



Salvation Army

HOUSING

Western Australia

TENANT HANDBOOK

WELCOME TO
SALVATION ARMY HOUSING



Welcome to your home

Your address is:



This handbook
explains your rights
and responsibilities as
a tenant

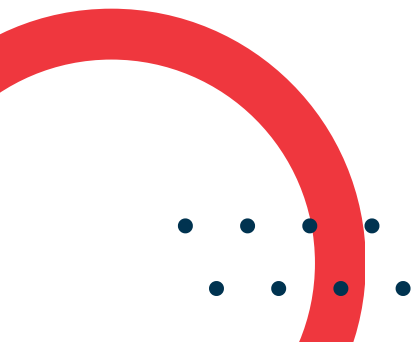


It also explains what
we are responsible
for as your landlord



Let us know if you
have any questions
by calling your
Housing Worker on
08 9492 7135

The Salvation Army Housing acknowledges the First Nations peoples of Australia as the traditional custodians of this land. We further acknowledge and pay our respects to the Traditional Custodians on which our houses are situated, which are the Noongar people and we pay our respects to their elders past and present.



TENANT HANDBOOK

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Salvation Army Housing

The history of Salvation Army Housing initiatives in Australia began over 140 years ago.

1882: James and Alice Barker arrived in Melbourne, bringing with them a mission to support the vulnerable and marginalised in society.

1883: They established the “Prison Gate” in Lygon Street, Carlton. This initiative was aimed at helping former prisoners reintegrate into society by providing them with shelter, support and guidance.

1884: The Barkers opened a Women’s refuge in Carlton, offering a safe haven for women in need. This refuge provided not only shelter but also support services to help women rebuild their lives.

These early efforts laid the foundation for the Salvation Army’s ongoing commitment to providing housing and support services to those in need across Australia.

About us

Today the Salvation Army Housing is a national not-for profit community housing organisation managing over 1800 properties across Victoria, New South Wales, Queensland, ACT, Tasmania, South Australia and Western Australia.

Salvation Army Housing is in the unique position of having the full support of the Salvation Army in all aspects, which helps us provide holistic assistance to our tenants.

As a national mission expression, Salvation Army Housing seeks to work closely with tenants to support them in maintaining and sustaining their tenancies.





Moving in

After you have paid/secured your bond, a move-in date will be scheduled. On this date you will sign the tenancy agreement, pay two weeks rent in advance and receive the keys to your new home along with a property condition report (PCR).

This report details the condition of the property at the time of your arrival. It is your responsibility to maintain the property in the same condition as in the PCR, allowing for normal wear and tear. It is important to review this document carefully, as it will be used to compare the property's condition when you leave, and will decide if any money needs to be taken from your bond.



Make sure that you review the PCR, make comments as needed and return it to us within 7 days of moving in.





Your rights & responsibilities

You have the right to:

- Be treated in a fair and non-discriminatory way
- Be treated with respect
- Access safe and secure housing
- Be consulted about your housing needs and preferences
- Have your personal information treated as confidential and private
- Be consulted on changes to the way your tenancy is managed
- Complain and appeal decisions
- Use advocates
- Access your own information on file.

You are responsible for:

- Treating our employees respectfully
- Providing us with accurate information, openly and honestly
- Reading, or have read to you, any information that we send or give to you
- Replying to our requests by the nominated due date
- Contacting us if income or household changes
- Contacting us if you need further information
- Provide feedback about the quality of our service, so we can continue to meet your needs.

Payments after you move in

Rent

Paying your rent is critical to keeping your home. Rent needs to be paid on time and in full.

The amount of rent and the ways to pay are shown on your Tenancy Agreement. Centrepay is the simplest way to pay your rent and we can provide advice and assist with setting up your Centrepay deductions.

Rent for community housing is set at 25% of your household income. During your tenancy we will carry out annual rent reviews and will request proof of income, so we can assess your eligibility and rent.

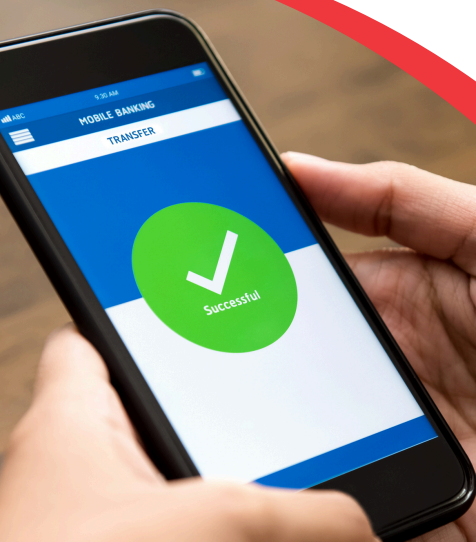
Contact us immediately if you are having trouble paying your rent.

Utility charges

Water: Salvation Army Housing will send you bi-monthly invoices for water supply and usage. You need to pay your water bill by the due date.

Electricity, gas, phone and internet: You are responsible for the connection and use of these utilities.

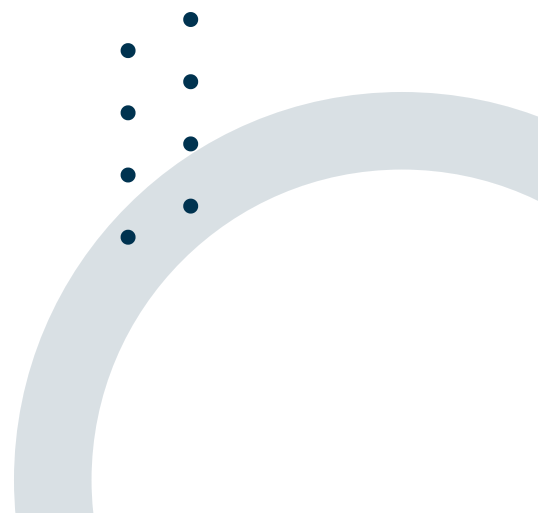
Vermin & pest control: You are responsible to control any infestations of ants, cockroaches, fleas, spiders, mice, rats and snakes.



Looking after your property

Salvation Army Housing will take care of any needed repairs at your home. It is your job to keep your home well-maintained, just like it was when you first moved in. If there is any damage caused by you or anyone who visits you, you will need to fix it.

	Tenant Responsibilities	Landlord Responsibilities
Inspections	<ul style="list-style-type: none">To provide access for property inspections, repairs, and compliance checksTo keep the property clean and to a good standard	<ul style="list-style-type: none">To carry out routine property inspections
Repairs	<ul style="list-style-type: none">To not cause damage to the propertyTo report any repairs or damage to Salvation Army Housing as soon as they notice themTo pay for any damage	<ul style="list-style-type: none">To make sure the property is secureTo maintain the propertyTo complete any urgent repairs within 24 hours
Modifications	<ul style="list-style-type: none">To ask Salvation Army Housing for permission to make changes to the home (such as installing an air conditioner, painting, installing a shed, etc.)	<ul style="list-style-type: none">To respond to requests for modifications in a timely manner



Repairs & maintenance

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Salvation Army Housing is responsible for repair and maintenance to your property, except for damage that is caused by you or your visitors or if they are exempt by the Residential Tenancies Act (1995).



How to report a repair?

Mon - Fri 8.30am - 4.30pm

Contact Salvation Army Housing by:
phone: 08 9492 7135
or
email:
sahwa.info@salvationarmy.org.au

After Hours or Public Holidays

Electrical Services:
First Choice Electrics 0419 908 358
or
Gas & Plumbing Services:
GXR Plumbing & Gas 0437 800 192

Types of repairs

Urgent Repairs (within 24 hours)	Priority Repairs (within 48 hours)	Standard Repairs (up to 10 business days)
<p>When there is a threat to the immediate safety or health of people or there is serious damage to property, for example:</p> <ul style="list-style-type: none">• Total loss of electricity (not caused by electricity service provider) or a dangerous electrical incident or fault• Total loss of water or a serious water leak within the property boundary (not caused by water supplier).	<p>When there is a failure or a breakdown of essential service on the premises such as cooking or washing, for example:</p> <ul style="list-style-type: none">• Blocked drains that are likely to cause flooding or more damage• Blocked toilet• Stove or oven not working• Broken locks.	<p>All other repairs that are not an immediate treat to the security or safety of the residents, for example:</p> <ul style="list-style-type: none">• Broken cupboard doors• Small water leaks• Roof repairs• Gutter cleaning.



Tenant damage & tenant liability



Tenant damage

Tenant damage refers to any harm or deterioration caused to a rental property by the tenant, their household members, or visitors.

This can include both deliberate actions and accidental incidents. Examples of tenant damage include broken windows, holes in walls, stained carpets, and blocked plumbing due to inappropriate items being flushed.

Tenant liability

Tenant liability is the financial responsibility a tenant has for repairing or replacing any damage they, their household, or visitors cause to the property. This means that if a tenant or their guests cause damage, the tenant is responsible for covering the costs of repairs or replacements. This liability ensures that the property is maintained in good condition and that any damages are promptly addressed.

Tenant Responsibilities	Landlord Responsibilities
<ul style="list-style-type: none">• Prevent damage: Tenants should be careful not to cause damage. This includes avoiding actions that could block pipes, brake fixtures, or damage surfaces.• Report issues promptly: Tenants are responsible for reporting any maintenance issues or damages as soon as they happen to prevent them from getting worse.• Provide proof: If the damage is due to a crime, tenants must provide a police report and evidence to support their claim.• Repair costs: If tenants or their guests cause damage, they are responsible for the cost of repairs or replacements. This includes damage to windows, doors, appliances, and other property features.	<ul style="list-style-type: none">• Assess damage reports: look at all the reports of tenant damage and get more details from tenant or contractors if needed. This helps decide if the tenant is responsible for the damage.• Repairs of tenant damage: Salvation Army Housing will fix tenant damage only if it is health or safety issue.• Work with support providers: if the tenant has a support agreement Salvation Army Housing will work with the support providers on issues related to tenant liability.

One of your most important responsibilities as a tenant is to not cause any nuisance to your neighbours.



Noise

Salvation Army Housing accommodates a wide range of residents, from individuals to large families with children. Our properties come in various sizes and locations, often situated close to one another and featuring shared spaces like gardens or parking areas. In any neighborhood, a certain amount of everyday noise is to be expected. However, noise becomes an issue when it is excessive and frequent. Some examples are:

Acceptable noise	Unacceptable noise
<ul style="list-style-type: none">• Normal conversations• Household appliances: such as washing machines or dishwashers• Background music: generally acceptable if at moderate volume• Occasional dog barking• Children playing during daytime hours• Repair works during daytime hours	<ul style="list-style-type: none">• Loud music at night: playing music at high volume or hosting loud parties, particularly late at night• Barking dogs: continuous or frequent barking• Power tools and machinery: using power tools, lawnmowers, or other noisy equipment outside the permitted hours (e.g. early morning or late evening)• Loud vehicles: revving engines, loud exhausts, or frequent honking

If you have a specific noise issue, it's often best to start by talking to your neighbour. If that doesn't work, contact your local council.



Behaviour

Living harmoniously with neighbours involves understanding and respecting each other's rights and responsibilities. Some examples of unacceptable behaviours are:

Unacceptable behaviours
<ul style="list-style-type: none">• Poor property maintenance: allowing your property to become overgrown or cluttered, which can attract pests and negatively impact the neighbourhood's appearance• Littering: leaving rubbish or debris on shared spaces or on neighbours property• Parking issues: blocking driveways, parking on lawns, or taking up multiple parking spots• Disrespectful communication: ignoring neighbours' concerns or responding aggressively to their complaints• Inappropriate interactions: engaging in abusive behaviour, fighting, or constant yelling and swearing• Trespassing: entering another person's property without permission

If you're dealing with any of these issues, it's often best to start with a friendly conversation. If that doesn't resolve the problem, you can contact your Housing Worker.



Managing your property

Salvation Army Housing (SAH) manage your tenancy according to the Residential Tenancies Act 1997 (WA). This means we follow the rules and guidelines set by the Act for things like rent, maintenance, inspections, and the rights and responsibilities of both tenants and landlords.



Routine Inspections

We conduct regular inspections to ensure the property is well-maintained. You will be notified in advance of any scheduled inspections. These inspections help us identify any necessary repairs and ensure the property is being cared for.



Being away from your property

If you plan to be away from your property for an extended period, please inform us. This helps us manage the property effectively and ensures its security while you are away.



Visitors and additional occupants

You are welcome to have visitors at your property. However, if someone intends to stay for an extended period or move in, you must notify us and seek approval. This ensures that all occupants are registered and that the property remains compliant with our housing policies.



Unauthorized occupants

Having unauthorised occupants in the property is not allowed. All residents must be approved and registered with us. Unauthorised occupants can lead to breaches of your tenancy agreement and may result in termination of your tenancy.





Supporting your tenancy

The Salvation Army Housing (SAH) is committed to providing safe, secure, and affordable housing to those in need. Sustaining tenancies is a key focus, ensuring that tenants not only have a place to live but also the support they need to maintain their homes and improve their quality of life.

Sustaining a tenancy involves more than just paying rent on time. It encompasses maintaining the property, adhering to tenancy agreements, and engaging with support services when needed. SAH aims to create a supportive environment where tenants can thrive, offering various services to assist with financial management, mental health, and overall well-being.



Doorways
Community Support

Phone
Assessment
Line (PAL)

08 6210 3288

The Salvation Army Doorways program provides emergency relief and holistic case management with referral to internal and external support services.

Doorways aims to support people as they seek to make changes in their lives. We believe everyone has the capacity to change and Doorways caseworkers walk alongside people as they develop plans to achieve their goals.



The Salvation Army Moneycare Financial Capability Service is for individuals, couples and families looking to get their finances under control.

Moneycare can help with issues, such as:

Doorways Caseworkers can provide wrap-around support, including:

- Advocacy and support
- Information and Advice
- Case management
- Goal setting
- Positive Lifestyle Program
- Community connection opportunities

Referrals to specialist service, for example:

- Financial counselling
- Family and Domestic Violence support
- Homelessness
- Mental health support
- Employment support



Moneycare
Financial capability
and coaching services

- developing a budget
- building a plan to pay for essentials
- understanding bills and accounts
- how to save money
- accessing concessions and hardship programs
- accessing financial services
- referral to financial counselling



Appointments All Areas

1800 722 363



Leaving your home

A tenancy with Salvation Army Housing (SAH) can end for a variety of reasons and can be ended either by you as the tenant or by SAH as the landlord.

Ending your tenancy

If you wish to end your tenancy and leave the property or SAH decide to end your tenancy, there are minimum notice periods that apply.

	Notice Period by Tenant	Notice period by Landlord
Fixed term lease	30 days	30 days
Periodic lease	21 days	60 days

- The notice must be given **in writing**.
- Then your Housing Worker will contact you with more information on the vacating process.
- You have to remove all your belongings, clean the property and repair any damage.
- Rent will be charged until the property keys are returned.

Returning your bond

After you move out, a Property Condition Report will be done to check for any damage compared to when you moved in. You'll get a copy of this report. Once everything is settled, we will apply to return your bond. If you owe any money (like rent, utilities, or repair costs), it will be taken from your bond. If the debt is more than your bond, SAH will keep the whole bond.

More information on bond refunds is available here:

<https://www.commerce.wa.gov.au/consumer-protection/releasing-or-claiming-bond-bond-disposal>

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Feedback, appeals & complaints

There are different ways for you to provide feedback to us:



Making a complaint or appeal

What is the difference between a complaint and an appeal?

A **complaint** is related to dissatisfaction with our services, including your interactions with staff or contractors, or the handling of your complaint by Salvation Army Housing.

An **appeal** is a request to have a decision made by Salvation Army Housing reviewed.

You may find there are times when Salvation Army Housing does not meet your expectations or you are dissatisfied with our personnel or the services and products we provide. If this is the case, we encourage and support you to let us know.

Your feedback is important to us. We are committed to hearing from you about your experience as it will assist us to continually improve the services we deliver.



Compliment

If you have a positive feedback we would love to hear it as well. If a particular team member has gone the extra mile to help you out or you think we are doing a good job, please let us know.

How to provide your feedback?



Online: <https://www.salvationarmy.org.au/contact-us/feedback-and-complaints/>



By email: sahwa.info@salvationarmy.org.au



IMPORTANT Phone numbers

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TRIPPLE ZERO 000

To contact Police, Fire or ambulance in an emergency



131 351

Western Power: for power outages 24/7



131 444

Police Assistance



131 375

Water Corporation: for water and sewer



132 500

State Emergency Services



0419 908 358

First Choice Electrical Services
(All suburbs)



1800 333 000

To report criminal activity anonymously



0437 800 192

GXR Plumbing & Gas Services
(All suburbs)

Privacy & Confidentiality

The Salvation Army, a not-for-profit organisation, is committed to upholding the Australian Privacy Principles, contained in the *Privacy Act 1988 (Cth)*. Our privacy Officer is responsible for ensuring that our privacy policies are adhered to and our detailed privacy policies can be accessed online at

<http://www.salvationarmy.org/Privacy>, by contacting our Privacy Officer on (03) 8878 4535 or by writing to us at PO Box 479, Blackburn VIC 3130.

Our Privacy policy includes information about how you may access and update the personal information we hold about you and details on how you can complain about a breach of the Australian Privacy principles and how we will deal with your complaint.

The Salvation Army collects your personal and sensitive information that we believe is reasonably necessary to provide you with the social housing services provided by Salvation Army Housing and to facilitate the management of your residential tenancy agreement with us. Unless permitted by law, we will not use this information for any other purpose without your consent.



Salvation Army Housing (SAH) is committed to the principles of social justice and aims to ensure that every individual is treated with dignity and respect regardless of their ability, cultural background, ethnicity, gender identify, sexual orientation or religion. We embrace diversity and provide welcoming and accessible environments which are safe and supportive.



Disclaimer: The photographs in this publication are for illustrative purposes only. The models are not associated with Salvation Army Housing or The Salvation Army Australia.



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