

YOUR TENANCY WITH HOMES NORTH

WHAT CAN YOU EXPECT FROM HOMES NORTH

- To be treated fairly and without discrimination.
- To be treated with dignity and respect.
- To have access to safe, appropriate and affordable housing.
- To participate in the activities of Homes North and to be consulted on your housing needs.
- To have the information about you held securely, treated sensitively and confidentially, and know that you can have access to your own file.
- To be informed when either policy changes, or the way we manage your tenancy, may impact you.
- To be given the opportunity to provide input on policy changes.
- To be fully informed by the company of your rights and responsibilities.
- To ask any further questions you have about Homes North and its services, and have the rights and responsibilities of the company explained to you.
- To receive information about procedures for complaints and appeals.
- To lodge a complaint or an appeal against decisions affecting your tenancy without fear of losing your home.

WHAT HOMES NORTH EXPECTS FROM YOU

- Have realistic expectations of what Homes North can provide.

- To tell Homes North when there is a change in your life that will impact on your tenancy.
- To treat Homes North staff, and others, with respect and dignity.
- To take responsibility for your own wellbeing.
- To use support services, where appropriate, to allow you to live independently.
- Take responsibility for the results of any decision that you make.
- Respect other tenant's rights, privacy and personal space.
- Ensure your visitors respect the privacy of other nearby tenants.
- Attend property inspections as arranged.
- Be respectful and considerate of others living in and near the property.
- To abide by all terms of the Residential Tenancy Agreement.
- Be accountable for damage to the rented premises.
- Inform Homes North if you are going to be away from the property for more than four (4) weeks.

THE RESIDENTIAL TENANCY AGREEMENT

The Residential Tenancy Agreement (RTA) is a written agreement between you, as the tenant, and Homes North as the owner or manager of the property. It sets out the rules for renting the property. The RTA will be explained to you by our staff. You will be asked to sign two copies of the standard RTA. The tenancy agreement is also signed by Homes North. One copy is

provided to you and the other copy is kept on your file along with the Property Condition Report. The RTA includes the following information:

- Your Name and the address of the property to be leased.
- The period/term of the lease.
- The market rent.
- The rights and responsibilities of the tenant, and the landlord.
- The number of people that can reside at the address.

THE PROPERTY CONDITION REPORT

The Property Condition Report (PCR) describes the condition of the premises at the beginning of the tenancy. It is signed by Homes North and yourself. Our staff will explain how to complete the form. It is very important that you complete the property condition report as this is the most important document about your tenancy. At the end of the tenancy the Property Condition Report will be used to review the condition of the property to check for any damages.

PROPERTY INSPECTIONS

Homes North staff will inspect your property from 1 to 4 times per year. A written record of the inspection will be kept on your file. Where necessary a follow-up visit will be made. Any major repair problems should be brought to

the attention of our staff during these inspections.

BREACH OF RESIDENTAL TENANCY AGREEMENT

Homes North aims to sustain tenancies in the following ways:

Minor breach

Negotiate, rectify and encourage engagement of support providers where needed.

Serious or ongoing breaches

Potentially Homes North can proceed to terminate your tenancy through the NSW Civil and Administrative Tribunal (NCAT), the Tribunal governing all NSW tenancies. Orders through NCAT formalise commitments to comply where negotiation has failed.

INFORMATION AND SUPPORT FOR TENANTS

- New England and Western Tenants Advice and Advocacy Service (NEWTAAS)
1800 836 268
- Northern NSW Aboriginal Tenants Advisory Service **1800 248 913**