls, doors and floors
- ensure the stove top, grill and oven (inside and out) are clean
- remove any mould and soap scum in the bathroom
(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)
- mow/water the gardens and weed any garden beds
- remove all rubbish and any old furniture from the inside and outside areas

For more information please call our friendly customer service team on **1800 688 000** or visit

Holden Hill – Level 1, 560 North East Road
Elizabeth Grove – 60 Fairfield Road
Kilkenny – 3/10-14 Regency Road

Mount Gambier – ac.care 70-72 White Avenue
Berri – ac.care 5 Kealley Street