

COMMUNITY HOUSING CORNER PTY LTD

TENANT INFORMATION BOOKLET

2024

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WELCOME TO COMMUNITY HOUSING CORNER

A very warm welcome to you – we are so pleased you are joining the CHC community.

This booklet has been prepared to provide you with lots of useful information about your tenancy with CHC.

It also provides some ideas on how your experience of living in one of our properties can be enhanced through participation with other tenants and CHC – not that anyone will be insisting on your participation. Just know that your contribution would be welcomed and valued.

The booklet contains information on your rights as a tenant and provides copies of forms which the NSW Government requires or recommends (to protect those rights).

You'll also find that we have some forms of our own to ensure that we can respond to your needs in an effective and timely fashion – asking for repairs or our tenant satisfaction survey form for example.

The forms are available online on our website or we can email them to you or make them available in hard copy for you.

But the booklet is about a lot more than forms. You'll also find details of a range of support services which you can access, along with their contact information.

If you have any questions about your tenancy or how we might be able to make life in your new home more comfortable, please do not hesitate to call Armando on 0415 558 818 or email CHC at info@chcsyd.com.au.

Once again, welcome to your new home and the CHC community!

Armando Errichiello
Property and Tenant Liaison Manager

1. Community Housing Corner's Tenant Support Commitment

CHC is committed to establishing and maintaining positive relationships with the people who call one of our properties home. The ways in which we provide that positive support include:

We will communicate with you in an open and respectful way by:

- Making ourselves accessible to you – in person, by phone, email, fax or the CHC website
- Making our office accessible to you – easily located and accessible for those with disabilities
- Speaking to you respectfully and in a professional but friendly way
- Providing you with information which is relevant, accurate and clearly presented
- Providing news and information updates in a tenant newsletter which will be available online and in print
- Being clear about information we request from you – what it is and why we are requesting it
- Keeping your personal information confidential, as required by privacy laws

We will encourage you to participate with other tenants to enhance your daily living experience by:

- Supporting your participation with our Tenant Advisory Group in whatever ways work best for you
- Supporting your social participation with other tenants and your broader community, including attendance at local fair days, morning tea get-togethers, tenant picnics and outings

We will encourage you to participate with CHC and our decision making by:

- Making our policies and processes easily accessible and easy to understand
- Asking you to participate with the Tenant Advisory Group on key issues and potential changes to the way we operate
- Providing opportunities for you to give us feedback – positive or negative – by having clear compliments, complaints and appeals processes
- Encouraging you to provide informal feedback during property inspections and visits to CHC communities
- Responding in a timely manner to your feedback
- Inviting you to participate in our annual tenant satisfaction survey

You can help maintain a positive relationship with us by:

- Treating our staff with courtesy – they are there to make your tenancy as easy as possible
- Providing us with the information we request in a timely fashion
- Reading the information we provide you and speaking up about any part of it you don't understand
- Letting us know if your circumstances change

2. Tenants' Commitment to Community Housing Corner

We appreciate that as a tenant of Community Housing Corner you commit to:

1. Paying your rent on time (see the *Falling Behind in Your Rent* factsheet at the back of this Booklet)
2. Taking good care of your home and keeping it clean and tidy
3. Treating your neighbours with respect regardless of their cultural identity, race, ability, gender, age or sexual orientation
4. If you have advised us that repairs or maintenance is required on your property, providing access to contractors hired to undertake the repairs or maintenance and treating them with courtesy
5. Ensuring that you or your visitors don't intentionally damage your accommodation
6. Ensuring that you or your visitors respect the rights of your neighbours to peace and privacy and do not harass them in anyway
7. Ensuring that you or your visitors do not use your CHC accommodation for any illegal purpose
8. In terms of the property's common areas, sharing in the responsibility to maintain them and not storing personal items in them
9. Leaving your CHC accommodation in good condition at the end of your tenancy.

THANK YOU!

3. Community Support Groups / Organisations

Group / Organisation	Role / Services Offered	Contacts
Australian Lebanese Welfare Group	Referrals, casework, advocacy, education, information on support services, community development for people from an Arabic background	110 Merrylands Rd Merrylands Ph: 9682 4764
Centacare Catholic Community Services	General community support	33-35 Ware St Fairfield Ph: 9754 2303
Centacare Disability Program Direct Employment	Assists people with disability to find employment	165 Smart Street Fairfield Ph: 9725 7077
Community Connections	Provides in-home and community based support to people living with a disability and older people	169 Macquarie St Parramatta Ph: 1300 364 688
Community Justice Centres	Free mediation services for disputes, including disputes with: communities and associations; family members; neighbours	160 Marsden Street Parramatta Ph: 1800 990 777
Community Legal Centres	Provide free, independent legal services for disadvantaged people facing economic hardship and/or discrimination	Macquarie Legal Centre 107 Phillip Street Parramatta Ph: 8833 0911 Marrickville Legal Centre 338 Illawarra Rd Marrickville Ph: 9559 2899
Cumberland Women's Health Centre	Women's health and domestic violence support	29 Campbell St Parramatta Ph: 9689 3044
Financial Counselling Services	Provide advice (including budgetary advice), advocacy to creditors and mentoring on financial literacy <i>free of charge</i>	Granville Multicultural Community Centre 8 Factory Street Granville Ph: 9637 7600 Moneycare Parramatta 93 Phillip St Parramatta Ph: 9637 5011 Wesley Community Services 93 Melton St Ashfield Ph: 1300 827-638

Group / Organisation	Role / Services Offered	Contacts
Flintwood Disability Services	Day programs and support coordination for people with disability	4/10 Gladstone Rd Castle Hill Ph: 9630 1777
Lifeline Crisis Hotline		Ph: 13 11 14
Lone Parent Family Support Service, North West Branch	Support for lone parents, including referrals and advice and information on positive parenting	126 Marsden St Parramatta Ph: 9893 8249
Neami Merrylands	Improving people's mental health and wellbeing through community based support and community programs	91 Merrylands Road Merrylands Ph: 8416 1100
St Vincent de Paul Society Assistance/Referral Centre	Provide referrals and food, clothing, food and clothing vouchers to eligible people	51 Coleman St Merrylands Ph: 9635 9852
Tenants Advice and Advocacy Services	Free tenancy advice, referrals, advocacy and in some cases, representation at NCAT	Greater Sydney Aboriginal TAAS 3/423 Parramatta Road Leichhardt Ph: 9859 1839 Inner West TAAS 338 Illawarra Road Marrickville Ph: 9559 2899 Western Sydney TAAS Level 3, 107 Phillip St Parramatta Ph: 8833 0933
Vietnam Veterans Federation of NSW	Represent former and current members of the defence force. Provide advocacy including on Military Compensation claims	8 Mary Street Granville Ph: 9682 1788
Wesley Uniting Employment	Supports job seekers to find and maintain a job	7 Harris Street Harris Park Ph: 9687 8977
YWCA Parramatta	Provide financial literacy and life skills programs as well as mentoring for young women and domestic violence support	29 Campbell St Parramatta Ph: 9633 3919

4. Support for tenants experiencing domestic violence

Community Housing Corner takes the welfare of its tenants very seriously and will do all it can to support the safety and wellbeing of any tenant who has experienced domestic violence.

If you or your family come under attack in your rented home, if it is possible, you should immediately contact NSW Police on 000.

If you have experienced domestic violence and need to feel safe at home there are specific tenancy agreement safeguards and concessions which the law provides for tenants. They are set out below:

Changing the locks

Under normal circumstances, you would need our permission to change the locks, but if you have obtained an Apprehended Violence Order (AVO) and it is a provisional, interim or final Order, you can change the locks as soon as you have the AVO.

You will need to give the CHC Property Manager a copy of the new key within 7 days, unless agreed otherwise.

Changing the locks does not alter the tenancy agreement in any way.

Changing the tenancy agreement

If the person barred from the premises had originally been included on the tenancy agreement, a final AVO made by a magistrate will terminate that person's tenancy.

If you were named on that original agreement as a co-tenant, the tenancy will simply transfer to your name.

If your name was not on the original agreement, please contact us to have the agreement put into your name.

Ending the lease early

If you are a tenant and you obtain a final AVO which bans a co-tenant or occupant from accessing the premises they shared with you, you have the option to end the lease early without having to compensate the landlord of the CHC property.

You will need to give CHC 14 days notice *in writing* of your intention to leave.

Tenancy database listings

If you are listed on a tenancy database due to damage to the CHC property caused by a co-tenant or occupant during a domestic violence incident, there are steps you can take to have your name removed.

You can approach us at CHC and explain why your name should be removed from the tenancy database. CHC or the property's landlord will need to make the change themselves within 7 days or if they need to notify the database operator, within 14 days.

Changes to the Residential Tenancies Act 2010 not yet in force

In October 2018 the NSW Parliament passed a series of amendments to the *Residential Tenancies Act 2010* a number of which provided additional protections for victims of domestic violence.

A commencement date for the amendments had not been decided at the time this booklet was being prepared (late November 2018) so check with a CHC representative if they have commenced before you take action based on the changes.

When they commence, these additional protections will be:

Terminating the tenancy immediately

Tenants who need to escape a violent partner will be able to terminate their tenancy immediately and without penalty in circumstances of domestic violence

Not responsible for property damage resulting from domestic violence

Tenants or co-tenants who have not committed violence in rented premises will not be held responsible for the damage caused by the perpetrator of the domestic violence.

Tenancy database listings

As a result of these legislative amendments CHC is prohibited from listing a victim of domestic violence on a tenancy database if they terminated their tenancy with us because of their experience of domestic violence.

Support services / organisations for tenants who have experienced domestic violence

Another Closet (for gay & lesbian victims of violence)

Website: www.anothercloset.com.au

Domestic Violence Legal Advice Line

Ph: 8745 6999 or Toll free – 1800 810 784

Website: www.womenslegalnsw.asn.au

Domestic Violence Line (Community Services)

Toll free – 1800 656 463

Law Access

1300 888 529

Rape Crisis Centre

Toll free – 1800 424 017

Victim's Services

Toll free – 1800 633 063

Wirringa Baiya Aboriginal Women's Legal Centre

Toll free – 1800 686 587

Women's and Girls' Emergency Centre

Ph: 9360 5388

Women's Legal Contact Line

Ph: 8745 6988 or Toll free – 1800 801 501

5. New tenant checklist

There are certain things you must know about your rights and responsibilities before you sign a tenancy agreement / lease with Community Housing Corner. CHC is required to provide you with a copy of the following checklist: prior to signing you up to your tenancy.

New tenant checklist

What you must know before you sign a lease

At the start of every tenancy, your landlord or agent should give you:

- a copy of this information (the *New tenant checklist*)
- a copy of your lease (tenancy agreement)
- 2 copies of the premises condition report (more on that later)
- an invitation to lodge the bond using Rental Bonds Online (RBO). Or, if you are unable to use RBO, a bond lodgement form for you to sign, so that it can be lodged with NSW Fair Trading
- keys to your new home.

If applicable, you should also receive:

- a certificate of compliance for a swimming pool (more on that later)
- a copy of the by-laws, if the property is in a strata complex
- notification if the premises has been listed on the Loose-Fill Asbestos Insulation Register (more on that later)
- notification of any other material fact relating to the premises (more on that later).

Before you sign the lease, make sure you read it thoroughly. If there is anything in the lease that you do not understand, ask questions.

Remember, you are committing to a legally binding contract with no cooling-off period. You want to be certain you understand and agree to what you are signing.

You should only sign the lease when you can answer Yes to the following statements.

The lease

- I have read the lease and asked questions if there were things I did not understand.
- I know the length of the lease is negotiated before I sign, which means it can be for 6 months, 12 months, or some other period.

- I know that I must be offered at least **one** way to pay the rent that does not involve paying a fee to a third party.
- I know that any additional terms to the lease must be negotiated before I sign.
- I have checked that all additional terms to the lease are legal. For example, the lease does **not** include a term requiring me to have the carpet professionally cleaned when I leave, unless I have agreed to that as part of a condition to allow me to keep a pet on the premises.

Promised repairs

For any promises made by the landlord or agent (for example, replace the oven, paint a room, clean up the backyard, etc.):

- I have made sure these have already been done
- or
- I have an undertaking in writing (before signing the lease) that they will be done.

Upfront costs

I am **not** being required to pay:

- more than 2 weeks rent in advance, unless I freely offer to pay more
- more than 4 weeks rent as a rental bond.

I am **not** being charged for:

- the cost of preparing my lease
- the initial supply of keys and security devices to each tenant named on the lease.

Tel: 13 32 20 www.fairtrading.nsw.gov.au

Managing your bond online

Your landlord or agent **must** give you the option to use Rental Bonds Online (RBO) to pay your bond. You can use RBO to securely pay your bond direct to NSW Fair Trading using a credit card or BPAY, without the need to fill out and sign a bond lodgement form. Once registered, you can continue to use your RBO account for future tenancies.

If you decide not to use RBO, you can ask your agent or landlord for a paper bond lodgement form for you to sign, so that it can be lodged with NSW Fair Trading.

Swimming and spa pools

Does the property have a swimming or spa pool? If so, the landlord or agent must give you a copy of a valid certificate of compliance or occupation certificate issued in the past 3 years. This does not apply if you are renting in a strata or community scheme of more than 2 lots.

Property containing loose-fill asbestos insulation

Properties in NSW that test positive for loose-fill asbestos insulation will have the property address included in a public register (available on the NSW Fair Trading website). If a property has been listed on this public register, the agent or private landlord must disclose this information to new tenants. The following section lists the other information that must be provided to tenants before they sign a lease.

What tenants must be told

Sometimes a residential property has something in its history that you should know. If the landlord or agent is aware of any of the following facts, they must inform you:

- if the property:
 - has been affected by flooding or bushfire in the previous 5 years
 - has significant health or safety risks (unless they are obvious when you inspect the property)
 - has been the scene of a violent crime in the previous 5 years

- is affected by zoning or laws that will not allow you to obtain a parking permit and only paid parking is available in the area
- is provided with council waste services on a different basis to other premises in the area
- is listed on the loose-fill asbestos insulation register
- if other people are entitled to share the driveway or walkway.

After you move in

- Fill in your part of the condition report and make sure you return a copy to the landlord or agent within 7 days. This is an important piece of evidence. If you do not take the time to complete it accurately, money could be taken out of your bond to pay for damage that was already there when you moved in.
- If you lodged the bond using RBO, make sure you receive an email or SMS notification from Fair Trading confirming your bond has been received. If the bond was not lodged using RBO, make sure you get a letter from Fair Trading sometime during the first 2 months saying that your bond has been received and advising you of your Rental Bond Number.

If you do not receive an email, SMS notification or letter, call NSW Fair Trading to make sure the bond has been lodged.

Top tips for problem-free renting

Follow these useful tips to help avoid problems while you are renting:

- Photos are a great way to record the condition of the property when you first move in. Take date-stamped photos of the property, especially areas that are damaged or unclean. Keep these photos in case the landlord objects to returning your bond at the end of your tenancy.
- Keep a copy of your lease, condition report, rent receipts, Rental Bond Number and copies of letters/emails you send or receive in a safe place where you can easily find it later.



CHC/PROPERTY CORNER

PO Box CP128

T: 0415 558 818

Inspector: Armando Errichiello

Condell Park NSW 2200

INGOING CONDITION REPORT

Residential Tenancy Regulation

New South Wales - 2010


HOW TO COMPLETE THIS REPORT

- Three copies of this condition report are filled out and signed by the landlord or the landlord's agent.
- Before the tenancy begins, the landlord or the landlord's agent must inspect the residential premises and record the condition of the premises by indicating whether the particular room item is clean, undamaged and working by placing "Y" (YES) or "N" (NO) in the appropriate column (see example below). Where necessary, comments should be included in the report. The landlord or the landlord's agent must also indicate "yes" or "no" in relation to the matters set out under the headings "Health issues" and "Communications facilities".
- If the tenant has agreed to pay for water usage charges under the residential tenancy agreement, the landlord or landlord's agent must also indicate whether the residential premises have the required water efficiency measures.
- Two copies of the report which have been filled out and signed by the landlord or the landlord's agent must be given to the tenant before or when the tenant signs the agreement. The landlord or landlord's agent keeps the third copy.
- As soon as possible after the tenant signs the agreement, the tenant must inspect the residential premises and complete the tenant section of the condition report. The tenant indicates agreement or disagreement with the condition indicated by the landlord or landlord's agent by placing "Y" (YES) or "N" (NO) in the appropriate column and by making any appropriate comments on the form. The tenant may also comment on the matters under the headings "Health issues", "Communications facilities" and "Water efficiency devices".
- The tenant must return one copy of the completed condition report to the landlord or landlord's agent within 7 days after receiving it and is to keep the second copy.
- At, or as soon as practicable after, the termination of the tenancy agreement, both the landlord and tenant should complete the copy of the condition report that they retained, indicating the condition of the premises at the end of the tenancy. This should be done in the presence of the other party, unless the other party has been given a reasonable opportunity to be present and has not attended the inspection.

IMPORTANT INFORMATION

- It is a requirement that a condition report be completed by the landlord and the tenant (see above). This condition report is an important record of the condition of the residential premises when the tenancy begins and may be used as evidence of the state of repair or general condition of the premises at the commencement of the tenancy. It is important to complete the condition report accurately. It may be vital if there is a dispute, particularly about the return of the rental bond money and any damage to the premises.
- At the end of the tenancy the premises will be inspected and the condition of the premises at that time will be compared to that stated in the original condition report.
- A condition report should be filled out whether or not a rental bond is paid.
- If you do not have enough space on the report attach a separate sheet.
- Call Fair Trading on 13 32 20 or visit the website for information about the rights and responsibilities of landlords and tenants or before completing the condition report.





Lease Start Date:

29/06/19

Inspection Date:

01/05/19

CONDITION/ ACTION CODES



YES



NO

SAMPLE CONDITION REPORT

Bedroom 2				
Walls	Y	Y	Y	Y
Blinds / Curtains	N	Y	N	Y
Door / Doorway frame	Y	N	Y	Y
Tv Aerial port	Y	Y	Y	N
Floors Coverings	N	Y	Y	Y

Inspector Signature  Date **20/06/19** Tenant _____ Date _____

Agent Disclaimer.

This tenancy inspection report is a visual one carried out by CHC/Property Corner to assess the manner in which the tenant is maintaining your property. As your property manager, our role is to manage the tenancy; We are not qualified to assess the structural aspects of areas including but not limited to staircases, decking and balconies or to ensure that plumbing, electrical or gas mixtures of fittings, glass windows, doors and balustrades, smoke alarms, asbestos, swimming pool safety barriers (and associated fittings) comply and operate in accordance with applicable building/council codes and/or laws and regulations. The inspection does not include the moving of furniture, lifting of floor coverings, inspecting the interiors of roof spaces, under flooring, inside of cupboards, tenant's goods of other belongings. CHC/Property Corner recommends that all landlords have regular inspections carried out by suitable qualified, licensed and insured contractors and experts in the appropriate areas when necessary. CHC/Property Corner also recommends that all landlords hold adequate insurance, including landlords insurance.

Health Issues

The landlord must indicate whether the following apply to the residential premises:

- Are there any signs of mould and dampness? N
- Are there any pests or vermin? N
- Has any rubbish been left on the premises? N
- Are child safety devices installed on windows? N

Water Efficiency Devices

Only Applicable if tenant pays water usage charges for residential premises. The landlord must indicate whether the following water efficiency measures are in place in the residential premises.

- All showerheads have a maximum flow rate of 9 litres/min Y
 - All internal cold water taps and single mixer taps in kitchen or bathroom hand basins have a maximum flow rate of 9 litres/min Y
 - No leaking taps on residential premises Y
- | | |
|----------------------|---------------------|
| Water Meter Location | Water Meter Reading |
| | |

Communication Facilities

The landlord must indicate whether the following communication facilities are available:

- A telephone line is connected to the residential premises N
- A internet line is connected to the residential premises N

Smoke Alarm

The landlord must indicate whether the following smoke alarm facilities are available:

- Is the property fitted with Smoke Alarms? Y
- Smoke alarm location and additional comments:
- Smoke Alarms are fitted at following locations:

Lounge Room

Work Completed

Approximate date when work was last done on residential premises

- | | |
|---|------------|
| Installation of water efficiency measures | 30-03-2019 |
| Painting of premises (internal) | 30-03-2019 |
| Painting of premises (external) | 30-03-2019 |
| Flooring laid/replaced/cleaned | 30-03-2019 |

Additional Comments

Relating to Health Issues, Communication Facilities or Water Efficiency Devices (may be added landlord or tenant, or both)

This is a brand new apartment

Furniture List

If insufficient space please attach schedule

Unfurnished premises

	Clean	Undamaged	Working	Keys	Inspector Comments	Tenant Agrees	Tenant Comments
Bedroom							
Built-in Robes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 1 2	<input type="checkbox"/> <input type="checkbox"/>	
Skirting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		One chip on board; Refer to image: 3 4	<input type="checkbox"/> <input type="checkbox"/>	
Floor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 5 6 7	<input type="checkbox"/> <input type="checkbox"/>	
Walls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		No marks or hooks; Refer to image: 8 9 10 11	<input type="checkbox"/> <input type="checkbox"/>	
Door/ Doorframe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 12	<input type="checkbox"/> <input type="checkbox"/>	
Powerpoints/ Fixtures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 13	<input type="checkbox"/> <input type="checkbox"/>	
TV Aerial Port						<input type="checkbox"/> <input type="checkbox"/>	
Telephone Point						<input type="checkbox"/> <input type="checkbox"/>	
Windows/ Screens/ Window Safety Devices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 14	<input type="checkbox"/> <input type="checkbox"/>	
Blinds/ Curtains	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Refer to image: 15	<input type="checkbox"/> <input type="checkbox"/>	
Lights/ Fixtures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>	
Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 16	<input type="checkbox"/> <input type="checkbox"/>	
Bedroom 2							
Built-in Robes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 17 18 19	<input type="checkbox"/> <input type="checkbox"/>	
Skirting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 20 21 22	<input type="checkbox"/> <input type="checkbox"/>	
Floor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Clean no marks ; Refer to image: 23 24	<input type="checkbox"/> <input type="checkbox"/>	
Walls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Chip; Refer to image: 25 26 27 28	<input type="checkbox"/> <input type="checkbox"/>	
Door/ Doorframe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>	
Powerpoints/ Fixtures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>	
TV Aerial Port						<input type="checkbox"/> <input type="checkbox"/>	
Telephone Point						<input type="checkbox"/> <input type="checkbox"/>	
Windows/ Screens/ Window Safety Devices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> <input type="checkbox"/>	
Blinds/ Curtains	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 29	<input type="checkbox"/> <input type="checkbox"/>	

Inspector Signature  Date 20/06/19 Tenant _____ Date _____

	Clean	Undamaged	Working	Keys	Inspector Comments	Tenant Agrees	Tenant Comments
Bedroom 2							
Lights/ Fixtures	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		Refer to image: 30	<input type="radio"/> Y <input type="radio"/> N	
Ceiling	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>			<input type="radio"/> Y <input type="radio"/> N	
study							
Ethernet Port						<input type="radio"/> Y <input type="radio"/> N	
Skirting						<input type="radio"/> Y <input type="radio"/> N	
Floor						<input type="radio"/> Y <input type="radio"/> N	
Walls						<input type="radio"/> Y <input type="radio"/> N	
Door/ Doorframe						<input type="radio"/> Y <input type="radio"/> N	
Powerpoints/ Fixtures						<input type="radio"/> Y <input type="radio"/> N	
TV Aerial Port						<input type="radio"/> Y <input type="radio"/> N	
Telephone Point						<input type="radio"/> Y <input type="radio"/> N	
Windows/ Screens/ Window Safety Devices						<input type="radio"/> Y <input type="radio"/> N	
Blinds/ Curtains						<input type="radio"/> Y <input type="radio"/> N	
Lights/ Fixtures						<input type="radio"/> Y <input type="radio"/> N	
Ceiling						<input type="radio"/> Y <input type="radio"/> N	
Bathroom							
Ceiling						<input type="radio"/> Y <input type="radio"/> N	
Floor/ Tiles						<input type="radio"/> Y <input type="radio"/> N	
Walls/ Tiles						<input type="radio"/> Y <input type="radio"/> N	
Door/ Doorframe						<input type="radio"/> Y <input type="radio"/> N	
Powerpoints/ Fixtures						<input type="radio"/> Y <input type="radio"/> N	
Mirror/ Cabinet						<input type="radio"/> Y <input type="radio"/> N	
Taps/ Basin						<input type="radio"/> Y <input type="radio"/> N	
Cupboard/ Drawers						<input type="radio"/> Y <input type="radio"/> N	

Inspector Signature  Date 20/06/19 Tenant _____ Date _____


Clean	Undamaged	Working	Keys	Inspector Comments	Tenant Agrees	Tenant Comments
Ensuite						
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	
Kitchen						
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 49	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 50	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 51 52	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 53	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 54 55	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 56 57	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	No chips or marks; Refer to image: 58 59 60	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 79	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 80	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 81 82	<input type="radio"/> Y <input type="radio"/> N	
Lounge Room						
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 83 84	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	

Inspector Signature  Date 20/06/19 Tenant _____ Date _____

	Clean	Undamaged	Working	Keys	Inspector Comments	Tenant Agrees	Tenant Comments
Lounge Room							
Blinds/ Curtains	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 85	<input type="checkbox"/> Y <input type="checkbox"/> N	
Windows/ Screens/ Window Safety Devices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 86 87	<input type="checkbox"/> Y <input type="checkbox"/> N	
Telephone Point						<input type="checkbox"/> Y <input type="checkbox"/> N	
TV Aerial Port						<input type="checkbox"/> Y <input type="checkbox"/> N	
Powerpoints/ Fixtures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 88 89	<input type="checkbox"/> Y <input type="checkbox"/> N	
Door/ Doorframe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 90	<input type="checkbox"/> Y <input type="checkbox"/> N	
Walls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		No marks or hooks; Refer to image: 91 92 93	<input type="checkbox"/> Y <input type="checkbox"/> N	
Floor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 94 95 96	<input type="checkbox"/> Y <input type="checkbox"/> N	
Skirting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		No marks; Refer to image: 97 98	<input type="checkbox"/> Y <input type="checkbox"/> N	
Laundry							
Floor/ Tiles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 99 100 101 102	<input type="checkbox"/> Y <input type="checkbox"/> N	
Walls/ Tiles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Refer to image: 103 104	<input type="checkbox"/> Y <input type="checkbox"/> N	
Dryer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> Y <input type="checkbox"/> N	
Exhaust Fan/ Vent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 105	<input type="checkbox"/> Y <input type="checkbox"/> N	
Washing Machine/ Taps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 106 107	<input type="checkbox"/> Y <input type="checkbox"/> N	
Washing Tub	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> Y <input type="checkbox"/> N	
Door/ Doorframe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Refer to image: 108 109 110	<input type="checkbox"/> Y <input type="checkbox"/> N	
Powerpoints/ Fixtures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> Y <input type="checkbox"/> N	
Windows/ Screens/ Window Safety Devices						<input type="checkbox"/> Y <input type="checkbox"/> N	
Blinds/ Curtains						<input type="checkbox"/> Y <input type="checkbox"/> N	
Lights/ Fixtures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> Y <input type="checkbox"/> N	
Ceiling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/> Y <input type="checkbox"/> N	
Entrance Hall							

Inspector Signature  Date 20/06/19 Tenant _____ Date _____

Clean	Undamaged	Working	Keys	Inspector Comments	Tenant Agrees	Tenant Comments
Entrance Hall						
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
Balcony						
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 111 112	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Needs cleaning; Refer to image: 113	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 114 115	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y		<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y	Refer to image: 116	<input type="radio"/> Y <input type="radio"/> N	
	<input checked="" type="radio"/> Y	<input checked="" type="radio"/> Y			<input type="radio"/> Y <input type="radio"/> N	
Garage						
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	
					<input type="radio"/> Y <input type="radio"/> N	

Inspector Signature  Date 20/06/19 Tenant _____ Date _____

Clean Undamaged Working Keys

Inspector Comments

Tenant
Agrees

Tenant Comments

Garage

Windows/ Screens/ Window
Safety Devices


Y N

Lights/ Fixtures

Y N

Ceiling

Y N

Inspector Signature 

Date 20/06/19

Tenant

Date



Bedroom

30/03/2019 11:18 AM

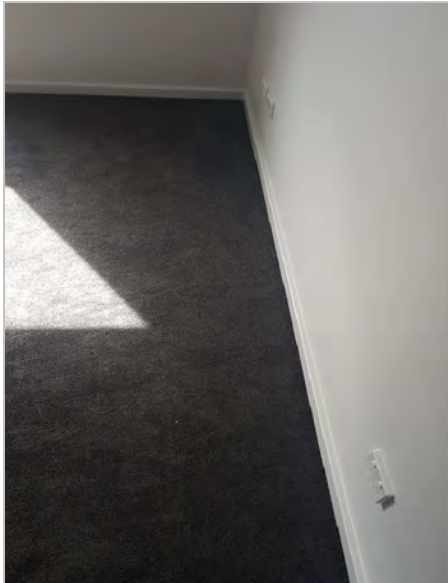
Image 1 :Built-in Robes



Bedroom

30/03/2019 11:18 AM

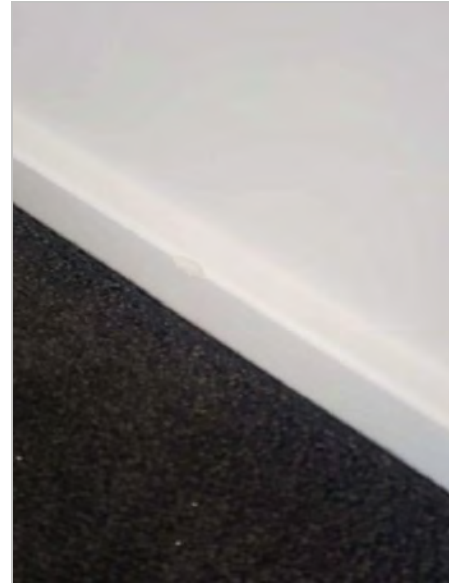
Image 2 :Built-in Robes



Bedroom

30/03/2019 11:18 AM

Image 3 :Skirting



Bedroom

30/03/2019 11:18 AM

Image 4 :Skirting

7. Lodging your rental bond online

Rental Bonds Online (RBO) changes to residential tenancy laws

From **30 January 2017**, changes to the *Residential Tenancies Act 2010* (the Act) make it mandatory for landlords and real estate agents to invite tenants to lodge their rental bonds using Rental Bonds Online (RBO).

The amendment does not change any other provisions in the Act, including those relating to the lodgement and claims for bonds.

Landlords and Real Estate Agents

From 30 January 2017, landlords and real estate agents are required to be registered with RBO and invite new tenants to provide their email address for the purpose of initiating the RBO bond lodgement process.

A landlord or agent who fails to invite a new tenant to lodge their bond using RBO, prior to accepting a bond, will be in breach of the Act.

Tenants

From 30 January 2017, when tenants enter into a new residential tenancy agreement, landlords and real estate agents are legally required to invite them to lodge their bond using RBO.

Tenants who do not have internet access can continue to give their bond directly to the landlord or landlord's real estate agent. The landlord or agent is then required to lodge the bond with the Rental Bond Board using the current paper-based method.

The login to RBO for tenants is <https://rbo.fairtrading.nsw.gov.au/tenant/login>

8. Eligibility for Community Housing Corner accommodation

General eligibility criteria

To be eligible to be housed by CHC you will need to:

- Be a citizen or have permanent residency in Australia
- Be a resident of New South Wales
- Provide proof to us of your identity
- Be able to sustain a successful tenancy, with or without support
- Generally, be 18 years of age or older
- Make repayments to Housing NSW or a community housing provider to clear any old debts you may owe them

Impact of assets on eligibility

CHC will not consider you eligible for their housing if you have assets or property which could reasonably be expected to solve your housing situation.

Housing need criteria

Applicants to CHC must have a housing need which cannot be resolved in the medium to long term without assistance. Factors which could demonstrate need include:

- You are currently living in unaffordable housing or housing which is unsuitable for your needs e.g. you may rely on a wheelchair and be in accommodation which is not wheelchair accessible
- You may need to relocate from a regional area because you have been unemployed long-term but have been offered employment in Sydney
- You may have a sick child who needs access to treatment at a particular hospital.

Income eligibility criteria

To be eligible for CHC housing you will need to earn less than a specified maximum income limit. If you earn more than an assessed maximum level for various income groups, you will not be eligible. In terms of income groups we house tenants from very low, low or moderate incomes.

Maximum incomes for each of those income groups are based on the relevant median income figures for Sydney.

Income eligibility limits vary according to household size, with the maximum limit increasing with each additional person in a household.

Income limits are reviewed annually to reflect consumer price index (CPI) adjustments made to social security pensions and benefits or movements in average weekly earnings. Updates on income limits are published annually in the NSW Affordable Ministerial Guidelines.

Existing tenants are permitted to earn up to 25% above the maximum eligibility income for the moderate income category before they lose their eligibility.

Maintaining eligibility

To maintain eligibility CHC tenants must:

- Continue to meet the general eligibility criteria
- Demonstrate ongoing need
- Not have any assets or property which could reasonably be expected to solve their housing need
- Not have an income which is more than 25% above the maximum eligibility income for the moderate income category.

Eligibility reviews

CHC will conduct regular eligibility reviews to ensure our tenants continue to be eligible for our accommodation, usually as part of our 6 monthly or annual rent reviews.

For tenants who have a fixed term tenancy agreement with CHC, the *Residential Tenancies Act 2010* states that an eligibility assessment cannot be carried out any earlier than 6 months before the end of the fixed term.

9. Allocations Policy

CHC allocates its accommodation to eligible tenants from a mix of very low, low and moderate incomes. We use the NSW Affordable Housing Ministerial Guidelines as a guide to how those income levels are defined. The Guidelines adjust the definition of each income category every year, based on the Consumer Price Index (CPI).

From time to time we focus our allocations on eligible tenants in housing stress from a specific population group.

We do allocate properties on a fixed term basis but in the main, we offer tenancy agreements on a continuous basis. The terms of our tenancy agreements may be varied over time – for example, when the term of a fixed term agreement expires, it may then become a continuous basis agreement.

To maintain the financial viability of CHC we are always careful to balance allocations to a mix of income groups, to ensure there are sufficient funds for CHC to operate successfully.

10. Termination Policy

CHC may take action to terminate your tenancy with us if:

- An eligibility review finds that you are no longer meet the eligibility to rent CHC's affordable accommodation
- We offered you a tenancy agreement for an alternative affordable housing property to the one in which you currently live and you rejected the offer
- You rejected a final offer of alternative social housing made by Housing NSW
- You have received a final Apprehended Violence Order (AVO) prohibiting you from entering the dwelling
- You abandoned the property
- We received information that you had passed away
- You breached your tenancy agreement with us

11. Appealing a notice of termination

You are entitled to appeal a notice of termination issued by CHC.

1. Under CHC's Complaints Policy, the first thing you need to do is get in touch with us to discuss the notice of termination
2. If you are dissatisfied with our response, and we indicate we will continue with the termination process, you may wish to contact your local Tenants Advice and Advocacy Service for advice on next steps (*see contact details in our table of Community Support Groups / Organisations*)
3. You may lodge a claim with the Tenancy Division of the New South Wales Civil and Administrative Tribunal (NCAT)

12. Complaints and appeals

If you wish to complain about:

1. A CHC neighbour:

- Please contact us directly, either by phone, email or in person
- Your complaint will be dealt with confidentially by our property management staff

2. Community Housing Corner

You may have a complaint about:

- An individual member of CHC staff or a contractor – try talking to the staff member / contractor first, and if things don't improve from your perspective, then get in touch with a property manager). The complaint about the staff member will not be handled by them obviously
- CHC Policies in general or the way in which one of our policies has negatively impacted you personally.
- Repairs that need doing at your accommodation (see our Repairs and Maintenance Policy in this booklet)
- A decision we have made concerning your tenancy (not including termination of the tenancy)

Lodging a complaint about CHC

1. You can make your complaint about CHC in person, in an email or by phone.
2. If you wish to meet with us in person to lodge a complaint, you may bring a support person or advocate with you. Let us know if you would like us to organise an interpreter for the meeting.
3. If you lodge your complaint by email or phone, we will acknowledge receipt of your complaint by email (or postal mail if you do not have email) within 2 days, including its details as we understand them, and confirm that we will respond to you within 14 days. Hopefully, within 14 days we can advise you that we have resolved your complaint.
4. As part of your complaint, you may wish to suggest an alternative solution, which we will be happy to consider.
5. If you remain dissatisfied with our response and you believe that CHC has not complied with its obligations under the Community Housing Provider's Law (the National Law), contact the Housing Registrar on 1800 330 940 or at registrar@fac.nsw.gov.au.
6. You may wish to contact your local Tenants Advice and Advocacy Service for advice on next steps (*see contact details in our table of Community Support Groups / Organisations*).
7. If you remain dissatisfied about one of our policies as it affects your tenancy, the Housing Appeals Committee (HAC) is an independent, free body which exists to support tenants and to ensure that housing providers apply their policies fairly and consistently. They can be contacted on Toll free 1800 629 794 or 8741 2555 or at hac@fac.nsw.gov.au.

13. Repairs and Maintenance

Repairs and maintenance responsibilities of Community Housing Corner

- CHC has a responsibility to provide homes that are safe, in good repair and of an acceptable and appropriate standard
- By responding to repair requests promptly and undertaking a program of planned maintenance, CHC maximises the useful life of our accommodation
- CHC must comply with the requirements of the *Residential Tenancies Act 2010*, the *Home Building Act 1989* and other laws and codes in relation to property maintenance and repairs
- CHC is responsible for the cost of repairs that are needed as a result of normal wear and tear
- CHC only uses contractors who are licensed, insured and provide prompt service and value for money

Repairs and maintenance responsibilities of CHC tenants

- To maintain their homes in good repair
- Tenants should not undertake their own repairs or maintenance work. CHC will not reimburse a tenant for the cost of doing so
- Tenants are legally held responsible for any damage they cause to a CHC property, beyond normal wear and tear. This means the tenant will have to pay for the repair of any damage which is their responsibility. If the tenant agrees that the damage was caused by them or others at the premises, CHC will agree to have the repairs carried out and may enter into a signed agreement with the tenant to pay off the cost
- CHC will take into consideration the tenant's background; disability; the length of the tenancy; and the condition of the accommodation at the commencement of the tenancy before deciding whether a tenant is responsible for cleaning / damage costs
- Under NSW legislation, bond money can be withheld to cover the cost of outstanding damage repairs
- If urgent repairs are needed, they should immediately be reported to CHC, given there may be safety issues involved. Urgent repairs should be requested by phoning CHC
- General repairs can be organised by faxing, emailing or delivering in person a completed CHC repairs and maintenance request form – a copy of the form follows.

Repairs and maintenance rights of CHC tenants

The tenancy agreement provides tenants with the right to have their accommodation appropriately maintained. Any CHC tenant who is not satisfied with the standard of maintenance undertaken on their property or the state of repair of their home, can apply to the NSW Civil and Administrative Tribunal (NCAT) to have repairs undertaken.

Community Housing Corner Maintenance Request Form

Address of Property: _____ Date: _____

Tenant Name(s): _____

Mobile: _____ Email: _____

Phone (w): _____ Phone (h): _____

The following repair items require attention:

1.	
2.	
3.	

Please note: If the repairs needed are for an appliance, please advise whether it is gas or electric and provide the make and model number. This will speed up the process of organising the repair.

- I hereby authorise Community Housing Corner, its employees and contractors to use the keys to the above property held by Community Housing Corner to gain access to, investigate and if applicable, carry out the repairs at the above property, without the need for further notice to me.
- I do not authorise Community Housing Corner, its employees or contractors to use the keys to the above property held by Community Housing Corner and undertake to personally provide access to the property at a time to be advised by Community Housing Corner contractors. I freely acknowledge that if I make such arrangements and then fail to provide access to the property, I will be personally liable for any charges made by Community Housing Corner contractors for travelling to and from the property.

I acknowledge that my contact information may be provided to either the contractors engaged by Community Housing Corner or the owner of the property to facilitate contact in order to carry out the repairs.

Tenant Name **Tenant Signature** **Date**

 Office Use Only

Date Received	Owner Contacted	Instructions

14. Tenant Satisfaction Survey

Following is the template of the CHC's Tenant Satisfaction Survey. We ask our tenants to provide feedback through the Survey every year but we are happy to receive feedback through the survey anytime.

If you are moving on from CHC, it would be great if you could fill out the form before you leave, though we do appreciate what a busy time moving house is.

The Survey form can be filled in online on our website or we can email you a version or you can print off the following copy, fill it out and mail it to us or give it to us in person.

However you access the Survey, we really do value your views on how we perform our role at Community Housing Corner and any suggestions you may have about how we can improve.

**COMMUNITY HOUSING CORNER
TENANT SATISFACTION SURVEY**

Tenant's Name	
Address	
Contact Phone	

General Satisfaction

Q1. Overall, are you happy with the service provided by Community Housing Corner?

- Yes
- No
- Unsure

Q2. Please rate your overall satisfaction with the following elements of your tenancy/service:

	Very satisfied	Quite satisfied	Not satisfied	Unsure
Rental price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of contacting the Community Housing Corner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of communal facilities (if any)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs and maintenance service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You can give further information on the reasons for the ratings provided above if you wish here:

Contacting the Community Housing Corner

Q3. What would be your main reason for contacting Community Housing Corner?

- To request rent details
- To report a repair
- Query on community services
- Other (please specify)

Q4. When you do contact Community Housing Corner, are you happy with the speed at which your query is dealt with?

- Yes
- No
- Unsure

If you are not happy with the speed at which your query was dealt with you can give reasons for this here:

Rent Payment

Q5. What method of rent payment do you use?

- Direct Debit
- Payment to CHC (by cash, cheque or money order)
- Electronic Transfer
- Other (please specify)

Q6. Are you happy with your current payment method?

- Yes
- No

Q7. Are there any other payment methods you would like to see made available to you?

- Yes
- No

If you answered 'yes', can you tell us why?

General Welfare

Q8. Does Community Housing Corner provide useful information on services or help to link you with services?

- Yes
- No
- Most of the time

Q9. Do you feel safe in your home?

- Yes
- No
- Most of the time

If you answered 'no', can you tell us why?

Q10. Do you feel safe in your neighbourhood?

- Yes
- No
- Most of the time

If you answered 'no', can you tell us why?

Q11. Are you satisfied that your rights as a tenant are being respected?

- Yes
- No
- Most of the time

If you answered 'no' or 'most of the time', can you tell us why?

Q12. Do you feel that the participation of tenants in your housing community has had an influence on how Community Housing Corner makes decisions?

- Yes
- No
- Maybe

Q13. Does Community Housing Corner handle complaints quickly and effectively?

- Yes
- No
- Sometimes

If you answered 'no' or 'sometimes', can you tell us why?

Tenant Communications

Q14. Would you consider that Community Housing Corner is easy to contact?

- Yes
- No

If you answered 'no', can you tell us why?

Q15. Which is the best method of contact for you?

- Phone
- Mobile phone
- Email
- Postal mail

Rental Property and Tenant Engagement

Q16. Do you consider any of the following to be an issue within your rental property?

	Yes	No	Not Applicable
Condition of communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. Do you have any additional comments or issues you would like to tell us about? These can include recommendations for how we can improve our service to you.

Thank you for your time.

15. Falling behind in rent

From time to time we know that financial pressures may mean you fall behind in the rent you pay to Community Housing Corner.

It is important that you contact us as soon as possible, before the outstanding debt gets too big. We can work out a repayment plan so that you can pay a little extra with each rent payment until the debt is cleared.

A factsheet from Fair Trading follows – it discusses repayment plans but also points out the potential consequences of getting too far behind.

Falling behind with your rent

Information for tenants

If you have fallen behind with your rent it is important to take action as soon as possible, as your landlord can give you notice to end the tenancy if your rent is more than 14 days overdue.

If you are behind with your rent

One of the terms of your tenancy is that you agree to pay your rent on time. If the rent is late you are in breach of this term. It is important to pay the outstanding rent as soon as possible.

If you are unable to pay all of the overdue rent immediately, you should contact your landlord or agent to talk about a repayment plan.

Repayment plans

A repayment plan is a plan for the outstanding rent to be paid over a period of time, in addition to your normal rent payments. You and the landlord both need to agree on the plan, including the payment amounts and dates. The repayment plan should be put in writing and signed by both parties to avoid misunderstanding or disputes over what was agreed. If you cannot agree on a repayment plan the NSW Civil and Administrative Tribunal may help set to one up.

Can I be asked to leave?

If the rent is 14 days behind or more, the landlord can serve you with a termination notice, giving you 14 days to vacate the property.

The notice must be in writing, signed by your landlord or agent and explain the reason for the notice and the date by which you must vacate.

What if I do not vacate within 14 days?

The landlord can apply to the Tribunal for an order to end your tenancy. They can do this at the same time as

giving you notice or up to 30 days after the notice ends. If they apply to the Tribunal you will receive a notice from the Tribunal to attend a hearing. You cannot be evicted until the Tribunal makes a termination order and gives you a date to leave.

The law provides a general guarantee that a tenancy can continue if you catch up with the rent or a repayment plan is agreed to by the landlord and you stick to it. This applies before or after the Tribunal hearing, unless the Tribunal orders differently because the rent has frequently been late (see below for more information).

At the Tribunal

It is important that you attend any Tribunal hearings.

The Tribunal member may first conciliate to try to get you to agree with your landlord on a repayment plan for the overdue rent. At this meeting, make sure that you do not offer to pay more than you can afford because if you fail to make the repayments, the landlord can take you back to the Tribunal and the tenancy may be terminated. If you cannot come to an agreement, your case will be decided by a Tribunal member.

At the hearing, you can:

- ask for time to bring your rent up to date and allow you to continue your tenancy
- give evidence of how much extra you can afford to pay and when.

When do I have to move out?

Termination order

If the Tribunal issues a termination and possession order, you are required to vacate the premises on the date specified unless you pay your overdue rent or comply with a repayment plan agreed to by the landlord. Otherwise, the Sheriff may enforce the warrant for possession and evict you. However, refer to the information below about frequent late payments.

Frequent late payers

If you have a history of frequently paying the rent late, your landlord can apply to the Tribunal for you to be evicted even if you pay all the rent you owe.

The law does not state what is considered to be frequently late. Whether the Tribunal makes such an order is up to the Tribunal to decide based on the evidence you and the landlord present at the hearing.

Rent records

If you are told that you are behind in your rent and you disagree, check your rent receipts and other records (such as bank statements) to see if this is correct. Ask the landlord or agent to give you a copy of your rent ledger so you can see if your records match theirs.

Late fees

The landlord can only ask you to pay the cost of replacing any rent deposit books or rent cards you have lost and the amount of any bank fees for dishonoured rent cheques, insufficient funds for direct debit rent payments and the like.

Your landlord cannot charge you for Tribunal application fees, or costs involved in enforcing a warrant or charge a penalty (eg. interest) for late payments.

www.fairtrading.nsw.gov.au
Fair Trading enquiries 13 32 20
TTY 1300 723 404
Language assistance 13 14 50

This fact sheet must not be relied on as legal advice. For more information about this topic, refer to the appropriate legislation.

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