

Privacy Notice

For the purpose of this Privacy Notice, The Salvation Army means The Salvation Army (being the unincorporated religious and charitable association), The Salvation Army (New South Wales) Property Trust, The Salvation Army (Queensland) Property Trust and any organisations or bodies corporate owned or operated by any of the bodies above.

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 policy can be accessed online at <http://salvos.org.au/privacy-policy/>, by contacting our Privacy Officer on 02 9266 9554 or by writing to us at PO Box A435, Sydney South NSW 1235. Our privacy policy includes information about how you may access and update the personal information we hold about you and details of how you can complain about a breach of the Australian Privacy Principles and how we will deal with your complaint. You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter, unless we believe it is impracticable to do so in the circumstances.

If you wish to deal with us in this manner, you must tell us in writing so that we can consider if your request is practicable.

The personal information that we collect about you is deemed reasonably necessary for the primary purpose of providing you with the housing and accommodation services offered by Salvos Housing. By not collecting this personal information we may be unable to offer you our services. By providing us with this personal information you consent to our use or disclosure of your information for a secondary purpose related to the primary purpose. In order to provide you with these services, we may disclose your personal information to organisations that carry out functions on behalf of or in conjunction with The Salvation Army. These organisations may include other community service providers, your next of kin and law enforcement agencies. In order to provide you with these services, you consent to our collecting of personal information about you from government agencies and public sector bodies and other community service providers.

Important Contact Numbers

Salvos Housing Property Services Assistant – Anne	0429 774 942
Salvos Housing Property Services Assistant - Merna	0459 541 691
Salvos Housing Property Services Assistant - Kylie	0447 811 403
Salvos Housing Regional Manager QLD - Alistair	0473 015 955
Salvos Housing State Manager NSW, QLD & ACT – Cheri	0478 407 096
QLD Rental Bonds	www.rta.qld.gov.au/starting-a-tenancy/rental-bond 1300 366 311



Salvos Housing

Welcome to your new home.

Salvos Housing is a part of The Salvation Army. As well as being one of Australia's major providers of social welfare, The Salvation Army is also a Christian church, with hundreds of congregations meeting in cities and towns throughout Australia. The Salvation Army is affectionately referred to in Australia as "Christianity with its sleeves rolled up", and its Christian faith and beliefs still inspire its people to serve and are at the heart of what the organisation is about.

Motivated by its love for God and people, The Salvation Army serves on the frontline of human need. It has trained and caring people available to provide pastoral and spiritual support at any time you may desire it. Our officers, staff and volunteers can provide help with a range of issues including support in times of grief or loss, counselling for personal problems, concerns about family members or friends, questions about faith, prayer support, as well as access to a range of practical assistance.

Please consider yourself as part of The Salvation Army "family." You are much more than a tenant to us. We are available to support you in any way we can.

What you can expect from us

- A fair and transparent assessment process
- Information about the services offered by Salvos Housing and The Salvation Army
- Privacy and confidentiality.
- To be treated with dignity and respect.
- An environment where you are free from physical, sexual, emotional and verbal abuse.
- The ability to make a complaint if you are not happy with something that has happened during your tenancy.
- A well-maintained property to live in.
- A tenancy managed according to your Tenancy Agreement.
- A subsidised rent for your property as long as you meet the eligibility criteria.
- The ability to receive support from agencies without the hindrance from Salvos Housing.

What we expect from you

- Assistance and honesty from you during the assessment process and throughout your tenancy.
- To respect the rights of others, including their rights to privacy and confidentiality.
- To treat with dignity, and to respect as individuals, everyone involved with Salvos Housing and The Salvation Army.
- To report maintenance matters promptly.
- To provide accurate information to facilitate the calculation of your level of rent.
- To pay rent and other expenses on time, in accordance with your tenancy agreement.
- To look after your property, in accordance with your tenancy agreement.
- To provide Salvos Housing with approval to release information to your support worker/case manager if you wish Salvos to assist you and/or your support agency.

Moving into your home

Tenancy Agreements (Lease) or Occupancy Agreement

Your lease/Occupancy agreement is a legal contract between you and Salvos Housing. This contains important information about your rights and responsibilities as a tenant.

You will receive a copy of your lease when you sign up.

If you have any questions about any part of the lease, please contact your tenancy manager.

Property Condition Report

An important document associated with your lease is the Property Condition Report. It records the condition of the property when you move in to the property.

It is important that you make sure it is correct, since this document will be used when you move out to compare the standard of the property. If you don't agree with it, it is important for you to record this on the report. (You may wish to take photos)

Bond

All tenancies are required to pay a bond. This will be equal to 4 weeks of your rent. Depending on the type of housing, you may be able to obtain assistance to pay this. Once your bond is fully paid, it will be lodged with the independent custodian (see important contacts).

Remember that this is your money. If you look after your property and you have paid all your rent and expenses, your bond will be returned to you.

Utilities

It is your responsibility to have the electricity, gas and telephone connected. (Refer to important contacts for details).

If you are in shared accommodation, we may connect the services and charge you a service fee for using the utilities.

You will have the option to use our mowing service. Your tenancy manager will discuss this with you at sign up.

Insurance

We do not provide insurance for your possessions. You may wish to take out a household contents insurance policy.

Keys

You will be provided with keys at sign up. If you lose your keys a fee will be payable to obtain a new set.

How is my rent calculated?

Salvos Housing calculates rent differently from private landlords. The maximum rent that you can be charged is the **market rent**. However if you qualify, then you may be eligible for a **rent subsidy**. Your **subsidised rent** is equal to the **market rent** less the **rent subsidy**. (You may be required to pay the market rent if you no longer qualify or if you do not comply with some of the conditions.). Subsidised rent is generally calculated using one of the following methods.

Income Based Rent

This generally applies to crisis/ transitional/ social housing.

Subsidised Rent =
 $(x\% \text{ of Household Income})^* + (100\% \text{ of tenant's CRA})^{**}$

* Usually 25% of household income is applied, although it can range from 15%-30%. Some household income may be excluded.

** CRA= Commonwealth Rent Assistance

Discounted Market Rent

This generally applies to affordable housing (such as NRAS).

Subsidised Rent =
 $y\% \times \text{Market Rent}^*$

* The percentage generally ranges from 74.9% - 80%.

Your tenancy manager can provide you with more information on how your rent is calculated.

Living in your home

Paying your rent

There are three ways that you can pay your rent (or other expenses)

Centrelink Deduction – Your tenancy manager can set this up for you.

Direct Deposit – You can visit any Westpac branch and deposit your rent into our account (see below).

Internet Banking – You can transfer money into our bank account (see below)

Bank	NAB
Acct. Name	SAH QLD Rental Acc
BSB	083-004
Acct No.	19 197 3656
Reference	<your Salvos Housing acct no >

Hardship and Special Circumstances

If you are experiencing difficulties that may be impacting your tenancy, please contact your tenancy manager as soon as possible, so that we can make arrangements to help.

If you receive support, please also contact your case manager.

Arrears

If you fall behind in your rent, contact your tenancy manager as soon as possible, so that repayment arrangements can be made. Your housing may be in jeopardy if you don't maintain your rent.

Rent Reviews

Your tenancy will be subject to an annual rent review, which will also consider the changes in market rent and household income.

If you have an 'Income Based Rent' and your income changes (either increase or decrease) during the year, then you must notify us with 14 days. This may impact your rent.

Repairs and Maintenance

Notifying Us

You can report repairs and maintenance requests by

- Lodging maintenance request via website
- Contacting your local Salvos Housing office

Emergency Repairs

Where an emergency happens outside normal business hours, you may arrange for the repairs yourself (refer to the emergency contact details of your lease)

Priority of Repairs / Maintenance

Salvos Housing will respond to maintenance according to its severity. Maintenance will be categorised as follows;

Maintenance Category	Target Response Time *
Category 1 – Emergency – The property has been seriously affected by a fire, storm, flood damage or significant injury (or death) of tenant)	Immediately (within 4 hours)
Category 2 – Urgent Repairs. When an essential service stops working or a fault or damage that poses an immediate risk to safety	Within 24 hours
Category 3 – Non Urgent Repairs. When request does not pose an immediate risk to health or safety	Within 14 days
Category 4 – Routine Repairs. When repair does not inhibit regular use of property	Within 28 days

* only applies to properties owned or head leased by Salvos Housing

Your Responsibilities

You are responsible for keeping the property clean and well maintained. You are responsible for any damages that you, members of your household or visitors may make.

Property Inspections

Salvos Housing will notify you of planned property inspections before we conduct them. We will only access your property in the event of an emergency, to conduct urgent repairs, if the premises appear to be abandoned or if we have authority from the relevant tribunal.

Moving out of your home

Notifying Salvos Housing

Before moving out of your property, you should;

1. Provide **14 days** written notice of your intention to vacate,
2. Advise of your forwarding address,
3. Check that your rent is paid up to the due date,
4. Advise a suitable time to inspect the property,
5. Notify the water, gas and electricity authorities of the date you tenancy is finishing. This will prevent you from being charged for the water and other services used by the next tenant.

Cleaning your property

When you move out, make sure that;

1. You remove all rubbish from the property,
2. You are leaving the property in a clean condition,
3. You have removed all of your belongings,
4. You return all copies of the keys to your Tenancy Manager immediately after moving
5. If you damage or do not clean the property or leave anything in the property then you will be responsible for the costs incurred.

Receiving your bond refund

To enable you to receive your bond refund as soon as possible, please ensure that all of the above items have been addressed. If there are items outstanding, such as unpaid rent, keys not returned or cleaning required on your property, then this will delay the refund of your bond.

Feedback, Complaints and Appeals

If you wish to provide us with feedback, make a complaint or appeal a decision that has been made, then we encourage you contact us. Feedback, complaints and appeals forms can be accessed from your initial tenancy kit, or via our website.

How to lodge

Feedback, Complaints and Appeals can be lodged with Salvos Housing using one of the following methods;

- Mailed to Salvos Housing
- Emailed to salvos.housing@salvationarm.org.au
- Provided to you Case Manager (if you are in supported housing)
- Verbally to a Salvos Housing staff member (e.g. your tenancy manager)
- Lodged with The Salvation Army call centre (where The Salvation Army complaints process will be invoked and referred to Salvos Housing)

What we will do

- We will treat your request with strict confidence
- We will seek to have it reviewed by someone independent to the original issue
- We will acknowledge the feedback, complaint or appeal within 2 business days
- We will endeavour to respond/resolve within 14 days.

What to do if you still have an issue

If the Tenancy Manager is unable to resolve your issue to your satisfaction, or if your dispute is with the Tenancy Manager, you should contact the Salvos Housing, Property Services Manager.