



SAFETY AND SECURITY

Factsheet

Household Security

Keys

- Homes North will provide you with one full set of keys at the start of a tenancy.
- Requests for the replacement of lost keys will be charged to the tenant.

Security Devices

- Homes North provides secure external door locks on all properties. For your safety locks should be kept in good working condition by the tenant. Any problems should be reported to Homes North as soon as possible.
- Tenants cannot undertake any alterations, removal of, or additional locks or other security devices unless there is a 'reasonable explanation' and they have prior approval from Homes North. The tenant must supply to Homes North a copy of the key or other opening device or information within 7 days of the approved change.
- If the premises are not reasonably secure, contact Homes North to report a problem.

For further information please refer to your Residential Tenancy Agreement.

Burglaries

If there is a burglary (forced entry) where internal or external damage is caused to the property, please inform Police and obtain an **Event Number**. Homes North will then review the incident and inform you of action to be taken.

Insurance

Your private goods are not insured by Homes North. We advise you to take out contents insurance for your goods.

Household Safety

Smoke Alarms

- Smoke alarms are mandatory by law and are installed in every property.
- Tenants are not allowed to remove or interfere with smoke alarms.
- If your smoke alarm is beeping contact Homes North to report a fault.
- **Damage caused by a tenant to a smoke alarm requiring a replacement will be charged to the tenant.**

Gas Appliances

Tenants are responsible for arranging the supply of gas from their chosen gas supplier and ensuring any gas bottles connected meet the required standards for safety purposes.

Wood Heaters

Tenants living in homes with wood heaters are responsible for ensuring the flue is cleaned at least once a year, and burn appropriate wood.

For further information about home fire safety visit Fire & Rescue NSW: <https://www.fire.nsw.gov.au/>

Reporting faults and safety concerns

Tenants are responsible for reporting to Homes North any safety concerns or issues that could cause damage to the property or to themselves, such as:

- **Leaking water**
- **Electrical faults**
- **Gas leaks or odours**

Want to know more?

- 📍 Contact your local office
- 🌐 Visit: [homesnorth.org.au](https://www.homesnorth.org.au)
- ☎️ Emergency after hours: 1300 662 721