

Tenant Handbook

...a place to call home

 **Your Place.**
Housing





Welcome to your place!!

We hope you feel at home in your place and your new community. We will do whatever we can to help you settle in as quickly as possible.

This handbook has lots of information that you will want to know about living in your new house. Keep it tucked away somewhere for future reference.

Your Tenancy Officer is just a call away so, call us if you have any questions.

YourPlace Housing Ltd
9 Bryon Place
Adelaide SA 5000

Phone: 8351 8466 Monday to Friday
from 8.00am to 4.00pm

After Hours Emergency Maintenance:
0414 367 735 after 4.00pm on weekdays,
Saturday, Sunday, and public holidays.

Email:

Tenancy Enquiries
tenancy@yourplacehousing.com.au

Rent Enquiries
rent@yourplacehousing.com.au

Maintenance Enquiries
maintenance@yourplacehousing.com.au

General Enquiries
info@yourplacehousing.com.au

Complaints & Appeals
complaintsandappeals@yourplacehousing.com.au

About Us	4
Tenancy Relationships	5
Your Tenancy	6
Bond, Rent & other payments	8
Moving In	10
Maintaining Your Tenancy	11
Moving Out	14
Repairs & Maintenance	16
Property Inspections	22
Hints & Tips	23
Smoke Alarms	26
Pest Control	28
Rubbish	29
Being a Good Neighbour	30
Feedback/Complaints	31
Who to Contact if I have any Questions?	34

About Us

YourPlace Housing provides accommodation to people, many of whom are facing social disadvantage.

We do this by managing a housing portfolio that includes social and affordable properties. We aim to meet the housing needs of a diverse range of tenants, some of whom require support to maintain a tenancy.

In addition to a portfolio of properties for general tenants, YourPlace Housing has a focus on the provision of properties to people with disability.

YourPlace Housing was created as a result of a merger in December 2019, between the Accessible Housing Association Inc. and the Intellectual Disability Accommodation Association Inc.

Mission

Our mission is to provide great homes, support communities and improve lives.

Vision

Our vision is to be a leading South Australian community housing organisation, recognised for excellence in meeting housing need and improving tenant wellbeing.

Our mission and vision are underpinned by our values which form the foundation upon which our service delivery model is based.

Values

Our values are very important to us and guide our behaviour.

They describe our style of leadership and the way our people behave. They set standards which we apply to the way we run our business, recruit our colleagues, manage our performance, and reward good work.

YourPlace Housing service delivery is based upon three core values:

- integrity
- respect
- accountability

More information about YourPlace Housing and how we provide tenancy and property management services is available on our website.

Tenancy Relationships

Our Relationship with Tenants

We adopt a ‘person centered’ approach in developing relationships with all our tenants.

We recognise the unique needs of each of our tenants and the importance of family, friends and formal and informal support.

This means that our tenants, their families or supports will be central to any discussions about their tenancy.

Formal Support Services

Some tenants also have a separate relationship with a support agency who they engage to help them with activities of daily living.

YourPlace Housing will enter into an agreement with these agencies to ensure that both parties act in the best interest of the tenant to whom they provide services.

Shared Accommodation

Some of our properties have more than one tenant residing in them and receive support from a disability support service. In these circumstances each tenant has an individual tenancy agreement which sets out their rights and responsibilities. It also details how shared areas of the property will be managed.

How we choose tenants:

- 1 People applying for housing with us must meet the State government’s eligibility criteria for community housing. They also have to meet YourPlace Housing’s eligibility criteria, i.e., people with a disability or those who experience social marginalisation.
- 2 YourPlace Housing uses the Single Housing Register to identify those people in most need.
- 3 We carefully match an applicant’s current needs (and their needs in the foreseeable future) with the suitability of the:
 - property – its specific amenities, number of bedrooms, size
 - location – proximity of services such as schools, medical facilities, shopping centres, public transport, community facilities and so on

We undertake this matching process to ensure that each offer of housing results in a long and successful tenancy.

Your Tenancy

Before you move in you will need to sign a tenancy agreement which is a legal contract.

It lists a number of rights and responsibilities of YourPlace Housing as the landlord and you as the tenant. Please refer to your tenancy agreement for full details but here is a summary:

What you can expect from Us...

We will:

- be fair, honest, and transparent in our dealings with you
- ensure that your house is clean and in good condition when you move in
- maintain and repair the property as required
- respond to your maintenance requests in line with our maintenance policy
- respect your privacy and ensure we give you ample notice if we need to visit to undertake inspections or carry out maintenance
- review your rent as per your tenancy agreement and provide a range of payment options
- keep you informed and consult with you on important issues
- support you to make this your home
- pay council rates, land tax charges and sewerage charges

What we expect from You...

We expect you to:

- pay rent and all other charges on time
- keep your house clean and tidy and treat it with care
- keep your garden mowed, weeded and free of rubbish
- ask for permission to keep a pet before you bring it home
- talk to us before you make any alterations or additions to the property
- tell us about any changes in your household income
- report repairs and maintenance required to the property as soon as possible
- allow YourPlace Housing staff and contractors access to the property

Your Tenancy (continued)

- be a good neighbour – always respect the right of your neighbours to live in peace and comfort
- pay for repairs caused by the neglect, misuse, willful or accidental damage by you or your visitors
- not to allow any illegal activities to occur at your house
- ask us first if you want to have someone stay at your house for more than 4 weeks
- only allow people approved by us to live in your house on an ongoing basis

Remember...

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



Bond, Rent & other payments

Bond

Before you move in you will need to pay the first two weeks rent PLUS the bond which is equal to either 4 or 6 weeks rent. A bond may be paid with a Housing SA Bond Guarantee.

If you need a Housing SA Bond Guarantee we will give you a completed Property Owners Declaration form before you move in. You will need to take this together with identification and proof of income to a Housing SA Office.

Rent

YourPlace Housing promises to make your rent as affordable as possible.

Your rent will be charged as either:

- 1 the property's market rent, or
- 2 income-based rent which is less than the market rent

Before you move in you will need to pay the first two (2) weeks rent plus the bond described above. After that you will always pay two (2) weeks rent in advance (every fortnight from the start date of your lease).

Paying Your Rent

You can choose the best payment option for you including:

- Centrepay – if you receive a payment from Centrelink. If you provide written consent, we can arrange this for you, or
- Direct Debit, or
- Electronic Funds Transfer to our bank account. You will be given a printed card with our bank account details and a unique reference number to use for all bank deposits.

We cannot accept cheques except those issued by Housing SA for rent in advance or bond.

Rent Review

Your rent will be reviewed in accordance with your lease:

- you will be advised by letter when your rent is being reviewed and we will ask for current income details for each person living in our household with an independent income
- you must let us know immediately if there are any changes to your income or household composition so that we can adjust your rent
- you will always be given at least '14 days' notice of any increase to your rent

Bond, Rent & Other Repayments (continued)

Water

You are responsible for paying water supply and usage costs and this will be included in the terms of your lease.

We will send you a water invoice every quarter including a due date for payment. As per your rent payments you can pay our water charges by:

- Centrepay
- Direct Debit
- Electronic Funds Transfer to our bank account

SA Water provides a concession to eligible customers. We will assist you to apply for a concession and, if eligible, this concession will be passed on in full to you.

Additional Services Levy

YourPlace Housing charges an Additional Services Levy of \$5.00 per week if there is an air-conditioner in your property. The levy is designed to cover the cost of repairs and replacement should the air-conditioner need to be replaced.

If there is no air-conditioner in the property at the time you move and you would like one installed we can arrange this for you. The \$5.00 levy will apply once the air-conditioner has been installed and forms part of your rent payment.

What happens if you can't pay your rent or other charges on time?

If you are unable to pay your rent or other charges on time it is very important that you contact us straight away so that we can work out a payment plan with you.

If you fall behind in your rent or other payments and your Tenancy Officer has not heard from you YourPlace Housing may take the matter to the South Australian Civil and Administrative Tribunal (SACAT).

Talk to Us

We understand that circumstances change. We are always happy to talk to you about your rent or any other payments. Don't hesitate to call your Tenancy Officer on 08 8351 8466 to discuss your circumstances.

Moving In

When you move in, we will make every effort to ensure that you settle into your new home as quickly as possible.

We will talk to you about your rights and responsibilities and work with other agencies to ensure that you have adequate support to live in your house successfully for the duration of your tenancy.

Tenancy Agreement

YourPlace Housing will issue you with a probationary tenancy agreement. This document provides the framework for our formal relationship and lists the responsibilities of both you and YourPlace Housing.

- 1 At the end of the probationary period your lease will be renewed if:
 - you have fulfilled your responsibilities, and
 - the house and the neighbourhood are a good match for you
- 2 You are required to pay a security bond and two weeks rent in advance. Your Tenancy Officer will provide the relevant forms required to apply for Bond Assistance and help you complete these if necessary. Bond requirements are covered on page 8.
- 3 We will discuss the most suitable rent payment options for you. Options have been covered under Bond, Rent and other Payments on page 8.

Things you will need to do:

- We encourage all our tenants to set aside payments for water and other utilities.
- If you receive a Centrelink or Family Assistance payment you may be eligible for Rent Assistance. You will need to take a copy of your Tenancy Agreement to Centrelink for assessment.
- You will need to arrange for connection of utilities, such as electricity, gas, and telephone. We recommend that new connections be organised at least five working days prior to moving in to ensure a smooth transition of services.
- We will provide you with a report that outlines the condition of the property at the time you move in. We encourage you to complete the report with your observations and return it to us. We will use this report as a reference should you decide to move out.

Maintaining Your Tenancy

YourPlace Housing is committed to delivering sustainable and successful tenancies that enable our tenants to thrive, enjoy a better quality of life and live in stable and strong communities.

Routine Tenancy Inspections

YourPlace Housing will undertake routine inspections every 6 months or more frequently if required. We will provide you with notice of an upcoming tenancy inspection in accordance with the Residential Tenancy Act.

In addition to assessing the condition of the property, routine inspections will enable your Tenancy Officer to:

- determine whether there are any tenancy issues
- discuss any concerns you may have
- refer you to any relevant services to help sustain your tenancy
- reiterate the tenant's and landlord's rights and responsibilities as per the Tenancy Agreement

Pets

We understand that pets are important – they can be a big part of your family or your best friend. There are some things you need to know if you want to keep a pet.

1 Ask us First

Please ask us first and we will check if it's okay for your pet to move in with you. We want you to be able to keep your pet, but we must look at:

- whether the property is suitable
- the type of pet
- number of pets
- local council regulations
- any possible impact on your neighbours or your community

Maintaining Your Tenancy (continued)

2 Things to Consider before getting a Pet

- Am I in a financial position to meet the ongoing costs associated with caring for a pet?
- Do I have the environment to ensure a pet is always safe and secure?
- Does my current lifestyle allow me quality time to exercise, play and spend time with a dog?
- Taking your dog for a walk every day is great exercise for you and your dog.
- Remember you must always keep your dog on a lead while you're out exploring the neighbourhood.
- Am I committed to care for a pet for its whole life, which for some breeds can be up to 20 years.
- If you are considering a dog or cat you may need to purchase the following:

Collar and lead	Dog or puppy food
Water and food bowls	Toys and Bedding
Grooming products	Flea, Tick and Worm control products



Maintaining Your Tenancy (continued)

3 Formal Approval

We expect you to be a responsible pet owner.

To obtain approval to keep a pet you will need to complete an application form which will ask for the following details:

- type and the name of your pet
- depending on the type of pet, evidence of vaccination, council registration and microchipping

You will also be asked to sign a Pet Keeping Agreement Form which outlines your responsibilities as a responsible pet owner. By signing this form you agree to:

- pay for the repair of any damage caused by your pet
- Always maintain a high standard of cleanliness and sanitation, cleaning and disposing of any animal waste within the property or common property
- be respectful of your neighbours and make sure that your pet does not cause a nuisance and disturb them
- maintain a high standard of preventative health care

And finally, please check with us before you make any changes to the property for your pet, such as increasing the height of the fences. If these changes are approved, you will need to pay for these modifications.

4 RSPCA Adoption

- adopting a dog or cat from the RSPCA gives an animal a second chance and is a great way to offset some of your costs
- the RSPCA helps to match the right dog with the right owner, and they will provide advice about what dog best suits your lifestyle and personality
- all cats and dogs available for adoption from RSPCA are vet-checked, vaccinated, microchipped and desexed. All you will have to do is register the dog with Dogs and Cats Online
- visit the RSPCA's shelter at 25 Meyer Road, Lonsdale to talk about your adopting a pet

For more information about the benefits of pet ownership and our Pet Policy please call our Tenancy Team on 8351 8466 or email tenancy@yourplacehousing.com.au

Smoking

YourPlace Housing does not allow smoking indoors in any property.

You and your guests are welcome to smoke outdoors.

Moving Out

Things We Do...

Work with you to ensure that moving out of your house is as easy as possible	<input type="checkbox"/>
Provide a checklist to assist with your cleaning preparation	<input type="checkbox"/>
Carry out an inspection before you move to identify any damages that have occurred during your tenancy. You are not responsible for fair wear and tear (this has been explained on page 17), but we will have to charge you if we need to employ a cleaner, remove rubbish or repair any damage caused by you or your visitors	<input type="checkbox"/>
Conduct a final inspection at a time that is agreeable to you and any other person who you would like to be present	<input type="checkbox"/>
Confirm any outstanding charges, e.g., rent, water charges or other tenant related costs and provide you with copies of invoices	<input type="checkbox"/>
Refund your bond after all charges have been deducted	<input type="checkbox"/>

Things You Do...

Provide YourPlace Housing with at least 28 days' notice	<input type="checkbox"/>
Attend the pre-exit inspection if one is arranged. We will discuss a suitable time with you	<input type="checkbox"/>
Clean the house	<input type="checkbox"/>
Remove all your belongings and all furniture. <i>We are not responsible for loss or any damage to any belongings left at the property</i>	<input type="checkbox"/>
Remove all rubbish. Arrange a hard rubbish collection in advance with your Council if you have a lot of items to get rid of	<input type="checkbox"/>
Cancel all utilities: <ul style="list-style-type: none"> ■ electricity ■ gas ■ landline telephone 	<input type="checkbox"/>
Return all keys and remote controls	<input type="checkbox"/>
Attend the final inspection at the arranged time	<input type="checkbox"/>
Provide a forwarding address and contact details so that we can reach you if necessary	<input type="checkbox"/>
Pay your rent up to the date you leave the house and settle any other outstanding amounts, e.g., water charges	<input type="checkbox"/>



People to Notify...

Centrelink	<input type="checkbox"/>
Post Office (to forward mail)	<input type="checkbox"/>
Electoral Office	<input type="checkbox"/>
Department of Transport (Motor Registration)	<input type="checkbox"/>
Insurance Company	<input type="checkbox"/>
Bank	<input type="checkbox"/>
Medicare	<input type="checkbox"/>
Doctor, dentist, health services	<input type="checkbox"/>
Department stores or any other debtors	<input type="checkbox"/>
Library, School, Community Centre	<input type="checkbox"/>

Termination

Under the Residential Tenancies Act, YourPlace Housing can take steps to terminate a tenant for non-payment of rent or other breaches of their tenancy agreement.

On rare occasions, we may require a tenant to vacate the property in which they are living due to demolition or if major repairs are required. In these cases, we will provide you with sufficient notice to vacate and will assist you to find temporary or alternative accommodation.

Repairs & Maintenance

If you have something that needs to be repaired, inside or outside your home, please let us know as soon as you can. We will arrange for the repairs to be carried out. We will give your details to the contractor who will then make a time with you to come to your home.

Here are the YourPlace Housing numbers to call:

Maintenance	Monday to Friday 8.00am to 4.00pm	8351 8466
After Hours Maintenance	After 4.00pm on weekdays, Saturday, Sunday, and public holidays	0414 367 735

Other Useful Numbers

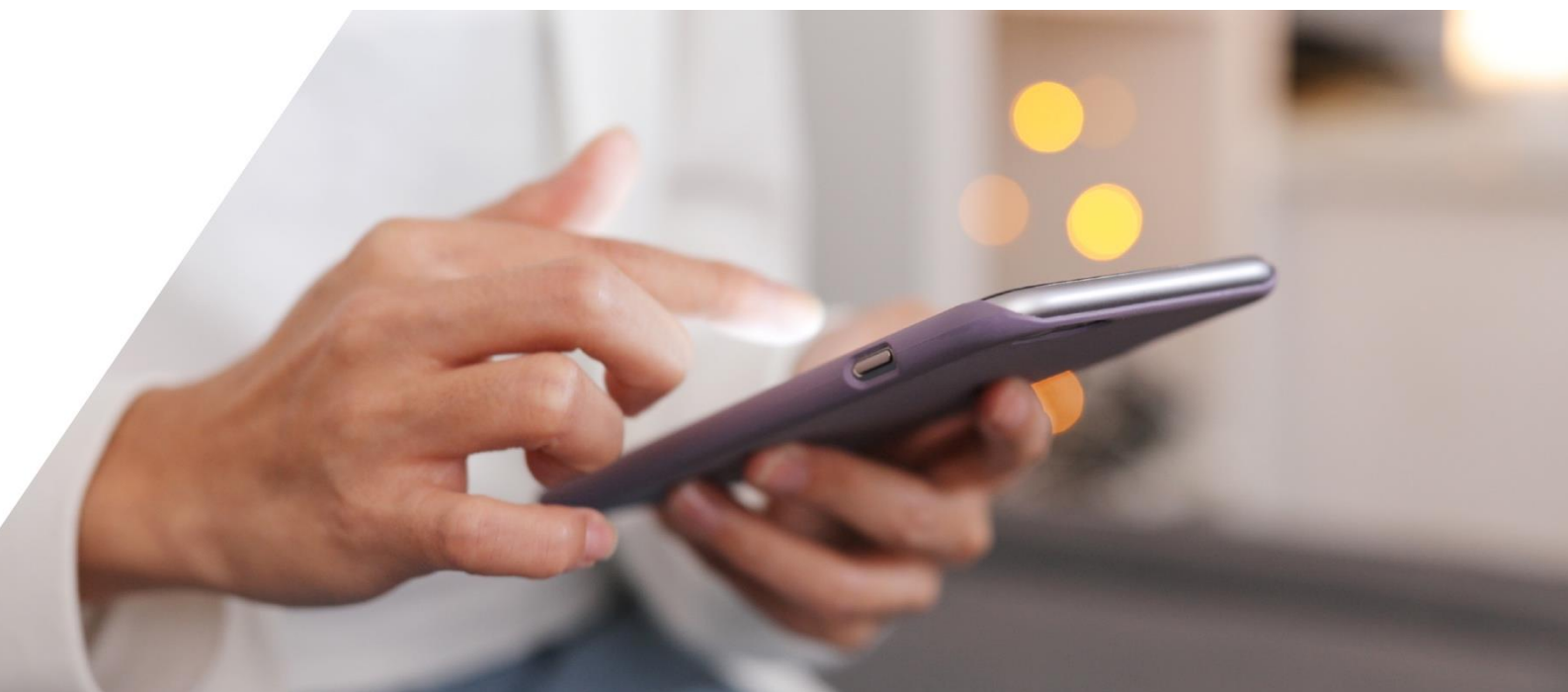
SA Power Networks	Electrical Faults and Emergencies (Open: 24 hours a day, 7 days a week)	131366
AGL	Gas supply and meter problems	131245
Australian Gas Networks	Gas Leaks	1800 427 532
SA Water	Water supply and sewerage issues	1300 729 283
State Emergency Services	Emergency assistance during floods and storms.	132 500
Emergency Triple Zero	In life threatening or time critical emergency situations. An operator will ask whether you need police, fire and rescue or ambulance.	000
South Australian Police	Non-urgent police assistance	131 444

Repairs & Maintenance (continued)

How quickly can you expect repairs to be fixed?

The response times will depend on the type of problem you are having. If it is an emergency, we will have someone there within 4 hours. Here are some examples of the different types of problems you may have and when you can expect them to be fixed.

EMERGENCY – within 4 hours	URGENT – within 24 hours	ROUTINE – within 14 working days or a longer reasonable period
<i>Repairs that cause serious health, safety, or security risk to you and/or property</i>	<i>Repairs that pose significant inconvenience or has the potential to develop into a health, safety, or security risk to you</i>	<i>Repairs that will not compromise your health, safety or security or the security of the property</i>
<ul style="list-style-type: none">■ burst water pipe■ no light, power, gas or water■ flooding■ broken door locks to external doors■ dangerous electrical faults■ gas leak	<ul style="list-style-type: none">■ major roof leaks■ faulty smoke detectors■ appliance failure■ partially blocked pipes or drains that are a health and safety risk■ problems with hot water■ critical taps that cannot be turned on	<ul style="list-style-type: none">■ fly wire replacement■ minor leaks■ cracked roof tile■ renewal of silicone seal to shower/bath



Repairs & Maintenance (continued)

Fair Wear and Tear

It is our responsibility to repair any fixture and fittings that have deteriorated over time due to normal usage. This is known as 'fair wear and tear'. YourPlace Housing will replace items in your house at the end of their 'expected life span' unless for some reason they need to be replaced earlier.

The table below provides you with some guidance of the expected life span of items in your house.

ITEM	EXPECTED TO LAST FOR...
Internal Painting	10 years
External Painting	7 years
Floor Coverings	10 years
Kitchen cabinets and joinery	30 years
Bathroom Renovation	25 years
Hot water Service	12 years
Exhaust Fan/Rangehood	10 years
Stove/Oven	15 years
Cook Top	15 years
Flyscreens	10 years
Security Doors	10 years
Toilet – including cistern, seat, and lid	30 years
Light Switches and Light fittings	30 years

Non-Fair Wear and Tear

Non fair wear and tear has the opposite meaning. It means any deterioration of, or damage to the property that is not due to age or normal use of the property. In these circumstances it is generally your responsibility to pay for these repairs.

Who Pays for What?

When maintenance requests are received, we will undertake an assessment of any damage to your house and always discuss the outcome of our findings with you including who is responsible for paying for repairs.

As a guide the following lists provide some examples of who is responsible for what.

Our Responsibilities

- fair wear and tear to structural items and fixtures
- leaking gutters or taps
- faulty locks or doors (unless damaged by you or your guest)
- damage to roof because of storm activity or wind
- replacement of worn-out hot water service
- air-conditioning for which a levy is collected
- annual Smoke Alarm Checks

Repairs & Maintenance (continued)

- annual Thermostatic Mixing Valve tests (if fitted)

Your Responsibilities

- any additions or modifications to the property
- damage to the property caused by you, your visitors or support workers, excluding fair wear and tear
- items excluded under the Residential Tenancies Act Regulations 1995, Section 11 (see table on page 20 for details)
- toilet/drain blockages caused by foreign material e.g., hand wipes, excessive paper
- washing machines, fridges, microwaves etc.
- replacement of light globes, sensors, and batteries
- replacement of water filters
- costs associated with regaining entry to the property if you accidentally lock yourself out
- damage to doors/door hardware, walls and screens excluding fair wear and tear
- replacement of lost remote controllers to roller doors
- failure to provide access:
if you or your support agency agree on a time for maintenance work to be undertaken and then are not on site to provide access to a Contractor any call out fees will be on-charged to you or the support agency, whichever is appropriate.
- unwarranted maintenance:
if you or your support agency request maintenance work to be undertaken that turns out to be unnecessary any call out fees will be on-charged to you or your support agency, whichever is appropriate.

If you are responsible for repairs or maintenance, you can:

- undertake the work yourself as long as it is to an acceptable standard
- engage your own licensed contractor
- request us to engage a contractor in which case we will charge the costs to you

However, we think it is preferable for YourPlace Housing to undertake the required work and then on-charge you. This approach ensures that any work undertaken is of an acceptable standard, compliant with relevant codes/standards and, if something goes wrong, YourPlace Housing can request the contractor to resolve the issues before payment is made.

Repairs & Maintenance (continued)

Items not maintained by YourPlace Housing

As a Community Housing Provider, YourPlace Housing provides accommodation at a rental rate considerably below the market rate. This means we have special exemptions for some items. The Residential Tenancies Regulations 1995, section 11 explains that landlords (YourPlace Housing) are not responsible for the following items:

Air conditioners	Refrigeration units
Antennas	Room heaters
Ceiling fans	Spa bath motors
External blinds	Waste disposal units
Floor coverings (unless otherwise specified in the lease)	Garden sheds
Internal blinds and curtains	Window treatments – external blinds
Light fittings	Dishwashers
Washing machines	Swimming pools and associated equipment
Rainwater tanks, other than where the tank is the only source of water for the premises	Water pumps, other than where the water pumped is the only water supplied to the premises
Gardens/Lawns	Any property modifications carried out to a property (once approval is obtained from YourPlace Housing)

What does YourPlace Housing supply and repair?

There are two items (included in the list above) that YourPlace Housing will supply and repair despite being exempt under Section 11. They are:

Floor Coverings

We will replace floor covers at the end-of-life span expectancy (i.e., 10 years). We will not pay for replacing or repairing floor coverings damaged because of non-Fair wear and Tear.

Air-Conditioning

We believe that every property should have at least one 'zone' which can be temperature controlled to enable the occupants to escape extreme heat events.

To meet this standard YourPlace Housing charges an Additional Services Levy (ASL) which is used exclusively to fund the installation and ongoing repair of air-conditioners.

Repairs & Maintenance (continued)

When will you pay the Levy?

You will pay a levy if

- there is an air-conditioner already installed in the house when you move in, or
- an air-conditioner is installed at your request when you move in.

How much is the Levy?

The Additional Services Levy is \$5.00 per week and forms part of your rent calculation. This information will be included in your lease agreement.

Ongoing repairs/replacement

We are responsible for:

- installing a new air-conditioner
- repairing air-conditioners
- replacing an existing air-conditioners on failure

You are responsible for:

- general air-conditioner maintenance such as:
- cleaning filters
- cleaning external surfaces
- keeping all parts of the unit free from debris and clutter

Modifications to your Home – If you want to make a Change

Modifications are works undertaken and financed by you. We understand that you may want to make alterations to the property to make it more comfortable and to personalise the space. We will always try to accommodate you requests whenever reasonable and practicable.

You will need our written permission to do this. You are welcome to complete a Property Modification Application Form and we will consider the request carefully. Please call the Maintenance Team about the information you will need to provide, and they will send/email a form for you to complete.

Property Inspections

YourPlace Housing inspects each property every 3 years to capture information about its safety and physical condition to develop and prioritise our ongoing maintenance program.

Typically, an inspection reports on:

- current condition of the property
- safety and structural integrity issues
- tenancy risks such as hoarding, damage or illegal structures

We will notify you when your property is due for an inspection. Property inspections generally take about an hour to complete.



Hints and Tips

Please read these tips before you call us...

PROBLEM	WHAT YOU CAN DO
No Hot Water	<ul style="list-style-type: none"> ■ Are you up to date with payments to your energy supplier ■ If your heating is gas check if the pilot light on the hot water service has gone out ■ If yes check the instructions on the hot water service and relight the pilot ■ If the pilot light is still alight, it could be that you have used all your hot water for the day ■ If your heating is electric, check the circuit box to see if the circuit breaker has switched off ■ If this is the case, you need to flick the switch back on to make the system work ■ If you still don't have hot water the next morning, phone us on 8351 8466
Power Failure	<ul style="list-style-type: none"> ■ Are you up to date with payments to your electricity company? ■ Check if all power is off in the street. A simple look at the neighbours and streetlights will tell you if the problem is just your house or if it is a broader problem with electrical supply to your area ■ If it is a problem in the whole street call 131 366 ■ If the problem is just at your property, check if an appliance has set off a circuit breaker. These are in a panel in the circuit box in the house or outside where the Electricity Meter is located. ■ If the RCD has been set off, reset it. If it goes off again, one possibility is that there is an electrical appliance causing the problem. Often this is the most recent appliance that has been used. Disconnect that appliance, reset the switch. If it is set off again then disconnect all appliances, including the fridge, reset the switch, and then plug them back in one at a time to find out which of your appliances is causing the problem. ■ If it's a light that's not working, check whether lights in other rooms work – it may be that the light bulb has blown and needs to be replaced ■ If you are unsure, call us on 8351 8466 or (0414 367 735 after hours) and we can help diagnose the problem ■ If it's a light that's not working, check whether lights in other rooms work – it may be that the light bulb has blown and needs to be replaced ■ If you are unsure, call us on 8351 8466 or (0414 367 735 after hours) and we can help diagnose the problem

Hints and Tips (continued)

PROBLEM	WHAT YOU CAN DO
Gas Leak	<ul style="list-style-type: none"> ■ Turn off the gas supply at the mains*usually on the outside wall at the front or side of the house ■ Phone us on 8351 8466 immediately
Electrical faults or shocks	<ul style="list-style-type: none"> ■ Turn off electricity at the mains (usually in the hallway or outside on the front or side wall of the house) ■ Flip switches to off ■ Phone us on 8351 8466 or (0414 367 735 after hours)
Burst water pipes	<ul style="list-style-type: none"> ■ Turn off water supply at the mains water meter (usually located in the front garden) ■ Phone us on 8351 8466 or (0414 367 735 after hours)
Broken glass panel on window or broken lock on an external door	<ul style="list-style-type: none"> ■ Phone us on 8351 8466 or (0414 367 735 after hours)
No Gas	<ul style="list-style-type: none"> ■ Check with your supplier (phone or website) to see if they've turned off the gas supply to your areas or your house for some reason ■ If your supplier has not turned off your gas phone us on 8351 8466 or (0414 367 735 after hours)
Blocked drain – <i>If it's not paper, pee, or poo, do not flush it down the loo!</i>	<ul style="list-style-type: none"> ■ Have you cleared hairs, soap, food etc. from the waste pipe and drain? ■ Have you tried pouring hot water down the sink or using a drain cleaner to try to free the blockage? ■ Have you removed old food from the kitchen waste and poured boiling water down the drain? ■ Are there any leaves blocking the drains outside? ■ If you still need assistance, please contact us 8351 8466 or (0414 367 735 after hours)
Preparing for an Emergency	<ul style="list-style-type: none"> ■ Make sure everyone in the house knows to RING 000 in an emergency ■ Make sure everyone is familiar with all the exits in the home and the location of the mains water, circuit board etc. Keep all pathways and access points clear of rubbish bins and other items ■ Red Cross can provide a daily telephone call to check on your wellbeing through a service known as Telecross. For more information about accessing this service, call Red Cross on 1300 885 698

Hints and Tips (continued)

PROBLEM	WHAT YOU CAN DO
Appliances not working	<ul style="list-style-type: none"> ■ If you are unsure how to start or use an appliance in your home, please refer to the manuals provided at the beginning of your tenancy ■ Alternatively, manuals and troubleshooting guides for appliances can be viewed from the manufacturer's website on www.manualsonline.com ■ Ring us on 8351 8466 and we can help diagnose the problem
Excessive Water Usage: Reasons your water use may have increased	<ul style="list-style-type: none"> ■ Water use in warmer months tends to be a bit higher, so if it looks like your water use has increased, make sure you are comparing it to a similar time of year. ■ Water use in the warmer months is normally higher because we use more water on our gardens and lawns, run evaporative air conditioning, and shower more often. ■ Irrigation systems are the biggest water guzzler in the home so test your irrigation system for any possible leaks. ■ You may also be using more water through extra irrigation or watering if you have put in a new garden or lawn. ■ Toilets, dishwashers, washing machines, pipes, hot water systems, garden irrigation (including sprinklers), and taps are all some of the things that may experience a leak or burst and can result in increased water use. If you think that your toilet, pipes, hot water unit, or tap(s) are leaking call YourPlace Housing on 8351 8466 immediately. A leaking tap can waste up to 10,000 litres of water a year and a constant trickle into the toilet bowl wastes around 9,000 litres a year. ■ You are responsible for the cost to repair leaks to any of your appliances, i.e., washing machine, dishwasher, or irrigation system. ■ Your water use might have increased if you have installed new appliances or fittings such as: <ul style="list-style-type: none"> – a dishwasher – washing machine – irrigation – shower heads – taps ■ It's easy to forget that your water use might have gone up because you've had house guests or the number of people in your house has increased. If you have extra people in your house, this may affect your water use.

Smoke Alarms

IF THE ALARM SOUNDS, CHECK FOR FIRE FIRST. NEVER IGNORE A FIRE ALARM.

What to do in case of a fire:

- 1 Don't panic
- 2 Alert everyone in the house and leave immediately
- 3 Once outside move away from the house
- 4 Every second counts, so don't waste time getting dressed or picking up valuables
- 5 Make sure you are in a safe place before you call emergency services. The number to call is 000

What to do if there is no fire:

If your alarm has been set off accidentally, you should follow these steps:

- 1 Find out what caused the alarm to go off. False alarms can be caused by smoke or steam from everyday activities such as burning toast, cooking or showers.
- 2 If there is smoke present AIR the room by opening the windows and doors, and fan the area around the alarm with a newspaper or tea towel.

NOTE: DENSE SMOKE WILL OVERRIDE THE HUSH BUTTON FEATURE AND SOUND A CONTINUOUS ALARM
- 3 Walk around the house and look at each alarm for 5 seconds. Find the smoke alarm with the rapidly flashing red light (it will be flashing red every second). Each alarm will flash every 40–60 seconds which indicates that they are working correctly but a faulty alarm will flash rapidly every second.

Smoke Alarms (continued)

- 4 Once you have identified which alarm is faulty (write this down) press the hush button for 3 seconds. This will temporarily stop the alarm.
- 5 Once the alarm has stopped:
 - vacuum the faulty alarm to remove dust, insects, and cobwebs from the surface of the alarm,
 - wipe the alarm cover with a clean damp (not wet) cloth
 - dry the alarm cover with a clean cloth
- 6 The alarm should stop when the cause of the fire alarm has been removed – this may take several minutes. The hush button can be used again until the air has been cleared of the condition causing the alarm.
- 7 If the alarm doesn't stop once the smoke has cleared and you have cleaned the alarm call YourPlace Housing on 8351 8466.
- 8 Do not remove the battery.

What should you do if your smoke alarm is beeping for no apparent reason?

- Sometimes an alarm will beep after a power failure or if the power was disconnected and reconnected. In this case the alarm will beep at intervals while the battery is recharging.
- If the alarm continues to beep once every minute this indicates a low or flat battery. Call YourPlace Housing on 8351 8466 for help.

What if I remove the smoke alarm?

- Removing your smoke alarm is considered damage to your property. As well as risking your safety you will have to pay the cost to repair any damage.
- If the smoke alarm has been removed, you will be charged for replacement of the alarm.

Pest Control

The following table summaries what we do and what you must do to manage a range of different pests.

PEST	YOUR RESPONSIBILITY	OUR RESPONSIBILITY
Wasps/Bees	Your responsibility	Our responsibility – if bees are in the chimney spaces, inside a cavity wall or the front or rear porch
Ants	Your responsibility	
Birds		Our responsibility – if birds are in the roof cavity
Fleas and Cockroaches	Your responsibility – if you have lived in the property for more than 30 days.	Our responsibility – if you have lived in the property for less than 30 days.
Spiders	Your responsibility – use insect spray and barrier sprays	
Mice and Rats	Your responsibility – set bait or traps	
Snakes	Your responsibility – contact a local snake catcher to arrange removal	
White Ants (termites)		Our responsibility – will engage pest control services to remove current activity and prevent further damage
Possums		Our responsibility – if possums are in the roof/wall cavity
European Wasps	Local Council responsibility – you will need to contact your local council who will remove the nest as long as you can advise its location	

Rubbish

Bin Collection

- Please dispose of all rubbish in the bins provided and put your wheelie bins out in time to be emptied on your council's collection day.
- Councils provide more than one bin (recycling, green waste, general waste) and they are emptied on different days.
- Weekly rubbish collection times vary from area to area – please contact your local council for information about what day you need to put the bin/s out and which bin/s you put out.

Hard Waste Collection

- Many councils provide a hard waste collection service for residents free of charge. If you have big rubbish items to dispose of such as broken furniture, mattresses, white goods, or electronics please contact your local council to find out about this service.

Don't have a Bin?

- If you don't have a bin when you move into your home, please contact your local council.
- Let us now if the council will not provide a bin and we will purchase one on your behalf.
- If you move out, you need to leave the bin/s at the property.



Being a Good Neighbour

All tenants have the right to the peaceful enjoyment of their property; however, tenants do have obligations to their neighbours.

Tenants have an obligation to abide by the conditions 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.

In any community there will be a diverse range of people with different lifestyles. If you are having a problem with your neighbours, it is always a good idea to talk to them about the problem first – they might be unaware that they are upsetting you.

Most problems can be avoided if you follow these tips:

- Try not to disturb your neighbour by making too much noise. Many neighbourhood issues arise from things like having music playing loudly, dogs continually barking or loud arguments.
 - keep TVs and music noise to a reasonable level, especially when windows or doors are left open, or late at night
 - place TVs and sound systems away from shared walls and avoid direct contact with the floor by placing equipment on a table or shelf
 - let neighbours know if you are having a party
- If you are a parent, make sure you and your children think about how your children's playing habits might affect your neighbours. Ask your children not to play in other people's gardens or play ball against people's walls.
- Be tolerant of your neighbours' children playing outside in their yard or in common areas if you live in a block of units. It can make things easier if you avoid complaining about kids unless they are being very noisy at an unreasonable time.
- Accept that your neighbours may have opinions and ways of doing things that are different from you – try not to be disapproving of them just because of this.
- Accept that some neighbours like to keep to themselves and do not appreciate visits if not invited.
- Be willing to listen and talk to your neighbour to try to settle any problems quickly. If you feel a person living in or visiting a YourPlace Housing property is interfering with your peace or privacy, there are a number of things you can do:
 - contact police or relevant authority
 - keep an Incident Diary with dates, times, and details of incidents
 - contact YourPlace Housing to report and provide copies of your Incident Diary and police report number

Feedback/Complaints

YourPlace is committed to providing a Compliment and Complaints Management and Resolution system that is accessible, transparent, inclusive, and responsive.

You do not necessarily have to expressly state that you wish to make a complaint to have an issue or concern dealt with as a complaint. Regardless of whether it is a simple or complex issue, we aim to treat it seriously, as it is an opportunity to let you know that your input is valued and will allow YourPlace to improve services at the same time.

You can expect that YourPlace will:

- Actively encourage you (our tenants, their families, and support networks) to provide feedback or raise concerns about any aspect of the services delivered by YourPlace Housing that do not meet your expectations.
- Respect that you, your family, and support networks can decide how, when and where you wish to make a complaint.
- Provide you with ongoing information about YourPlace's Complaints Management and Resolution procedures to ensure they are always accessible, easily understood and culturally relevant.
- Resolve your complaint in a confidential and fair manner with your personal views respected.
- Help you to find a support person or advocate to assist you if you choose.
- Inform you of your right to make a complaint to a regulatory body or authority such as the Office of Housing Regulation or NDIS Quality and Safeguarding Commission.
- Throughout the complaint handling process YourPlace Housing will support your participation, identify your desired goal, and keep you and your family, or support network informed of all decisions and the reasons of those decisions.
- Ensure that there are no negative consequences or disadvantage to you or your family, or support network because of the complaint.
- Use the YourPlace Housing Complaints Management and Resolution process to inform service improvement across our organisation.

Feedback/Complaints (continued)

Making a Complaint

Anyone can make a complaint to YourPlace Housing regarding our services, including on behalf on someone else.

Complaints can me be made in several ways:

- By telephone through the YourPlace Housing central number 08 8351 8466
- Verbally, directly to any YourPlace Housing staff member
- By visiting the YourPlace Housing office, Monday to Friday, 8am to 4pm, at 9 Bryon Place, Adelaide
- In writing by email to complaintsandappeals@yourplacehousing.com.au, by letter directed to the Complaints Management Lead, or through completion of the YourPlace Housing Comment, Compliment or Complaint form
- Via the YourPlace Housing website by completing the Comment, Compliment or Complaint form found at yourplacehousing.com.au/tenant-services/complaints-appeals-compliments/comment-compliment-or-complaint-online-form
- Directly to the Chief Executive Officer by email at ceo@yourplacehousing.com.au.

YourPlace Housing will support you to make a complaint, for example if required we can arrange an interpreter or an advocate to support you or act on your behalf to make a complaint. There are housing and several disability advocacy services that provide this kind of assistance and the organisations below can support you with your complaint or help you find independent services near you.

For example:

- Rent Right SA on 1800 060 462
www.syc.net.au/home/rentrightsa/contact-rentrightsa
- Advocacy for Disability Access and Inclusion Inc on (08) 8340 4450
<https://advocacyfordisability.org.au/organisations.php>

Feedback/Complaints (continued)

Managing Complaints

After we receive your complaint, YPH's Complaints Management Lead will:

- 1 contact you within 2 business days of receipt of your complaint
- 2 your complaint will be investigated, and a proposed resolution offered within 20 business days. If additional time is required to resolve the complaint, an alternative timeframe will be discussed and agreed with you. YourPlace will confirm finalisation of your complaint in writing within 2 business days outlining the decision/outcome.

We have a complaints policy in place which you can access via the website or by calling YourPlace Housing on 8351 8466.

If you are not happy with the Outcome

A complaint that cannot be resolved to your satisfaction will be escalated to the Chief Executive Officer for review. YourPlace intends to resolve escalated complaints within 10 business days from escalation or as otherwise agreed with you.

If a complaint remains unresolved and requires further follow up, or if you are not satisfied with the final resolution offered, we can assist with information regarding a number of options for you to lodge a complaint with an external agency for follow up.

These include:

For complaints specifically regarding YourPlace Housing as a registered Community Housing Provider

- Office of the Housing Regulation on 08 7424 7206
www.nrsch.gov.au/complaint_form

Complaints about YourPlace Housing Specialist Disability Accommodation (SDA)

- NDIS Quality and Safeguarding Commission on 1800 035 444 (an interpreter can be arranged)
- National Relay Service and ask for 1800 035 544
- Or by completing a complaint contact form at: www.ndiscommission.gov.au/about/complaints

Who to Contact if I have any Questions?

1	Maintenance and Repairs 8351 8466 or (0414 367 735 after hours) maintenance@yourplacehousing.com.au
2	Housing and Tenancy Issues tenancy@yourplacehousing.com.au
3	Rent and other Charges rent@yourplacehousing.com.au
4	Permission to Modify the Property or add any Fixtures maintenance@yourplacehousing.com.au
5	Make a Complaint or lodge an Appeal complaintsandappeals@yourplacehousing.com.au
6	General Enquiries 08 8351 8466 info@yourplacehousing.com.au





www.yourplacehousing.com.au