



TENANT GUIDE

We are here to support you to live well in your home and enjoy a stable tenancy.
If you have any questions about your lease or your property, please contact our office.

RENT AND OTHER CHARGES

RENTS:

CatholicCare Victoria Housing will calculate the rent and rental rebate with the successful applicant prior to the time of signing the Residential Tenancy Agreement.

Your Tenancy Officer can tell you about your rent account, and you can ask about your rent account balance at any time.

You must advise us if you have any changes to your household income or circumstances, for example, the birth of a child, a new job or when someone else is moving in. You may need to advise us as well if you are no longer working.

When these types of changes happen, you must let us know, so please call us or call in at our office to speak with a Tenancy Officer.

YOU MUST PAY RENT:

You must pay rent as agreed, either weekly or fortnightly, by the due date and in advance.

If you experience financial hardship don't just stop paying your rent—talk to your Tenancy Officer as they may have useful advice or be able to put you in touch with services that can help. Non-payment of rent is a breach of your Lease Agreement.

CatholicCare Victoria Housing will make contact with you if your rent is not paid by the due date.

CatholicCare Victoria Housing has the right to issue you with a Notice to Vacate if your rent is 14 days in arrears (overdue).

RENTAL REVIEW:

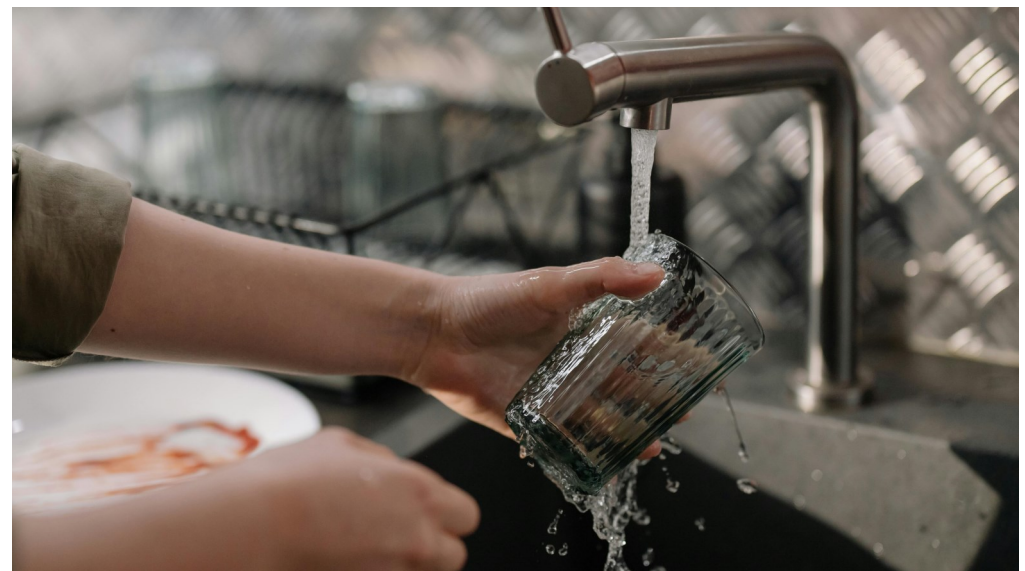
CatholicCare Victoria Housing undertakes an annual review of rents payable. Tenants will be notified in writing each year of any increase (or decrease) to their rent payable.

OTHER PAYMENTS YOU MUST MAKE:

You are responsible for the cost of damage to the property that is caused by you or your visitors.

In many tenancies you are also responsible for water use charges. You are also responsible for Electricity charges and Gas charges. You need to have these services connected in your own name.

In some properties you may be required to pay a service charge which is called an Amenities fee where you cannot connect your own water, power and gas.



REPORTING MAINTENANCE OR DAMAGE

IF DAMAGE OCCURS:

Report any damage that occurs at the property to us as soon as possible. If you, a member of your household, or a visitor to your home causes damage to the property, you must pay the costs of repairs.

MAINTENANCE AND URGENT REPAIRS:

Please see Maintenance Manager Program below for information on how to report your maintenance.

CatholicCare Victoria Housing is open Monday to Friday 9am to 5pm.

If you require urgent/emergency maintenance outside of these hours you will need to contact:

**Freedom FM
(03) 7044 0514**

If you have had to call for urgent or emergency after hours maintenance you need to advise CatholicCare Victoria Housing the next business day on the number above.

Urgent repairs include:

- ◆ Burst Water Service
- ◆ Blocked or broken toilet
- ◆ Serious roof leak
- ◆ Gas Leak
- ◆ A dangerous electrical fault

- ◆ Flooding or serious flood damage (please also contact the SES for assistance for major flooding)
- ◆ Serious fire or storm damage
- ◆ A breakdown of the water, gas or electrical supply to the premises
- ◆ Failure or breakdown in any essential service such as hot water service, stove/oven
- ◆ Any fault that causes the premises to be unsafe or not secure

For all non-tenancy related emergencies always call 000.

Please be aware that if the fault or damage is caused by you the tenant, as evident to the tradesperson, you will incur the cost of the 24 hour contact attending and any work performed.

MAINTENANCE MANAGER PROGRAM:

Please note you need to report your maintenance to our office.

You can report your maintenance by any of the following means:

- ◆ Email your request: maintenance@bricksandagent.com including your name and address in the Subject heading
- ◆ SMS your request to 0480 019 119
- ◆ Phone Call +612 7201 8303
- ◆ Whatsapp - Message +61480019292
- ◆ Scan the QR Code:



WE PAY FOR WEAR AND TEAR* REPAIR OF:

Inaccessible light globes, fluorescent heat lamps and downlights

Common area lights (in complexes only)

Stoves

Locks

Smoke alarms (notify us if there is a battery-type smoke alarm at your place)

Doors and fittings

Taps

Fixed floor coverings

Internal and external painting

Clothes line

Downpipes, gutters and drains (except for blockages cause by tenant)

Boundary Fences

Servicing heat pumps, hot water cylinders

Servicing of fixed heating and air conditioners

***Wear and tear is the result of everyday normal living. Again if the repairs are required due to tenant damage, the tenant will be reliable to pay for these repairs.**

AS WELL AS DAMAGE YOU CAUSE, YOU ARE RESPONSIBLE TO PAY FOR:**

Replacement of accessible light globes

Broken windows, as specified under the Residential Tenancy Act

Damage and holes in walls, doors and floors

Faulty appliances that are not listed as our responsibility and cause the power supply to trip

Blockages to sinks, toilets and drains (where caused by you or your visitors, even if its accidental)

Pest and vermin control

Maintaining gardens, lawns and tree pruning, and removal of garden rubbish including lawn clippings and garden waste

Replacement of lost or stolen keys – if you are locked out of your home, contact a locksmith to gain entry if it is outside of CatholicCare Victoria

Housing office hours being Monday to Friday 9am to 5pm

Repairs to any items that you have installed or brought

Replacement of your own furniture

Cleaning of heat lamps and air vents

**** Includes members of your household and visitors to your property.**

TAKE CARE OF YOUR PROPERTY

Keep your home:

- ◆ Clean
- ◆ Safe
- ◆ Free from damage, pests and vermin

Keep your garden tidy by:

- ◆ Mowing any lawns or arranging to have them mowed
- ◆ Removing garden waste and lawn clippings

CatholicCare Victoria Housing will complete routine inspections either being 6 monthly or yearly. When we inspect your property we will be looking for the above items. You will be sent a copy of your routine inspection in the mail with any advice on what we request you to rectify.

In some instances you may actually be sent a copy of the inspection report along with a breach notice requesting certain items to be rectified within 14 days if required.

A follow up inspection will take place to confirm if the issues noted in the breach have been rectified. If not, CatholicCare Victoria Housing hold the right to apply to VCAT for an order of compliance requiring you to rectify the issue. A Notice to Vacate can then be issued to the tenant if the issues are still not rectified and the VCAT compliance order has not been followed.

DECORATING YOUR HOME:

Your home can be decorated to your taste as long as it can be returned to its original condition at the end of your lease. Curtains, floor rugs and pictures can be added. Make sure you get written permission first before making any alterations to the property which include - garden sheds, painting and any other major alterations.



BEING A GOOD NEIGHBOUR

Every community is diverse. You may have neighbours who are families or singles, of different ages and stages of life, or from different backgrounds. Just like you, they make choices about their own lifestyles. While neighbours may not always agree with each other's choices, everyone has a right to live peacefully in their home.

We are dedicated to working with all tenants to achieve successful, stable tenancies and peaceful, respectful neighbourhoods and communities where everyone can thrive.

As a tenant and good neighbour you and your visitors must follow the conditions outlined in your lease. These include respecting the peace and comfort of your neighbours by:

- ◆ Not creating a disturbance in or around your home
- ◆ Not holding noisy parties
- ◆ Not revving loud cars or motorbikes or doing burn outs
- ◆ Not using offensive language
- ◆ Being considerate and respectful of others when using shared spaces such as parking, common rooms, court yards and gardens.

REPORTING CRIMINAL ACTIVITY:

Always report criminal activity to the Police.

You can also call Crimestoppers on 1800 333 000 or via their website at:

www.crimestoppers.com.au

NEIGHBOURHOOD COMPLAINTS

You must respect your neighbour's right to peace, comfort and privacy. If you are bothered by a neighbour's behaviour you can, if you feel safe to, talk things over with them. If you have a dispute with your neighbour, you can contact your Tenancy Officer who will work with you to understand the cause of the problem. If it is a personal dispute, the tenancy officer may refer you to the support services such as mediation services.

CatholicCare Victoria Housing cannot get involved in personal mediation as an advocate or a third party.

SOMETIMES WE NEED TO VISIT YOUR HOME

Sometimes we will need to visit your home, but when we do, we will ensure your privacy is respected.

These visits may take place:

- ◆ When work is planned, a tradesperson may call and make an appointment, or visit if they are in the area.
- ◆ When inspections are planned a Tenancy Officer will attend. If you are not home we can then enter your property legally without your permission to perform the inspection.
- ◆ When a Tenancy Officer must perform the duties of a landlord.

FEEDBACK

We encourage you to share your compliments, suggestions or complaints with us. This allows us to continually improve the quality of the service we provide.

You can lodge your feedback in a number of ways:

- ◆ Call our office on 03 4344 4501 and speak with a staff member in Housing
- ◆ Email complaints@cchousing.com.au
- ◆ Write a letter containing your feedback to CatholicCare Victoria Housing
- ◆ Ask someone you trust to advocate on your behalf or call an external advocate

What we do with your feedback if it is a complaint:

- ◆ We will acknowledge receiving your complaint
- ◆ Your complaint will be investigated in line with CatholicCare Victoria Housing feedback procedure
- ◆ We will keep you informed on the progress of the investigation and its outcome

IMPORTANT THINGS TO REMEMBER

- ◆ On sign up you will receive 2 copies of your pre-tenancy condition report. You are required to fill it out and return it to our office within 5 business days. If you do not return the condition report we have the right to presume that you were happy and in agreement of the condition of the property at entry
- ◆ Pay your rent
- ◆ Report any maintenance required
- ◆ Look after your home
- ◆ Be a good neighbour

ADDITIONAL INFORMATION

Information relating to tenancies (including your rights and responsibilities) can be found at www.consumer.vic.gov.au (and is available in different languages)

Information relating to Public Housing can be found at www.housingregistrar.vic.gov.au

Information relating to rental rebates, rent calculation and the NRAS scheme can be found at www.housing.vic.gov.au

Information relating to Centrelink (including Rent Assistance) and other benefits can be found at www.humanservices.gov.au/dhs/centrelink

ENDING A TENANCY

A tenancy may be ended by you or by us, as outlined in the lease agreement.

If you want to end the tenancy, you must give a minimum of 28 days written notice, or before the notice period ends, rent will continue to be charged to you to cover this required notice period and up until the keys are handed back into the office.

We can end your tenancy by issuing a Notice to Vacate in accordance with the conditions set out in your lease agreement and the RTA.

AT THE END OF THE TENANCY

When you give your notice, you will need to arrange a final property inspection with your Tenancy Office if you wish to attend. The property must be returned in the condition it was in when you moved in, apart from reasonable wear and tear.

The original Condition Report is used to assess this. Any costs for repairs that are not the result of reasonable wear and tear will be deducted from you Bond, and/or they may be invoiced to you for payment.

When you hand in the keys, the house and garden must be clean and free of rubbish. All belongings and rubbish must have been removed, and any damage repaired or reported to us.

Money owing for rent or other charges must be paid in full by the end of the tenancy. If there are vacate charges after your tenancy ends, you will receive an invoice to repay if we cannot take this from your Bond.

GETTING YOUR BOND BACK

Any rent arrears or other charges, plus any amounts we spend on cleaning, clearing rubbish or doing repairs for damages that were not normal wear and tear, will be deducted from your Bond. You will be charged for any amounts not covered by your bond. If there are no charges and your bond is approved to be refunded, you can claim it back from the RTBA. If you have had your bond paid via DFFH bond loan voucher the bond will be returned to DFFH unless we wish to apply to VCAT to have the bond returned to CatholicCare Victoria Housing to cover any outstanding costs and damages.

RENTAL CREDIT

If your rental account is in credit when you move out, and there are no outstanding charges, we will return the credit amount to you via bank details that you will need to provide us. If there is a credit when you vacate and you have damages to pay for or other costs owing to CatholicCare Victoria we may request you to sign a permission form to allow us to allocate these credits to your debt owing.



PRIVACY

When you are a client of CatholicCare Victoria Housing we will keep information about your tenancy or application on file so that we can assist you in the best way possible.

For Housing applications on the Victorian Housing Register your personal information will be stored in the Victorian Housing Register and may be disclosed to the Department of Families, Fairness and Housing in accordance with the Housing Act 1983 (Vic).

Please refer to the CatholicCare Victoria Housing Privacy Policy for further information.

CatholicCare Victoria Housing Policies and Procedures:

- ◆ Rent Setting
- ◆ Complaints
- ◆ Allocations
- ◆ Tenant Engagement

Can be accessed at:

www.catholiccarevic.org.au/tenant-support

CatholicCare Victoria Housing

(03) 4344 4501

Info@cchousing.com.au

Ballarat

PO Box 2537

Bakery Hill Victoria 3354

4-6 Peel Street North

Ballarat Vic 3350

External Complaints

Housing Registrar

(03) 9651 1402

CatholicCare Victoria Housing acknowledges the Traditional Custodians of the lands and waters of Victoria. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander People.