



Tenant Handbook

This Handbook is provided together with the South Australian Consumer and Business Services Information Brochure.



How do I contact Access4u Housing about my Tenancy?



Office hours are 9.00am to 5.00pm Monday to Friday (except public holidays).

Address: 242 Glen Osmond Road
Fullarton SA 5063
Phone: 1800 022 237
Web: www.access4u.org.au

Emergency Situations



In the case of an emergency, call 000.

In the case of an Electricity / Gas emergency, call your service provider's emergency services number (insert the number here):

Electricity:

Gas:

Water:SA water ...1300 729 283.....

Please call Access4u on (08) 8120 4848 if the emergency happens. Access4u will manage the emergency and will determine who is responsible for payment of any damage.

If the emergency is after hours call on: 0411 476 830.

You may decide to keep a list of emergency contacts, including family and friends.

Repairs and Maintenance System



The initial point of contact for Tenant(s) with maintenance issues during normal business hours is through the Access4u who will arrange a Maintenance Service on: (08) 8422 6324.

We provide an after-hours contact for issues outside of normal business hours; For emergency maintenance 24 hours a day, 7 days a week, call After Hours on 0411 476 830.

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Welcome to Access4u Housing

Access4u Housing welcomes you to your home and hopes you will feel secure and comfortable, as one of the most important things is contributing to the creation of a real home for you as our tenant.

This tenancy handbook has been developed to provide information about the housing services we provide, your responsibilities and rights as a Tenant and our obligations as your Landlord.

You will have access to regular Tenant newsletters to keep you up-to-date with information that is important, including upcoming events and activities, any changes to your services or to legislation.

Access4u is a registered NDIS provider of Specialist Disability Accommodation providing housing in line with the SDA terms of business and module 5 of the NDIS Quality and Safeguarding Practice Standards.

A key purpose of Access4u Housing is to improve Tenant(s) outcomes and protect vulnerable Tenant(s). Through this process you as our Tenant(s) can have confidence that Access4u as your housing provider is meeting nationally consistent performance standards for service delivery. As an SDA NDIS Registered Housing Provider, Access4u will:

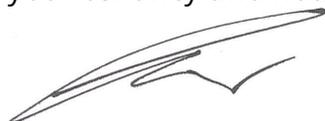
- Be fair, transparent and responsive in delivering housing assistance to Tenant(s), residents and other people Access4u Housing support
- Have suitable properties available at present and in the future
- Work in partnership with relevant organizations to promote community housing and to contribute to socially inclusive communities
- Be well-governed to support the aims and intended outcomes of our business
- Maintain high standards of probity relating to our business
- Manage our resources to achieve our intended business outcomes in a cost-effective manner
- Be financially viable at all times.

As a Tenant(s) of Access4u Housing, you can expect:

- To be treated with dignity and respect
- To be assisted to explore options, so you can make choices to best meet your needs
- To feel safe, secure and supported
- For your privacy to be respected and for your personal information kept confidential.

We value your feedback and we will ask for your input in different ways, including Tenant surveys. If you have any questions about your tenancy, or would like any other information about your tenancy, please feel free to contact our Senior Manager, Disability Services on 1800 022 237.

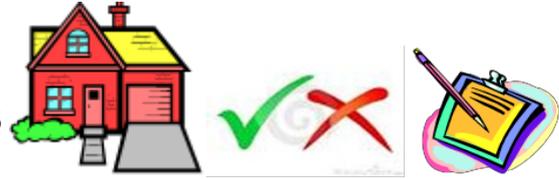
Our staff will do their best to assist you with your enquiries and matters relating to your tenancy and housing needs.



Catherine Miller

Chief Executive Officer

Tenant Rights and Responsibilities



The Tenancy Agreement you have with Access4u is a legal contract. You as the Tenant and Access4u as the Landlord have rights and responsibilities.

As the Tenant you can expect from us as your Landlord to:

- treat you with dignity and respect
- provide respect for your privacy and for your personal information to be kept confidential and let you know if we need to visit.
- be fair, transparent and responsive in delivering housing assistance to you as our Tenant(s)
- listen to what you as our Tenant tell us about our services
- explain how to give us feedback and make a complaint
- support you as our Tenant(s) in appealing a decision if you are not satisfied with complaint outcomes
- ensure you feel safe, secure and supported
- carry out regular maintenance as required
- respond to your maintenance requests in line with our maintenance schedule
- review the rent in accordance with the information attached to your tenancy agreement
- provide opportunities for you to be involved in, within your community
- keep you informed and consult with you on important issues
- support you to make this your home.

As your Landlord, we expect from you as our Tenant to:

- pay your rent on time
- keep your home clean and tidy and treat it with care
- keep your garden mowed, weeded and free of rubbish
- ask us for written permission to keep a pet before you bring it home
- talk to us before you make any repairs, alterations or renovations
- tell us about any change in your household income
- only allow the people listed on your tenancy agreement to live in your house
- have your property clean and tidy for our regular inspections
- be a good neighbour and consider your neighbours and respect their right to live in peace.

As Tenant(s), you or your neighbours are legally able to complain and request a hearing against disruptive neighbours at the South Australian Civil & Administrative Tribunal (SACAT).

Communications



Access4u Housing will ensure all information including letters, newsletters are clear, are written in plain English and easy to read.

Access4u Housing may plan for information to be communicated through user friendly images and if required in an alternate language and may use professional interpreter services where appropriate.

Staff will need to be satisfied that if you want to use your own interpreter, the person is appropriately qualified and that using this interpreter is in the best interests of you as the Tenant. The interpreter must be over the age of 16 years.

Key policies and procedures are provided in this Handbook and other written policies and procedures of Access4u Housing will be accessible to any member of the public upon request.

Tenants are welcome to bring friends, family or advocates of their choice to any interview or meetings.



Tenant Newsletters

It is important that we keep Tenants informed as to what is happening in their local area and the Access4u community. We distribute quarterly newsletters that include information on activities and events Tenants might like to attend.

We welcome and encourage Tenant contributions to the newsletters.

Rent



Access4u Housing division has been established with the aim to be a leader in the provision of sustainable housing for Tenant(s) living with a disability. Our structure aligns and supports, the implementation of the National Disability Insurance Scheme (NDIS) through the separation of tenancy management services from disability support services.

Access4u Housing's goal is to be recognised as applying best practice in disability accommodation by providing options for individuals to meet their needs. Involvement of residents in the day to day running of the homes is an important consideration to ensure the service model is providing an enabling home environment.

Access4u Housing provides housing specifically for individuals and families living with disability. Eligibility may include the following criteria:

- A person/family living with disability on a low income
- A person/family living with disability and receiving a high level of personal support
- The property is accessible for the unique requirements of the person/family living with disability.



Rental Costs

Access4u Housing as a housing provider offer accommodation with rent setting being dependent on the needs of tenants and the type of housing the tenants are subsequently offered. In determining rent Access4u Housing will calculate the rent applicable to you as the Tenant based on eligibility criteria for your type of tenancy. Your tenancy agreement will provide details of the rent that has been calculated and will be discussed with you by the Access4u Housing Tenancy Officer.



Rent Reviews

The rental fee you pay will be reviewed and adjusted in accordance with the relevant review requirements dependent on the type of housing you have been allocated. The Access4u Housing Tenancy Officer will discuss this with you.

If you as the Tenant(s) do not provide information required to calculate your subsidized rent, Access4u Housing will charge full market rent until the requested information is received.

Access4u Housing will undertake a general assessment and rent review for all Tenant(s) annually on the 1 October or twice yearly at the end of March and September depending on the type of tenancy applicable.

Changes in circumstances may trigger a rent review (i.e. income changes, or to the household, number of persons in the house).

Centre pay™

This is a free service for anyone receiving a Centrelink benefit and is our preferred method of receiving rent payments.

Direct Debit or Electronic Funds Transfer

A direct debit or electronic funds transfer is an alternative method of payment. Alternative payment methods can be negotiated and established as required.

Rent Arrears



If your rent falls into arrears at any time, the Access4u Housing Tenancy Officer will work with the Tenant(s) to set a repayment plan to catch up the money owing.

If the Tenant(s) do not contact the Access4u Housing Tenancy Officer regarding rent arrears, then the tenancy may be at risk. If the arrears period is more than fourteen (14) days and contact has not been made with the Access4u Housing Tenancy Officer, a Notice of Termination may be issued. The Rent Arrears Policy is available on request.

Rental Bonds



Access4u Housing may require Tenant(s) to pay a rental bond at the commencement of a tenancy.

If a bond is payable the maximum bond payable is equal to four (4) weeks market rent. If a Tenant(s) is unable to pay the amount in full, they must discuss their situation with the Access4u Tenancy Officer prior to signing their tenancy agreement, as we can arrange for a payment plan.

All rental bond payments will be remitted to the Rental Bond Board (RBB) within the timeframes specified by the *Residential Tenancies Act 1995* and/or the Residential Tenancies Regulations.

Water Usage



Access4u Housing as the Landlord will cover the costs of all statutory rates, taxes, utilities and charges imposed in respect of the premises.

The *Residential Tenancies Act 1995* states, '*proprietor may require a resident to make a payment for water supply*'.

The property contains water efficiency measures prescribed by the Regulations, and the water usage charged will not exceed the amount payable by the Landlord.

As the Tenant(s) you will be responsible for the cost of any water over 136 kilolitres and will be proportioned to all Tenant(s) living in a shared accommodation arrangement.

Water usage charges will be identified separately on your Tenant(s) statements and will need to be paid separately to rent. If you as the Tenant(s) are required to pay for water charges, Access4u will ensure that you receive the invoice no later than three (3) months after receipt of the account from the water supply company. Then Tenant(s) will have twenty-one (21) days to pay the account. The invoice will state the

amount due and payable and a copy of the account from the water authority will be provided to Tenant(s) for your records.

Smoke Alarms

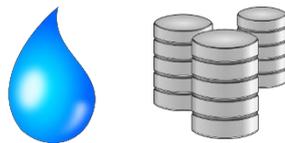


Access4u Housing properties are fitted with smoke alarms. It is the responsibility of Access4u as your Landlord to replace the batteries in smoke alarms.

It is then the responsibility of you as the Tenant to replace the battery for the continuation of your tenancy. However, in circumstances where the Tenant is physically unable to do so, then it is the responsibility of Access4u Housing as the Landlord.

Smoke alarms are installed for Tenant safety, please do not remove the battery or interfere with the smoke alarm for any reason.

Water Tanks



Some properties will have water tanks installed, either in-ground common tanks, in-ground individual tanks, above-ground common tanks or above-ground individual tanks.

The tanks collect rain water for use in gardens, toilets and laundries only. Water from these tanks is not intended for human or animal consumption. The tanks will be serviced on a regular basis.

Waste Management Services



Rubbish must be placed in the correct rubbish and recycling bins, as approved by the local council. The council will not collect rubbish placed in boxes or other containers.

If the bin goes missing during the tenancy, please contact the Access4u Housing Tenancy officer to arrange to have it replaced.

Please ensure that rubbish and recycling bins are not placed across driveways.

Repairs and Maintenance Policy



Responsibilities and Expectations

Access4u is responsible for organizing maintenance and repairs to properties owned and/or managed by Access4u Housing and in certain circumstances, organising maintenance and repairs to privately leased properties through the owner or agent. You as the Tenant(s) are expected to:

- keep your home and grounds in a clean and tidy condition as per the tenancy agreement
- report damage or any items that need repair within 3 days of the occurrence
- ensure your contact details are up to date.

It your responsibility as the Tenant(s) to report any matters that require attention via the (Supported Independent Living Provider) where you are living in or directly to the Access4u Housing Tenancy officer.

To ensure a timely service, Tenant(s) will be asked to provide the staff member assisting Tenant(s) the following information:

- Their name.
- Their address and current contact telephone number.
- A description of the problem and/or location within the home.
- Whether the problem has been reported before.
- A suitable time for a tradesperson to attend.

Access4u Housing will arrange with the Tenant(s) a contact number for repairs and maintenance and that the appointment made for our contractors to come to the home are kept.

Reasonable access to the Tenant(s) home by Access4u Housing staff or contracted tradespeople during the working hours 8.30am - 5.00pm to either assess the condition of the property or to carry out identified maintenance repairs.

Access4u Housing staff or Contractors will not enter the Tenant(s) premises when the Tenant(s) is not home, unless the Tenant(s) has made alternative arrangements for someone else to provide access to the property, or in emergency situations. In such circumstances, all care will be taken to make necessary repairs and ensure the security of the Tenant(s) property and premises.

Access to Premises



Under the *Residential Tenancies Act 1995* Tenant(s) have the right to privacy and quiet enjoyment of the premises they are renting. To enter a property legally, permission from the Tenant(s) is required or appropriate notice given. It is a term of a residential tenancy agreement that the landlord may enter the premises if, and only if:

- ***Emergency Access is required***



Entry is made in an emergency e.g. fire, flood, gas leak etc. wherein no notice needs to be given.



- ***Routine Inspection Access is required***

The landlord gives the Tenant(s) written notice stating the purpose and specifying the date and time of the proposed entry not less than seven days and not more than 14 days before entering the premises for the purpose of conducting a routine inspection.



- ***Maintenance Access is required***

Entry is made for the purpose of carrying out necessary repairs or maintenance at a reasonable time of which the Tenant(s) has been given at least 48 hours' notice.

Under the *Residential Tenancies Act 1995*, access to the premises is available for the following specific reasons:

Reason	Notice Required
Having a general inspection	Written notice 7 - 14 days
Carrying out necessary maintenance	2 days / 48 hours
Carrying out emergency	None
Responding to an emergency	None
Following a SACAT tribunal order	As stated in the SACAT tribunal order
If the Tenant(s) agrees	At negotiated times



Property Inspections

Access4u Housing makes arrangements before the commencement of the tenancy for a property inspection report, which will include a property inspection form with photographs of the property to support the information contained in the property inspection form.

As the Tenant(s) you will be provided with a copy of the property inspection form at the tenancy sign up meeting. You as the Tenant are requested to fill in two copies of the property inspection form – one to return to Access4u Housing and the other for the Tenant(s) to keep for your records.

Should you as the Tenant(s) disagree with anything noted on the property inspection form at the time of return, the Access4u Housing Tenancy Officer will discuss any discrepancy with you and where appropriate, action any maintenance required.



Property Inspection Sheet

The Property Inspection Sheet forms part of the Residential Tenancy Agreement. When the Residential Tenancy Agreement is signed, the Tenant will receive 2 copies of the Property Inspection Sheet. The Access4u Housing Tenancy Officer has already inspected the property and completed the report. The Property Inspection Sheet is an important part of the RTA as it is a record of the condition of the property at the commencement of the tenancy.

Carefully checking through the Property Inspection Sheet. If you do not agree with what is recorded or would like to add any further comments to the Property Inspection Sheet, please do so. Then sign and date the Property Inspection Sheet in the spaces provided. Returning 1 copy to Access4u Housing within seven (7) days of the commencement date of the lease and retain 1 copy for your own records.



Maintenance System

The initial point of contact for Tenant(s) with maintenance issues during normal business hours is 1800022237.

A Service Request including all relevant information will be raised by a Supported Independent Living staff member supporting you in your home, and forwarded to our Housing Section, where the priority for completion will be allocated and a work order sent to the Contractor.

Where Access4u Housing has organised maintenance that is not considered the result of fair wear and tear, where the property has been damaged maliciously or through neglect by the Tenant(s), or failure to allow access for repair, then costs will be the responsibility of the Tenant(s).

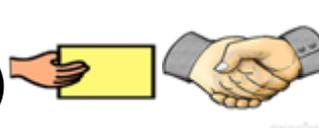
Timeframes for Completion of Maintenance are as follows:

Type	Response timeframe
Emergency	4 hours
Urgent	24 hours
Inspection Required	7 days
Routine	21 days

For maintenance issues on all privately leased properties, contact is made with the relevant Supported Independent Living staff or the Access4u Housing Tenancy Officer who will then either arrange to have the work carried out, or pass the request through to the owner or agent of the property for action. Access4u Housing will need to be advised:

- Of any serious problems or excessive delays, the Tenant(s) may be experiencing during maintenance work
- If there are any problems with workmanship or customer service by contractors.

Residential Tenancy Agreement (RTA)



When you accept an offer of housing you would have signed a Residential Tenancy Agreement (also known as a lease) before you can move in to the property. The RTA is a standard agreement that is also used in the private rental market.

However, as an Affordable Housing Provider, Access4u Housing may have additional terms in the RTA, these would have been explained during the lease sign up. During the sign, up your rights and responsibilities under the *Residential Tenancies Act 1995* (the Act) would also have been explained in detail.

This handbook covers many terms in the tenancy agreement in easy to understand language, it may also be available in other languages. There may be special conditions attached to some properties. All Access4u Housing tenants have full rights and obligations under the *Residential Tenancies Act 1995*.

If Tenants require tenancy advice from an independent source, or information about their rights and responsibilities as a tenant, Tenants can obtain this from Consumer and Business Services on 131 882.

Services



Access4u Housing aim to maintain a standard of housing that ensures our Tenant(s) are comfortable in their homes; therefore, property maintenance is always high on the plan of programs through:

- prompt services by our team of qualified and licensed contractors to fix problems as they occur
- regular planned maintenance or non-urgent work is carried out in line with the Maintenance policy
- a comprehensive assessment of our properties to identify problem areas that might arise, as well as looking at areas needing upgrading or replacement.

Access4u Housing Office hours are 9.00am to 5.00pm Monday to Friday (except public holidays).

We provide an after-hours contact for issues outside of normal business hours; for emergency maintenance 24 hours a day, 7 days a week, call the After-Hours number on 0411 476 830 or (08) 8120 4848.



NDIS Support Services

Access4u also provides other NDIS supports, including coordination and mentoring. Access4u Housing is a separate department and does not favour Access4u as a provider of other services.

Staff at Access4u Housing will always respect your choice of providers and your housing rights will not be affected if your direct supports are delivered by another provider.

If your direct supports are delivered by Access4u you will have separate service agreements for each service.



Housing Transfers

There are different reasons that an existing Tenant(s) of Access4u Housing wants to, or will be asked to transfer to a different property.

Transfers take place when a Tenant(s) cannot live in a property anymore because it does not meet their needs, or a property has become unavailable for them to live in. If a Tenant believes that they are eligible for a transfer and want to apply, then they can contact the Access4u CEO via:

Access4u – Free Call 1800 022 237

Web: www.access4u.org.au



Sale of Rented Premises

If rented residential properties are to be sold, Access4u Housing will inform the Tenant at least 14 days before the first inspection is to take place.

Access4u Housing will work with Tenants to come to an agreement about what days and times the property will be available for inspection. Two inspection periods each week are allowed, for example, one evening during the week and during the day on Saturday. Access4u Housing will negotiate with the Tenant if more access is required.

Termination Notices



Under the *Residential Tenancies Act 1995*, Access4u Housing is required to give Tenants written notice if they are required to vacate the property.

The *Residential Tenancies Act 1995* allows Tenants to leave at any time after receiving a written termination notice from Access4u Housing.

In addition, Tenants are only liable to pay rent until the property is returned vacant to Access4u, this means Tenants have moved out, handed the keys back and the property is left in a clean and tidy condition.

Under the *Residential Tenancies Act 1995*, termination notices, and any other notice(s) issued by the landlord, agent or tenant, can be hand-delivered to the mail box of the other party, posted to their postal address, or hand-delivered to the other party.

If a Tenant wants to terminate under the conditions of the Tenancy Agreement, they are required to give fourteen (14) days written notice if the fixed term agreement is due to end, or twenty- one (21) days written notice to end a periodic agreement.

Feedback – Compliments and Complaints



Access4u Housing is committed to ensuring all Tenants and applicants for tenancy have fair and equitable access to its services. We welcome information and feedback, as it enables our quality of services to be improved.

If a Tenant or applicant is not happy with our service, standards, practices or policies, then they have the right to make a complaint about any part of the service they receive.

We hope that most complaints can be resolved by discussing it with our staff. However sometimes this may not be successful or the Tenant(s) or applicant may not consider it appropriate to do so.



What Happens with a Complaint?

- Access4u Housing will respond to all complaints in a confidential, effective, and timely manner. To protect the rights and privacy of Tenant(s) and staff, we may not be able to tell the Tenant(s) the result of the investigation if it involves others.
- Complaints can be lodged online, in person, over the phone or by email.
 - Tenant(s) or applicant(s) are encouraged to use the formal feedback process to express any comments, compliments or complaints.
- It is important as much information as possible about the complaint is provided. Anonymous complaints are only investigated in special circumstances.
- The Feedback (Complaint Form) can be lodged to our Access4u Housing Tenancy Officer online and a response. Alternatively, complaints may be lodged by Tenant(s) through the Supported Independent Living staff in person, online or over the phone.
 - We will send the Tenant(s) or applicant making the complaint a letter to let them know we received the complaint and that we will start investigating it. We may need to contact the Tenant(s) or applicant if we need more information.
- All complaints will be reviewed independently and all information available at the time of complaint will be considered.
- Following the investigation, a formal response will be forwarded to the Tenant(s) or applicant in writing (generally within fifteen (15) working days of receipt of the complaint) with the exception of complaints regarding privacy issues, where a response will be forwarded within 60 days informing the Tenant(s) or applicant of the outcome and explaining the reason(s) for any decision.

Important Information about the Complaints Appeals Systems



Appeals

- If an existing Tenant(s) is not happy with the decision Access4u Housing have made, they have the right to appeal that decision. The process will not disadvantage or penalize the Tenant if they choose to appeal.
- If a Tenant(s) is unhappy with a decision the Tenant(s) can lodge an Appeal. The Tenant / Participant Appeal Form can be lodged through the Tenant(s) Supported Independent Living Staff, and the Tenant / Participant Appeal Request Form can be accessed from the Access4u Housing Office, 242 Glen Osmond Road, Fullarton.
 - Completed Tenant / Participant Appeal Request Forms, together with any supporting documentation, need to be forwarded to Access4u Housing Office, 242 Glen Osmond Road, Fullarton. It is important to include any new information since the original decision. A letter confirming receipt of the appeal will be sent as soon as practicable with advice on what will happen next.

- Access4u Housing will respond to an appeal in a consistent and timely manner, according to our organizational policies.
- A request for an interview, if necessary, can be made and the person lodging the appeal can bring a friend or advocate for help or support. Access4u Housing needs to be advised if an interpreter is required.
- The relevant person managing the appeal will review the decision based on a brief provided by appeal applicant and make a determination on the appeal.
- If an applicant is not happy with the outcome of the appeal process, they can appeal to the Accommodation Complaints and Appeals Committee, which includes the Chair, Access4u Board. The Committee will then make a determination and respond to the complainant.



External Appeal When a Tenant is Not Satisfied

If the Tenant making the complaint is not satisfied with the outcome of complaint there are external appeals available. These may include, making an application to the South Australian Civil and Administrative Tribunal (SACAT).

Consumer and Business Services (CBS) have a set process for dealing with alleged breaches of the *Residential Tenancies Act 1995* (the Act). It is important for all parties to a tenancy agreement in South Australia to be aware of their rights and obligations to ensure they comply with the requirements of the Act.

Complaints about Neighbours or Anti-Social Behaviour



Access4u Housing does not tolerate unacceptable behaviour and will respond and apply the provisions of the *Residential Tenancies Act 1995 (SA)*.

However, when an antisocial behaviour complaint is received, Access4u Housing will investigate the allegation, when it has been supported by one or more of the following: A Police Event Number/s, an Incident Diary, or a Statutory Declaration.

Tenants can make a complaint about other Tenants and their neighbour by contacting their nearest Police Station or Access4u Housing – but we only involve ourselves if Access4u Housing is required to, in accordance with the *Residential Tenancies Act 1995 (SA)*. Tenant(s) can also discuss the concern they have with the Supported Independent Living Staff, who can support them to contact their local police service.

Access4u Housing does not have authority to investigate criminal offences. If the Tenant(s) neighbour is physically or verbally harassing the Tenant(s) or if illegal substances are being used, then the Tenant(s) needs to report their concerns to the relevant authorities by contacting the Police Link Line on 131 444 or their Local Police Station.

Access4u Housing is not always the most appropriate place to call if the Tenant(s) are having problems with neighbours, as our ability to do something about the problem is limited.

Reports of anti-social behaviour of our Tenant(s) are managed by Access4u Housing by liaising with the relevant Supported Independent Living Staff; we will thoroughly investigate each incident in a fair and reasonable manner. When we can confirm an incident of anti-social behaviour has occurred, appropriate action will be taken. It is important to note that Access4u Housing will not normally interfere in disputes between neighbours, except when required to do so under the *Residential Tenancies Act 1995*.

Getting Involved

Access4u Housing actively encourages Tenant(s) to get involved and play a part in shaping the delivery of social housing through participation and consultation.

Tenant(s) participation aims to build partnerships between Tenant(s) and Access4u Housing to:

- Improve the skills, knowledge and ultimately the quality of life of our Tenant(s)
- Support and strengthen communities; and
- Improve the way housing is delivered and managed.



Tenant(s) Groups

Access4u Housing also encourages our Tenant(s) to form Tenant(s) groups within their community, or in their unit or apartment complex. We assist in setting the groups up, and arranging morning or afternoon tea, setting up a Tenant(s) run market stalls where Tenant(s) can sell their produce, including arts and crafts.



Social Events and Activities

Access4u Housing provides a social event calendar over all areas of operation which includes activities to encourage Tenant(s) involvement and social inclusion. We involve Tenant(s) by asking them what events and activities they would like to be involved in.

We offer a wide range of social and recreational activities such as craft groups, hobby groups, computer classes, BBQ's, luncheons, bus trips, picnics and more.

These programs and activities, combined with educational programs about health and active living create opportunities for the Tenant(s) to live their lives to their full potential.



Tenant(s) Survey

Access4u Housing will seek your feedback through an Annual Tenant(s) Satisfaction Survey. This is one of the ways to measure feedback and make sure we continue to provide high quality housing services.

Frequently Asked Questions by Tenants

What is Community Housing?

Access4u Housing is a Housing Organization which provides appropriate and purpose-designed houses for people living with disability. Access4u Housing is not a registered community housing provider under the (NRSCH) All other Community Housing Organizations are regulated under the National Regulatory System for Community Housing Organizations (NRSCH).

The Office of the Housing Regulator is the name of the area in the South Australian Government which regulates Community Housing Organizations in South Australia.

Access4u Housing endeavors to comply with the NRSCH and the policies and related legal obligations. These include, how much rent you pay, what happens if you are unhappy with a service you have received, who can live in Access4u Housing properties and what rights and responsibilities you, and Access4u Housing have. This is despite the legal form of housing is not as a registered community housing provider.

Eligibility for Community Housing?

Eligibility for Community Housing is set out by Housing SA, Renewal SA. Basically, there are two stages to eligibility for community housing and they are:

1. Meet State Government Eligibility Criteria for community housing; and
2. Meet specific Community Housing Provider Eligibility Criteria for the provider(s) for which interest is registered.

State Government Eligibility Criteria consists of two components that a registrant must meet. There is a Base Eligibility Criteria and an Additional Eligibility Criteria. For further information on the State Government Eligibility Criteria please refer to the "Eligibility" section of: <http://www.sa.gov.au/topics/housing/public-and-community-housing/register-public-housing/registering-for-public-housing>

How do I Contact Access4u Housing about My Tenancy?

You can contact us between 9.00am and 5.00pm Monday to Friday:

Address: 242 Glen Osmond Road
Fullarton SA 5063
Phone: 1800 022 237
Web: www.access4u.org.au



What Happens When I Move In?

You, your Supported Independent Living Staff and the Access4u Housing Tenancy Officer will complete the Property Inspection Form, which has been provided to you. This form records the condition of the property at the commencement of your lease and will be used to cross-reference at the expiration of your lease. If you are moving to a new area, we recommend you contact your local Council regarding kerb and rubbish collection and activities in your local community.



Emergency Situations

In the case of an emergency, call 000.

In the case of an Electricity / Gas emergency, call your service provider's emergency services number. Once the danger has passed, please notify Access4u Housing of the emergency.

Please call Access4u Housing if the emergency happens during business hours. Access4u Housing will manage the emergency and will determine who is responsible for payment of any damage.

You may decide to keep a list of emergency contacts, including family and friends.



Do I Need to Notify Access4u Housing If I Am Away From Home?

If you will be away from home for more than two weeks, please advise Access4u Housing so we know you are safe and sound and that your property has not been abandoned.

Please lock your windows and doors and ask a family member, friend or neighbour to check on the property for you regularly. Please ask someone to collect your mail or ask the post office to hold it for you while you are away.



Am I Able to Have Pets In My Home?

As the Tennant, you must request permission from Access4u Housing before you get a new pet. Please inform Access4u if you have a pet at the time of transferring, or moving into an Access4u property. If the size and type of pet does not conflict with Council regulations, and the pet is not likely to cause significant damage to the property, you will be permitted to have the pet.



Who Organises Pest Control?

If you wish to have the home you are tenanting treated, you can arrange to have a qualified pest control company to treat the home, at your cost.



What If There Are Pests And Vermin On/In The Property?

It is your responsibility to keep the home free of pests and other insects/animals that may be damaging to your health.

Please ask the Supported Independent Living Service provider to contact your local Council if you find a European Wasp nest on the property you rent.



Do I Need Contents Insurance?

We strongly recommend you organise contents insurance cover for items such as window breakage, loss of possessions and valuables.

Bond and Rent in Advance

You may be required to pay a Bond, which will be the total of four weeks' rent. You can apply for Bond and Rent in Advance assistance through Housing SA.

When Do I Pay?

You will pay rent two weeks in advance, commencing from the day you move in.

How to pay Tenant(s) Rent

Centre pay Rent Deduction

If you are on a Centrelink benefit, rent can be debited fortnightly from your account straight to Access4u Housing, via the Centrepay Rent Reduction scheme.

As our preferred method of payment is via CentrePay. Please complete and return the 'applying for Centrepay' form for further information, or ask the Access4u Housing Tenancy Officer to assist you to apply for the Centrepay Rent Deduction Scheme.



Direct Debit

An alternate method of payment is by direct debit of Tenant(s) rent into the Access4u Housing **Limited** account.

Bank SA

Account Name: The Torrens Foundation LTD

Bank National Australia Bank (NAB)

BSB: 085-458

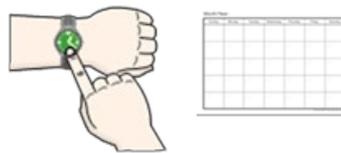
Account Number: 157 440 813

Details: Tenant(s) need to include Debtor Code provided by Access4uL.

Please check with your bank about how much you will be charged per transaction.

What if my Rent falls in to arrears?

If you cannot make a payment, please contact Access4u Housing immediately, or ask your advocate, guardian or the Supported Independent Living Services Staff to contact us to discuss further.



How Often is The Rent Reviewed?

Rent reviews occur annually on the 1 of October of each year OR twice yearly at the end of March and September depending on the type of tenancy.



What Happens if I Lose My Keys?

It is important that you have access to a spare key, in a safe place, or you can leave a spare key with the Supported Independent Living Service Staff. If you lose your keys, it is your responsibility as the Tenant to replace them.

If you lock your Tenant(s) keys inside the house, you must pay the cost of a locksmith to come out – you can find a locksmith of your choice in the Yellow Pages.

If within business hours, Access4u Housing or the Supported Independent Living (SIL) Provider may be able to come and unlock Tenant(s) house; but you may have to pay a fee.

Can I Run a Business from Home?

If you would like to operate a business from your tenancy home, you must seek written approval from Access4u Housing.



Who Is Responsible for Connecting the Telephone and Internet?

You as the Tenant(s) are responsible for connecting your telephone and internet. We suggest you find a service provider who meets your needs and budget. There is a once off connection fee and a monthly rental fee for your Tenant telephone.

Will My Details Be Kept Confidential?



Access4u Housing will keep Tenant(s) details confidential at all times. If you have signed an 'authority to disclose' form, this gives Access4u Housing permission to provide your details to people/agencies which you have chosen.

You will also have the option to sign an 'authority to exchange information' form which specifies if there is any particular information you do not want Access4u to know, or you do not want Access4u Housing to disclose to other people/agencies.

When Will Access4u Conduct Inspections?



Upon the request of Access4u Housing, you as the Tenant must provide access for maintenance and inspections of your home. You will receive an inspection notice giving you at least 7 days and not more than 14 days' notice.

Please ensure you are home for the agreed date and time of Tenant(s) inspection, otherwise the Access4u Housing Tenancy Officer will have to reschedule. If you are continually not home for Tenant(s) appointments and the Access4u Housing Tenancy Officer is unable to inspect the property, then Access4u Housing will go to the SACAT.



Am I Able to Have Visitors?

A visitor is defined as a person who has their own residential address (separate from the address that they are currently visiting and who intends to return to reside in that property).

If you have a visitor in Tenant(s) home longer than 12 weeks consecutively, they will be considered residents of Tenant(s) home (except under special circumstances) and you must declare their income. You must also inform Access4u that these people are residing with you, in case there are over-occupancy issues.

Failure to inform Access4u Housing that someone is residing for more than 6 weeks may result in the termination of Tenant(s) tenancy.



Who Is Responsible for The Smoke Alarms?

The Access4u Housing Tenancy Officer will arrange for the smoke alarms to be checked and ensure they are working before you move in. If, during your tenancy, the smoke alarm is not working properly (and you have checked that it is not a battery issue), do not try and fix it please – contact the Access4u Housing Tenancy Officer.



Who Is Responsible for The Maintenance Of The Garden?

It is the Tenant(s) responsibility to ensure the garden is kept neat and tidy. Access4u Housing will assist you with:

- Treatment of extensive poisonous weeds and shrubs
- Removal of trees or shrubs which are a danger to you, the home or the sewerage system.



Who Will Organise Maintenance of The Property?

Please call our Access4u Housing Tenancy Officer on **(08) 8120 4848** for Maintenance assistance. Maintenance requests will be attended to in order of priority.

Please find listed below items which are considered emergency maintenance and will be attended to out of hours:

- Building not safe/secure. If this is due to forced entry, report the incident to the Police and do not tidy up until the Police have completed their inspection and provided you with a Police Report Number
- No power to lights and socket outlets
- Electrical sparking or shorting – please turn power off at the mains board
- Fully blocked sewerage, such as overflowing toilet and/or drains
- Gas leak – if there is a smell of gas, turn off the supply at the meter or cylinder. Open all doors and windows and DO NOT light cigarette or fire. Once this is done, call your gas provider's emergency services number
- Major structural damage
- Fire – evacuate immediately and call 000
- Flooding
- Live, bare electrical wires that may cause shock
- Burst pipe – turn water off at the mains, contact the maintenance team immediately. If the burst pipe is outside the boundary of the property e.g. on the footpath contact the local Council
- No hot water
- Storm damage.



What Are My Responsibilities Regarding Looking After the Property?

Both the Tenant(s) and Access4u Housing are responsible for keeping the Tenant(s) property in a good condition. Access4u Housing will supply a maintenance service during office hours, and out of office hours for emergencies only. We ask you help to keep the property in good condition by completing the following:

- Contact the Access4u Housing Tenancy Officer if there are issues, such as roof and gutter leaks, dripping taps etc.
- Keep gardens neat and tidy and remove rubbish
- Keep walls, floors, kitchen, laundry and bathroom surfaces clean and safe
- Do not flush sanitary items, fat, or oil down drains or toilets
- Check the hot water unit for leaks, (overflow pipes can drop from time to time)
- Report Gas/Water leaks and Electrical faults as soon as you notice them.



Who Is Responsible for Connecting the Water?

Tenant(s) water will already be connected. If you experience any issues, please contact the Access4u Tenancy Officer. You must pay for your water usage, but you may be eligible for a discount. If there are reasons why you need to use a lot of water (e.g. medical reasons) you may be entitled to further discount.



Are There Any Water Restrictions?

Water restrictions can apply to all SA Water customers supplied with water from the River Murray. You will need to check with SA Water on 1300 650 950 for current water restrictions and for any rebates you may be entitled to.



Who Is Responsible for Connecting the Electricity And Gas?

It is Tenant(s) responsibility to have the electricity and gas connected in Tenant(s) name. If you need assistance, please ask the Access4u Housing Tenancy Officer.

Some suppliers may charge a deposit fee, make sure you ask about this before you sign up with the provider.

There is an establishment/connection fee with most utilities, which you as the Tenant(s) will need to pay; it will generally be added to your first bill. If you are on a concession, you may not have to pay for, it or it may be reduced; please refer to the Applications for Concessions form.

What If I Damage the Property?



Please notify the Access4u Housing Tenancy Officer on 1800 022 237 or (08) 8120 4848 as soon as any damage occurs. You are responsible for the cost of repairing any damage (other than fair wear and tear) caused by yourself, Tenant(s) household members or Tenant(s) guests.

You may carry out the repairs as the Tenant, find your own contractor or talk with Access4u Housing Tenancy Officer who will connect you to a known and trusted repairer. If you carry out any non-trade repairs, they must meet a required standard. If you are not sure of the standard required for any particular repair, please ask the Access4u Housing Tenancy Officer. You are responsible for your own safety if you as the Tenant choose to work on the property. Any repairs not completed to the required standard will have to be re-done and you will bear the cost.

Any trade repairs (structural, electrical, plumbing or gas fitting and so on) need to be by a licensed tradesperson. If you are not satisfied with the contractors' quality of work or their behaviour whilst in Tenant(s) home, you are encouraged to report this to the Access4u Housing Tenancy Officer.

What Do I Need to Consider When Moving Out?



You must give Access4u Housing at least 14 days' notice before you move out, unless otherwise agreed, by completing a Termination of Tenancy Form.

Access4u Housing will be responsible for repairing any fair wear and tear (damage to the property which has resulted from age and appropriate use of the property). The property is to be left clean and tidy, otherwise you will be charged for cleaning and rubbish removal.

You will be charged for any repairs which are not considered fair wear and tear.

Rent will be charged up to and including the last day of your tenancy, and up until you have handed back the keys. You must arrange a date to hand back the keys. If you vacate and do not return the keys, a possession order on the property will be sought and you will be charged for any lock replacement costs and rent, up to receipt of the possession order.

As the Tenant(s) you will need to arrange a date and time for a final inspection. You should attend the final inspection, so you can discuss the condition of the property with Access4u Housing Tenancy Officer and discuss any issues.

What If My Complaint Involves Illegal Activity?



Access4u Housing is here to help you, but it will not carry out a criminal investigation. Suspected illegal activity should be reported to the police for assistance.

To log an incident report with the Police, call **131 444** and let Access4u Housing know the 'Report Number'.

In an emergency situation you should call **"000"**.

If you feel you are being intimidated and that this will continue to happen, then you may also be able to apply for an Intervention Orders through the police.

For further information, relating to the application of an Intervention, please contact your Local Police Station.

What will Access4u Housing do when they receive a complaint?



Access4u Housing does not tolerate unacceptable behaviour and will respond within established policies and procedures and the provisions of the *Residential Tenancies Act*. However, when an antisocial behaviour complaint is received, Access4u will investigate the allegation when it has been supported by one or more of the following; Police Event Number/s, Incident Diary and a Statutory Declaration.

All complaints are treated confidentially. The Tenant(s) will be advised of the investigation but the complainants' details will not be provided to them. If the alleged behaviour is found to be in breach of the *Residential Tenancy Agreement*, the following steps can be taken:

- Surveying of neighbours to determine the impact of the reported behaviour on surrounding residents
- Requesting records of police attendances related to the reported incidents
- Monitoring the tenancy
- Referring Tenant(s) to external support agencies for advice and assistance
- Working with Tenant(s) and external agencies to identify strategies to manage the tenancy
- Applying to the South Australian Civil and Administrative Tribunal (SACAT)

Consumer and Business services (CBS) have a set process for dealing with alleged breaches of the Residential Tenancies Act 1995 ("the Act"). It is important for all parties to a tenancy agreement in South Australia to be aware of their rights and obligations to ensure they comply with the requirements of the Act.

Please note, Access4u will only seek to terminate a tenancy as a last resort.



What Can You Do To Assist?

People affected by antisocial behaviour are requested to keep a record of incidents including details such as:

- The date and time of the incident
- The nature of the incident
- How long it lasted
- If police attended
- Police event numbers
- How it impacted on Tenant(s) peace and privacy
- How it made you feel – scared, intimidated etc.



Why Have Tenant(S) Not Been Evicted for Their Anti-Social Behaviour?

All reported incidents are investigated; however, we can only take action where incidents of anti-social behaviour can be substantiated and where the behaviour is a breach of the *Residential Tenancy Act 1995*. In some cases, a complaint may not be able to be substantiated. We must also take into account other issues affecting the Tenant(s) and the tenancy. In these cases, we may take a range of other actions to assist the Tenant(s) to change their behaviour and maintain their tenancy including referral to a support worker or agency, closely monitoring the tenancy or investigate the option of a transfer where appropriate.



Good Neighbour Policy

All Tenant(s) have a right to the peaceful enjoyment of their property and to live in harmony with their neighbours.

This policy explains Access4u Housing's approach to dealing with anti-social behaviour as part of our commitment to maintaining a peaceful living environment for all Tenants and their neighbours.

Tenant(s) have an obligation to abide by the Good Neighbour Policy as part of their *Residential Tenancy Agreement*, including being responsible for their own conduct as well as for the behaviour of other occupants of the household and visitors to their property.



What Is Antisocial Behaviour?

Anti-social behaviour is when a person's behaviour affects another person's peace, comfort or privacy.

If you feel a person living in, or visiting an Access4u Housing dwelling is interfering with Tenant(s) peace or privacy, there are a number of things you should do, including:

- Contact police or relevant authority
- Keep an Incident Diary with dates, times and details of the incidents
- Contact Access4u Housing and provide them with copies of Tenant(s) incident diary and police event numbers.

Please remember that *Access4u Housing* is not always the most appropriate place to call if you are having problems with neighbours.

When a neighbour dispute is not resolved through discussion or mediation, Access4u Housing will ask the Tenant and/or the neighbour to put their complaint in writing for further consideration and possible investigation. All complaints of nuisance and annoyance made against Access4u Housing Tenants must be in writing.

Once the written complaint is received, Access4u Housing will investigate as soon as possible after the complaint is lodged.

Neighbour Disputes Involving Access4u Housing Tenants

When a complaint is received by a neighbour about behaviours of an Access4u Housing Tenant that are ongoing, a serious nuisance and annoyance, or that interfere with the peace, comfort or privacy of their neighbour, the Tenant may be breaching their tenancy agreement with Access4u Housing.

Where can I get more information?

Ring our Hotline Free call, 1800 022 237

Web: www.access4u.org.au