



Remote Public Housing Tenancy Rules Information Sheet

This document is to help you understand the Tenancy Rules.

This document is to be used for all newly constructed, refurbished and upgraded dwellings, including those used for transitional housing.

The Tenancy Rules document is a legal document to be signed by you and Chief Executive (Housing). In this document when we refer to DHLGRS as the Landlord, this also means Chief Executive (Housing).

- ▶ DHLGRS is the Landlord (the one you pay rent to) and will look after things like inspections and repairs and maintenance. In some cases, DHLGRS will ask Shire Councils to do things like repairs and maintenance.
- ▶ The Tenancy Rules tell you what you must and must not do in the house and also tells you what DHLGRS must do for you.

RENT

- ▶ You must always pay your rent one (1) week in advance.
- ▶ To find out how much rent you have to pay you can check your tenancy agreement or ask housing staff.
- ▶ If you get payments from Centrelink housing staff will help you get your rent paid out of your payment.
- ▶ If you do not get Centrelink payments you must pay your rent by bank deduction or have it taken out of your wages before you get them.
- ▶ You must not stop rent payments without speaking to housing staff first.
- ▶ If you cannot pay your rent for any reason you must contact housing staff straight away. They may be able to help you find a way to pay your rent.

BOND

- ▶ You are required to pay a Bond to DHLGRS.
- ▶ The Bond is a security deposit which DHLGRS will put in a special account and leave it there until you move out.
- ▶ If you leave the house in a mess, things are broken or you haven't paid all your rent, then DHLGRS can keep some, or all, of your Bond to pay for this. If everything is ok when you move out, DHLGRS will give you all of your Bond money back with 28 days.
- ▶ The amount you have to pay for your Bond is equal to four weeks' rent. You need to pay half of the Bond when you get the keys to your house and you can pay off the other half over the next six (6) months. Housing staff will help you set up the repayments.

WHEN YOU MOVE IN

- ▶ When you move in, the house should be clean and things should not be broken. If they are, talk to housing staff straight away.
- ▶ You will be given a Property Condition Report. This report shows the condition of the house when you move in. You should check that the condition of the house matches what is in the

report. If there are any differences, you can write them on the report or speak to housing staff. It is ok to get someone to help you with this. Please ask housing staff for help if you need it.

ENTRY TO YOUR HOUSE BY HOUSING STAFF

- ▶ Housing staff can only enter your house, including the yard/garden, if they have your permission, except in an emergency.
- ▶ Housing staff will need to enter your house to inspect it to see if anything needs repairing. They can only do this after they have arranged a time that suits you. They can contact you by letter, by phone (including SMS) or face to face.
- ▶ If housing staff think the house has been damaged they can enter your house to check without letting you know first. This will only happen if they have received a report that damage has been done.
- ▶ Housing staff can also enter your house without letting you know first if they need to fix something that is broken. This will only happen if you do not let them in and the damage is getting worse.

THINGS YOU MUST DO

- ▶ You must tell housing staff if you want someone to move in or if someone moves out. Depending upon the number of people already living in your house, and the size of it, you may not be allowed to have extra people move in.
- ▶ You must tell housing staff if the income of anyone living in your house changes.
- ▶ You must keep your house neat, clean and tidy.
- ▶ You must look after the house and not let anyone damage the house or the yard.
- ▶ You must get someone to fix any damage to your house or yard. If DHLGRS decides to fix the damage, you will have to pay them for the cost of the repairs.
- ▶ You must talk to housing staff if your house needs fixing. They will get someone to fix the house if the damage was not caused by you, your family, your pets or visitors.
- ▶ You must tell housing staff before you go if you are going away for more than 30 days.
- ▶ You must follow these rules otherwise DHLGRS can evict you. If this happens you must move out of the house. DHLGRS will let you know if any of these rules or its policies or guidelines change and the change affects you.
- ▶ You must make sure visitors follow these rules as you are responsible for the way visitors behave when they are visiting your house.

THINGS YOU MUST NOT DO

- ▶ You must not let anyone live in the house without permission from DHLGRS.
- ▶ You, your family or visitors must not annoy people who live close to you.
- ▶ You must not make changes to your house or yard, including adding any new locks, without asking DHLGRS first. Talk to housing staff if you want to make any changes to your house or yard.
- ▶ You, or anyone living or visiting your house, must not bring anything dangerous or illegal into the house and must not use your house to do anything that is against the law such as selling drugs.
- ▶ You must not light a fire in or near the house.
- ▶ You must not damage the house.
- ▶ You must not keep any unlicensed or defective vehicles, caravans or trailers at the house

without asking DHLGRS permission first.

- ▶ If you do get permission to keep a caravan, you must not let anyone live in it except for visitors who can stay for up to six (6) weeks.
- ▶ You can keep pets but you must not let them damage the house and yard or annoy other people. Remember that dogs must be kept outside. Do not leave your pets inside when you leave the house.

WHAT DHLGRS WILL DO FOR YOU

- ▶ When you first move into the house, DHLGRS will make sure it is clean and that everything works. Contact housing staff straight away if you find something doesn't work properly.
- ▶ Housing staff will explain how things work in the house if you haven't used them before. Make sure you ask them as this is what they are trained to do.
- ▶ Housing staff will make sure that the house can be locked up and that windows and doors can be closed properly.
- ▶ Housing staff will give you keys for all of the locks in the house. Make sure all locks have a key and speak to housing staff if any keys are missing.
- ▶ When you report something wrong with the house, DHLGRS will fix it – provided it was not deliberately broken by you or your visitors. DHLGRS may fix it or arrange for the shire council to fix it.
- ▶ If something important in the house is broken deliberately, such as a toilet, shower or power point, DHLGRS will fix it to make sure nobody gets hurt but you will have to pay back for the costs of repairs.

CHARGES AND INSURANCE

- ▶ You must pay for electricity, gas, water and the telephone (if connected) as well as things such as Austar cable television.
- ▶ DHLGRS will pay council rates and any charges for rubbish collection and sewerage.
- ▶ DHLGRS will insure the house but you should insure your personal belongings. Speak to the housing staff if you need further information.

WHEN YOU MOVE OUT

- ▶ You must write a letter to DHLGRS at least 28 days (four weeks) before you want to go if you do not want to live in the house anymore. Housing staff can help you with this.
- ▶ Housing staff will inspect your house 14 days before you leave to check if you are responsible for anything that needs fixing or replacing.
- ▶ You must leave the house and yard neat, clean and tidy when you move out. You must take all your things with you, including rubbish, cars, boats and caravans. If you leave any of your things behind, DHLGRS will either throw them away or store them and charge you for the cost of storage.
- ▶ You must give your keys back to housing staff when you move out. This is important as you will be charged rent until you return them.
- ▶ Housing staff will help cancel your rent payments and arrange for your Bond to be paid back to you – provided the house is left clean and undamaged and your rent is up to date.