

Tenant Booklet

This booklet is an easy to read guide
about your Tenancy Agreement
Your rights and responsibilities as a
tenant of Access Community Housing.



**Access
Community
Housing**

Better Homes, Better Futures

Contents

Your Tenancy	4
ACHC Responsibilities.....	5
Tenant Responsibilities.....	6 - 7
What you must do as a Tenant	8
Your Rights	9
If the Agreement is broken	10
Moving Out	11
For More Information	12



Your Tenancy

Welcome to your new Home

Your Tenancy Agreement is between you and Access Community Housing.

Your **Residential Tenancy Agreement** explains what you have to do as our tenant.

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

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

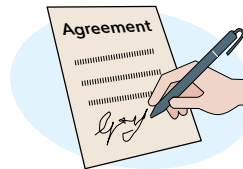
We work with a range of **support services** and can help you link in with their service.

By signing your agreement you are agreeing to accept the terms and conditions of your tenancy.

Complete your **entry condition report** and return to our office within **7 days**.

A copy of your agreement will need to be given to **Centrelink** to update your new address and to claim your rent assistance.

You will need to connect your **Electricity/Gas** Ergon Energy **13 10 46**.



ACHC Responsibilities

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

We will carry out routine inspections every **3 to 6 months**.

Please note you do not need to be present.

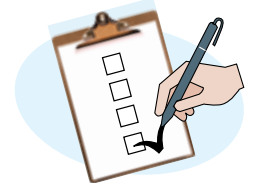
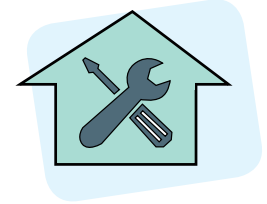
Condition audits (CA) are inspections carried out every **2 years** with Department of Housing.

We will check the **smoke alarms** are working in your home every year.

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

Every **3 years** we conduct a full review of your home using a specialised contractor who assess any repairs and maintenance required.

We have **security cameras** at most complexes for the safety of our tenants.



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 caused by you or guests/visitors.



Bond is 4 weeks rent payable on sign up.

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



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



Tell your Housing Officer if something is **broken or needs repair**.

Tenant Responsibilities

You can report a repair by calling us on **4031 6702** or email **property@achc.org.au** Tell your **Housing Officer**



After Hours Emergency Repairs such as a burst water pipe, gas leak, electrical fault please contact **1300 782 586**.



Please note a contractor will contact you to arrange a time. An entry notice will be issued if the contractor cannot contact you.

Do not use your property or communal areas for anything **illegal**.



If you suspect illegal activity contact **crime stoppers 1800 333 000**.

Be a **good neighbour** and respect the right to peace and quiet, enjoyment of your property. You are responsible for your visitors.



Only **people listed** on your agreement can live at the property.

What you must do as a Tenant

Discuss with your Housing Officer before acquiring a pet. **A Pet Application Form needs to be completed.**

Pets must be kept inside your home boundaries and not wandering through the common areas.

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

All our tenants should **take pride in where they live 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"

If you still cannot resolve, you can talk to your **Housing Officer** and they can help with a mediation service to help work it out with you and your neighbour.

If your household **income changes** at any time, you must tell your Housing Officer.



Your Rights

Our staff or our contractors may come to your home to carry out work required 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 affect your tenancy.

Your **opinion matters** and you have the opportunity to **be involved** in the decisions we make.

We conduct an **Annual Tenancy Review** to connect with you face to face, review your household, your rent subsidy eligibility, rent increases/decreases and bond.



If the Agreement is Broken

If you are in **breach of your agreement** such as rent arrears, unapproved occupants or noise and disturbance, your Housing Officer will work with you to sustain your tenancy. A breach notice form 11 will be issued.



If you continue to breach your agreement and we have exhausted all support avenues, this may result in **ending your tenancy**.

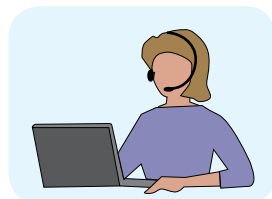


If you **do not vacate** we will submit an application through QCAT to end your tenancy.

This may involve you attending court to resolve the dispute.



You can contact QSTARS **1300 744 263** for independent help



It is best to **work with your Housing Officer** to sort out any problems. Keeping in contact with your Housing Officer is the key.

Moving Out

Let us know if you're **going to be away** from your home for more than 4 weeks.

If you want to move out, you need to contact your Housing Officer to make arrangements.



When you move out you must:

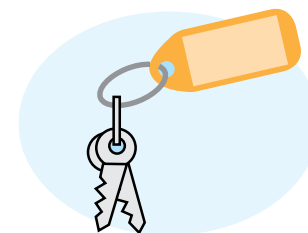
Take all your belongings - **do not leave items behind** as these will need to be removed at **your expense**.



Leave the home and garden **clean and tidy** and return the property in the same condition as when you moved in. General wear and tear is understandable.



You must organise your own transport to move your belongings.



Make sure you **return your keys** and provide a **forwarding address**.

For More Information

If you have any questions, please talk to your **Housing Officer**

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

Call: (07) 4031 6702

You can send us a **letter** to our office:
5 Anderson Street
Manunda Qld 4870

Website:
www.achc.org.au

Email:
admin@achc.org.au

Access Community Housing
opening hours are
9am to 4:30pm Monday to Friday
9am - 3pm Wednesday.



OUR VALUES

RESPONSIBILITY

We practice shared accountability and acceptance of personal actions, make informed decisions and offer solutions.

COURAGE

We are committed to building strong communities and face challenges to make an impact. We will be innovative when needed and are brave in confronting injustice.

EQUITY

We will promote a culture that is inclusive, where everyone is treated fairly. We acknowledge that all people are unique and our responses will reflect their individual needs.

COMPASSION

We deliver a service that is mindful and considerate of individuals needs, circumstance and experiences.

RESPECT

We will treat everyone with dignity, valuing their input and build relationships that are based on safety and trust.

NOTES

NOTES



Access
Community
Housing

Better Homes, Better Futures