

Tenant Information

Tasmania



The Property Address is:

Your Tenancy Worker is:

Contact Details:

Your Support Worker is:

Contact Details:

ABOUT US

Salvation Army Housing (SAH) is a not-for-profit housing company providing affordable and social housing and other assistance to eligible individuals and families who are on low to moderate incomes who live in Tasmania.

As a company we manage over 1,200 properties as well as providing a range of services from our Head Office in Melbourne and regional offices in South Australia, Western Australia and Tasmania.

Our Housing Service

SAH provides community housing services, managing social housing for Housing Tasmania and The Salvation Army (TSA).

Our Partnerships

We also work with a range of non-government and government services in the local area to help people access the services and support services they need.

Affiliations

SAH is a member of Shelter Tasmania and the Community Housing Industry Association (CHIA).

Our Mission

Our mission is to assist individuals experiencing social disadvantage and to establish and maintain safe, affordable, secure tenancies through the management of a range of high quality housing options.

Our Office in Tasmania

Physical Address:

250 Liverpool Street
Hobart, TAS 7000

Contact:

T: (03) 6270 0322
A/H : 0419 702 040
E: sahtas.info@aus.salvationarmy.org
W: www.salvationarmy.org.au/sah

Office Hours:

Monday to Friday from 8.30am— 4.30pm

Emergency Contacts

If requiring emergency maintenance outside office hours please contact the numbers below:
(please note our office number is diverted to the on call mobile after office hours)

1st Point of call—6270 0322 (this number is diverted to the after hours mobile)

2nd Point of call — (0419 702 040) which is the after hours mobile. A staff member will answer the call.

Ambulance	000	Electricity	13 20 04
Fire Service	000	Water & Sewer	13 69 92
Police (Emergency)	000		
State Emergency Service	13 25 00		

Our Service Standards

Your tenancy contact	Standard response times
Phone calls	Within one (1) business day
Emails	Within two (2) business days
Individual appointments	We will be on time or advise you if there is a delay
Drop-in (no appointment)	Within an hour or we will make a suitable alternative time to meet you
Emergency after hours calls	Responded to immediately by phone (please call after hours emergency number)

WORKING TOGETHER

At Salvation Army Housing (SAH) we know that creating a new home can be stressful and we will do our best to make the process as simple as possible. To do this we recognise that we need to agree on how we can best work together. It is a two way process.

Privacy and Confidentiality

SAH is subject to the Commonwealth Privacy Act 1988, the Information Privacy Principles Instructions issued in July 1992 as well as the Tasmanian Archives Act 1983 which govern the collection, security, use and disclosure of personal information and health information respectively.

We may collect:

- Personal information about you that helps us find accommodation
- Give your phone contact number to contractors to arrange repairs with your consent
- Discuss tenancy issues with your support worker
- Disclose information to include housing and other support services that you may require, for example counselling services, health services and financial support
- Release information where this is required by law, for example, on written request from authorities such as Centrelink and the Australian Taxation Office
- Disclose information to other government agencies or statutory bodies for purposes including child protection, health reasons, law enforcement and investigation, where authorised to do so under the act or by any other law
- Provide information to third parties for the purposes of debt recovery.

The information about your tenancy is securely kept in our offices in your tenant file and in our electronic Tenant Management System. These include items such as your original application, tenancy agreement, rent reviews, property inspections and copies of all letters sent and received.

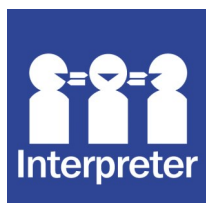
You have the right to access and correct your personal information held by us. If it is incorrect or incomplete you can ask us to correct it. To discuss your information or correct it, please talk to your **Tenancy Worker**.

For further information about what we do with your personal information, or to make a complaint about a breach of privacy, you can speak to your **Tenancy Worker** or you can contact the State Manager at your local SAH office.

Interpreter Services

Should English not be your first language or if you are hearing impaired, we are able to arrange a translator to attend your appointments.

Please discuss this with your **Tenancy Worker** if these services are required.



Your commitment to Salvation Army Housing

As a tenant we ask you to:

- Treat our employees respectfully
- Provide us with accurate information, openly and honestly
- Read, or have read to you, any information that we send or give to you
- Reply to our requests by the due date
- Contact your **Tenancy Worker** if your income or household changes
- Contact your **Tenancy Worker** if you need further information
- Provide feedback about the quality of our service so we can continue to meet your needs.

If you think that we are not meeting the standards we have said we will provide, we ask you to let us know as soon as possible. We will respond to your questions and comments quickly and appropriately. If you are unsatisfied with our response, we ask you to follow our complaints and appeals procedures as outlined in the brochure that is part of your tenancy pack.

Your Rights

SAH is committed to the fair and just treatment of all our tenants.

As a tenant 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.

Our Obligations

SAH is obliged to:

- Provide the premises in a clean and reasonable state
- Maintain and repair the premises (having regard to their age, character and prospective life)
- Allow the tenant peace, comfort and privacy
- Pay council rates and land tax charges
- Pay sewer charges
- Keep proper records of rent received during the tenancy
- Provide and maintain locks to ensure the premises are reasonably secure
- Complete and provide two signed incoming condition reports and an information brochure to the tenant at the commencement of the tenancy.



MOVING IN

The rent you pay is calculated according to a formula that is set by Housing Tasmania.

Rent

Rent is based on a percentage of your household income, and this is generally 25% of the household's gross income including rent assistance. When offered a property, you will be asked to provide a written income declaration; your rent will be calculated on this amount, plus 100% Commonwealth Rent Assistance (CRA) where eligible.

INCOME	RATE
Tenant and live-in partner	25%
Other household member 21 years and over	25%
Other household member 18 years to 20 years (Inclusive)	25%
Other household member < 18 years	Nil
Family Tax Benefit Part A and Part B	20%
Assets	> \$35,000 @ rate set by Housing Tasmania

Rent Assessments

We assess your rent at minimum once per year, if there is a change in income, if there is a change in household or if it is requested at anytime. After each review we will inform you on the new rent that is payable. There may be no change; however, some properties are subject to different rent formulas. If this is the case we will let you know before you start your tenancy agreement.

If the household income increases by \$10 or more per week, you are required to advise us within fourteen (14) days. We will re-calculate your rent amount, giving you sixty (60) days written notice of this increase.

Likewise, if your income decreases by \$10 or more per week, you should advise us so that your rent amount can decrease accordingly. As the head tenant it is your responsibility to provide us with this information so we can make the necessary adjustments to your rent.

Rental Payments

SAH provides a range of payment options for tenants to pay their rent.

Rent Payments:

Rent payments can be done by direct deposit, internet transfer or Centrepay. You will be provided with information on rent processes and details of how you can pay rent at the beginning of your tenancy.

Rent Arrears:

You are to remain two weeks in advance of rent, in line with your tenancy agreement. If you don't make a rental payment by the due date, you would be in arrears and we will have to send out arrears letters.

If you become fifteen (15) days in arrears, an arrears notice is sent to the you, advising you that you have seven days from when you receive the notice to rectify the arrears.

If you fall into arrears by more than two weeks, especially if you have not been in contact with us, we will start proceedings with the Tasmania Magistrates Court to gain either an order for you to pay the rent and arrears or

Rent Statements:

A rent statement can be provided at any time on request. However, a rent statement will always be provided at each tenancy inspection.

Security Bonds

A security bond is an amount of money paid by you, as a form of security to SAH in case you do not meet the terms of your tenancy agreement. The bond is equivalent to four (4) weeks rent and will be charged to all tenants at the induction. This bond is to be paid in full directly to the RDA (Rental Deposit Authority) prior to the handover of keys.

The bond is held with Service Tasmania, to hold the money until such time as you move out of the property. You will receive your full bond back provided that there is not outstanding rent or non-rent charges on your account and the property has been left in a similar condition to what it was leased to you.

Fair wear and tear are allowed.

Water	All tenants will not be charged for excess water use and the supply charge to the property quarterly.
Electricity	You are responsible for the cost of the connection and use of electricity. Any faults with the wiring or the meter are Salvation Army Housing (Tasmania)'s responsibility.
Gas	You are responsible for the cost of the connection and use of gas. Any faults with the gas pipes or meter are Salvation Army Housing (Tasmania)'s responsibility.
Household Contents Insurance	We pay insurance for the property itself, but you are advised to take out contents insurance to protect your own possessions against fire, theft and other damage.
Rubbish Bins	Provision of rubbish bins is the tenant's responsibility. Enquiries relating to the collection of household waste should be directed to your local council.
Vermin and Pest Control	During your tenancy it is your responsibility to control ants, cockroaches, fleas, spiders, mice, rats and snakes.

Other Costs

Any non-rent tenancy costs for water, tenant damage and maintenance must have payments arrangements made within fourteen (14) days from the date of the invoice.

If not, a late fee will be incurred and your tenancy may be in jeopardy. Legal action may also be sought, if you have a debt when you vacate.

Concessions

Some tenants may be eligible for concessions on water and electricity can apply for an application form from Service Tasmania.

You must update your address details with Centrelink for the concession to be approved.

Rent Assessment

We undertake rent assessments twice a year. You will receive a letter advising you that we are about to do the rent review. The second (2nd) letter will inform you that the rent assessment has been done and what your new payable rent is. The breakdown of the assessment will be provided on request.

There may be no change, however some properties are subject to different rent formulas and if this is the case we will let you know before you start your tenancy agreement.

If the household income increases by \$20 or more per week, you are required to advise us within fourteen (14) days.

We will re-calculate your rent amount, giving you more than sixty (60) days written notice of this increase. Likewise, if your income decreases by \$20 or more per week, you should advise us so that your rent amount can decrease accordingly.

As the head tenant it is your responsibility to provide us with this information so we can make the necessary adjustments to your rent.



YOUR HOME

Property Keys

You will be given one complete set of keys: to all the external doors, security screens, window locks and internal and garage doors (where required). You are responsible for the cost of cutting extra sets or if you lose the original set.

If you lock yourself out of your property, you are responsible for any locksmith charges. SAH has a copy of the keys and can get spare keys cut with due notice, but you will still be charged with the cost.

Property Condition Report

A Property Condition Report shows the condition of your property at the time you move into your home. This report protects both you and SAH. It is signed by your **Tenancy Worker** and the head tenant to show that you both agree on the condition. A copy of this report will be provided to you at sign-up.

You are responsible to take care of the property and leaving it in a similar condition as to when you moved in. We take reasonable fair wear and tear into account.

If we undertake any upgrading or renovations a scope of the work undertaken will be added to your file to compliment the original Property Condition Report.

Completing a Property Condition Report

We ask that you review the Property Condition Report as soon as you move into your new home. This way you can check if we have correctly recorded all of the items on the list.

We ask you to check whether we have:

- Missed any items on the report
- Listed something when it isn't there
- Stated something works when it doesn't
- Graded something as being in good condition when it isn't.

Complete the form by doing the following:

1. Fill in the "tenant agrees" column with a (G) for Good, (F) for Fair etc. as per the legend, according to your assessment of the condition of the item. You may also add comments.
2. Sign the report. Keep a copy of the report as you will need it when you move out and file the copy with the other documents in your tenancy information pack. Return the report to us within three (3) days.
3. If you identify an urgent maintenance problem please do not wait for us to receive the report. Please call us and let us know as soon as possible.

We realise that some problems may not be obvious until you have lived in the property for a short period of time.

If you find a problem after you moved in and/or have submitted the Property Condition Report we will allow you to make further changes for period of three (3) days where necessary.

Please make sure that you contact your **Tenancy Worker** to discuss the matter.

General Repairs and Maintenance

SAH makes every effort to complete maintenance items quickly and professionally. If you have a repair or maintenance problem, please report it as soon as you possible to the SAH office.

General Maintenance	(03) 6270 0322
Emergency Repairs All hours—including public holidays and weekends	0419 702 040 —this is the after hours mobile for emergency repairs.

When you call our office please have the following information at hand when making your call:

1. Your name and address.
2. The nature of the maintenance problem.
3. If you have spoken to your **Tenancy Worker** about the problem before.
4. What time a contractor can get access to the property.

We will arrange for the repairs to be carried out and contact an approved contractor. Sometimes it may take a few days to have items completed that are less urgent than other more urgent or emergency maintenance requests.

The requests are prioritised and resolved in accordance with the timeline shown below:

PRIORITY	COMMENCEMENT	COMPLETION
Emergency Repairs	Within 1-4 hours	Remedial action and repair within 24 hours
Urgent Repairs	Within 24 hours	Within 3 working days
Normal Repairs	Within 14 working days	Within 28 working days

We give the contractor your contact details so they can make an appointment with you to come and complete the works.

According to the Residential Tenancies Act (1997), SAH is exempt from maintaining certain items in a property. These are as follows:

- Portable room heaters or coolers
- Antennas, unless installed by us
- Washing machines, dishwashers and refrigeration units
- Light fittings
- External blinds
- Garden sheds, unless installed by us
- Rain water tanks, other than where the tank is the only source of water for the premises
- Spa bath motors
- Swimming pools and associated plant and equipment
- Waste disposal units
- Water pumps, other than where the water pumped is the only water supplied to the premises
- Window treatments

If you are not available at the pre-arranged time for the contractor to carry out a requested maintenance you may be charged a Call-Out Fee.

Only maintenance **approved by SAH** will be paid for by us. Tenants are not permitted to authorise any maintenance.

If you have any problems with any contractor or the quality of their repair work, please let us know so we can rectify the problem.

Rubbish Collection

The schedule for the property's rubbish collection is as follow:

	General Waste	Garden Waste	Recycling
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Please put your wheelie bin next to the kerb on the indicated days.

Housing Relocations

If the number of people in your household changes significantly, or if you need to be in a different area, or for health and safety reasons you cannot continue to live in the current property, we may reconsider a relocation depending on the individual circumstances.

Please speak to your **Tenancy Worker** to discuss this; however, we cannot guarantee to be able to help you given the shortage of housing.

Health and Safety

Our tenants' health and safety are of the utmost importance to us. We are suggesting that you:

- **DO NOT** overload the electrical wiring or power sockets
- **DO NOT** replace damaged wires or cords yourself – this is a job for a qualified electrician
- **DO NOT** leave pans on the stove unattended
- **DO NOT** store petrol, kerosene, cleaning fluids or other flammable liquids in or around your home
- **DO NOT** smoke inside the property
- **DO** switch off and unplug electrical appliances when they are not being used
- **DO** maintain and control weed growth to ensure that gardens are maintained appropriately
- **DO** advise SAH of any fire dangers or hazards likely to cause injury on SAH's property.



HELPING YOU SETTLE IN

We know that as you settle in, you may have further questions about the property, your tenancy agreement or any other services that Salvation Army Housing may be able to provide. As part of our service commitment we will organise the following meetings and property inspections providing a minimum of three (3) days notice.

Moving In

Before you move into your new home, you should consider the following:

- Notify **Australia Post**, friends, family and businesses of your change of address
- Have final readings made of **gas** and **electricity** meters in your previous home (this will make it easier to have these services connected at your new home).
- Complete the necessary forms to ensure that you have gas and/or electricity supplied at your new home
- You are advised to insure your personal belongings and contents of your home. SAH's insurance policy only covers the buildings, and not individual items
- Don't forget to notify all other agencies of your change in address:
 - * Centrelink – can be done by a phone call 13 28 50 (if you have a Healthcare Card) or 13 27 17 (Pension Card)
 - * Electricity/Gas Provider
 - * Australian Electoral Commission
 - * Registrar of Motor Vehicles (within 14 days of moving)
 - * Health Insurer
 - * Veterans Affairs
 - * Insurance Companies
 - * Telephone Provider
 - * Bank/Building Society/Credit Union
 - * Schools
 - * Local Business (e.g. newsagent)
 - * Renewal South Australia.

Settling-in Visit and Ongoing Inspections

Your **Tenancy Worker** will visit you within three (3) months of you moving into the property . This will be an opportunity for you to ask any questions about your tenancy and the property.

The **Tenancy Worker** will inspect the property and offer you a new lease if you have complied with paying your rent on time and kept the house in good order.

You will continue to have regular inspections of the property by your **Tenancy Worker**.

Property Assessment Survey Inspection

A person suitably qualified and engaged by SAH will conduct a structural inspection of the house at least once every three (3) years to preplan and budget for any major work that needs to be done.

Visitors and Relatives

At Salvation Army Housing we understand that you might have visitors, friends and relatives staying with you from time to time. We accommodate people who have been contacting their **Tenancy Worker** with requests for an additional person/s to reside at the premises. This request must be in writing.

Overnight Stays:

You are permitted to have any person, on a regular basis stay for a maximum of two (2) nights per week. Any more than two (2) nights is considered a part of the tenancy and rent will be charged to include the additional tenant.

Short Term Visits:

You are permitted to have any person or persons stay at their house for a period of up to two (2) weeks only, (e.g. overseas or interstate holiday visitors). You must inform your **Tenancy Worker** in writing prior to this occurring. Visits of this length will not affect the rental paid on the property.

Extended Visits:

You are not permitted to have any person or persons stay at their house for a period greater than two (2) weeks without the written permission of SAH. If we approve your request, the rent payable on the property will be reviewed and the income declaration will include the income of the new tenant.

Permanent Moves:

You are not permitted to have any person or persons permanently move into their property without the written permission of SAH.

You must complete an Application Form in the first instance and if we approve your request, the rent payable on the property will be reviewed and the income declaration will include the income of the new tenant.

In the event if you not advising SAH as requested above, you will be issued with either:

- a notice – Breach of Lease, or
- advised that their lease will not be renewed, or
- issued a notice for vacant possession (with not less than 90 days).

We may also re-asses your rent and charge market rent until you have vacated the property.

Subletting of the Property

Tenants of SAH are **not permitted** to sublet the property.

Pets

All pets must be approved in writing prior to allowing them at the property and NOT AFTER.

Please let your **Tenancy Worker** know if you have or want a pet, particularly a cat or dog.

In SAH-owned properties, pets such as dogs may be allowed if they are not large, and the property has a fully fenced yard or a reasonable size.

If the property is leased by SAH we generally do not allow pets.

You have to seek written permission from us if you get a pet or have an existing pet when you sign your lease agreement.

Adding Extra Comforts:

Anything you wish to add to the property that is not listed in the Property Condition Report, must be sought in writing.

Extra comforts could include:

- A barbecue area
- Shed, carport or garage
- Air conditioning
- Pay television.

You will need to contact the office and request a form called “ Request for Upgrades/Maintenance “

Car Parking:

You are only allowed to park your vehicle in the allocated or numbered carpark space that is part of the property.

Do not park on the lawns or garden areas.

No unregistered cars are allowed to be stored at the property.

Changing Needs:

We understand that people’s circumstances change. Sometimes this means that your housing is no longer suitable for you. Please let us know if your needs have changed and we can explore various options.

In a situation where your needs have changed due to health or disability we may be able to modify your home to better suit your needs, for example hand rails installed. We will ask a General Practitioner (GP) or an Occupational Therapist (OT) to provide a complete assessment of your needs.

SAH will review the report to determine if the modifications are possible. If the property cannot be modified your **Tenancy Worker** will assist you to find a more suitable property for you and or prompt you to go to Housing Connect for a transfer application to be completed for a more suitable home.

Home Modifications:

You are not allowed to make any alterations, installations and additions, to the property without written permission from SAH.

The number of existing picture hooks will be noted on the Property Condition Report. You are not permitted to increase the number of permanent picture hooks unless requested in writing.



CREATING A COMMUNITY

Salvation Army Housing actively engages with its communities, its members and agencies to deliver programs that encourages learning, pride and ownership and creates a sense of belonging.

Community Engagement

If you are interested in community activities such as beautification programs, volunteer work, participating in a resident group or generally want to be part of your community, you are more than welcome to call your Tenancy Worker who works closely alongside you or provides you with opportunities to become involved.

SAH Tenant Forum

Another initiative from SAH is our Tenant Forum. It consists of tenants from different suburbs and is run by tenants for the tenants.

They meet bi-annually to share information and experiences, arranges guest speakers to present information on relevant issues and provide us with valuable information in the experience of housing with SAH.

If you are unable to join the Tenant Forum, SAH offers other avenues for you to be involved including:

- Seeking your feedback and comments by completing the “How can we improve?” brochure
- Providing you with opportunities to discuss how your housing is managed
- Contribute to our newsletter
- Respond to surveys.

Please contact your **Tenancy Worker** who will put you in contact with the relevant person.

Neighbours

Salvation Army Housing recognises the importance of building sustainable and peaceful communities and has developed a wide range of strategies to ensure you enjoy a successful and long term experience.

The change in housing over the years means many properties are close together and often with shared laundries, gardens and parking spaces. You will have neighbours, either next door if you live in a house, or maybe upstairs or downstairs if you live in a flat.

You have a right to expect that they will respect your privacy, the property and your peace and quiet. They, of course, have the right to expect the same of you. We recommend that you first try to resolve the issue by speaking directly to those involved. However, if you find that problem continues or you feel that the problem is too serious or confrontational to discuss directly with a neighbour, then it is important that you tell your **Tenancy Worker** about it as soon as possible.

MOVING OUT

Ending your Tenancy

If Salvation Army Housing needs to end your tenancy we will ensure that:

- The termination notices issued comply with the legislation
- You are provided with information and access to legal advice, support and interpreters
- You are aware of your rights and responsibilities regarding the ending of your tenancy
- You are given adequate time to find alternate accommodation and to move your tenancy
- You are given adequate time to find alternate accommodation and to move your belongings
- You are provided with details of the vacating procedure.

If you want to end your tenancy we will require you to:

- Give us two (2) weeks notice (14 days) to vacate your premises
- Give us notice in writing.

Bond Refunds

If you decided to vacate the property, the bond will be refunded to you provided that:

- Clean the property thoroughly (including the stove, toilet, sinks, etc.) and make sure that it is in the same condition that you receive it in (fair wear and tear accepted)
- Arrange for an inspection of the property with SAH
- Ensure your rent is paid up to date
- Advise us of your forwarding address.
- Provide SAH with a copy of the carpet cleaning receipt as per the Residential Tenancy act requirements.
- Provide SAH with a copy of the fumigation receipt as per the Residential Tenancy act requirements if animals were housed at the property.

Debt Recovery

If there are any outstanding costs for rent unpaid, damage to the property, or unpaid amounts to SAH, you will be invoiced for this amount.

Any debt not paid, SAH may engage a debt collection company to pursue the outstanding monies.

Please note if you require housing in the future all debts owing must be paid prior to being rehoused.

Bond Disputes

Any disputes regarding the bond money will be taken to the Residential Tenancy Commissioner (Department of Justice) to be heard.