



During your tenancy

While you are a tenant of Wesley Community Housing you can expect to be told about anything that affects your tenancy and to be consulted about any decisions or changes that need to be made.

Neighbours

Everyone has the right to quiet and peaceful enjoyment of their home. As a Wesley Community Housing tenant, you must comply with your responsibilities under your Residential Tenancy Agreement, as outlined in the Rights and Responsibilities fact sheet. These rights and responsibilities are intended to ensure everyone has a safe and pleasant place to live.

Many of Wesley Community Housing's properties are close together and, like all communities, will often be home to a diverse range of people with different lifestyles. Being a good neighbour means being mindful and respectful of others, especially when it comes to noise, behaviour of visitors, and use of shared areas such as parking places, laundries and gardens.

If you have an issue with a neighbour, it is best in most cases that you try to sort out the problem with them directly. Taking time to speak with your neighbour, raising your concern and explaining why it is a problem, is usually the best way forward. Your neighbour may not be aware that they are disturbing you, and it is likely that you will be able to find a solution together.

If the problem continues or you think the matter is too serious to raise with your neighbour, please

speaking with us. If needed, we will involve the Support Service Workers of both you and your neighbour, or refer you to mediation through the Community Justice Centre, where an independent mediator may help you resolve your dispute.

If you feel that a neighbourhood dispute is getting out of hand or is too dangerous, please call the police.

Changes in your household

It is important that you tell us about any changes in your household. This includes someone moving out or someone moving in to your home, as well as any income changes for any household member. It is important that you let us know of any of these changes within 21 days of the change.

Security

We want your home to be a safe place for you and your family. We recommend that you check the identity of all visitors before you let them in.

If you are suspicious of any person who calls at your home, we advise you not to let them in, or to call the organisation they claim to represent before letting them in. We also ask that you don't ever attach your address to your house keys, as this could cause a security problem if you lose your keys.

Alterations or decorations

You must have permission in writing from Wesley Community Housing before you install anything, make alterations or additions, or carry out any painting. If you do not have approval, you could be responsible for reversing or fixing these changes at your own expense.

Residential Tenancy Agreement renewal

Your Residential Tenancy Agreement is a fixed term agreement, generally for a period of six months. We will talk with you, and if relevant your Support Service Worker throughout your tenancy to understand your ongoing housing needs. Based on these conversations and your meeting the responsibilities of your Residential Tenancy Agreement, you will receive a letter before the end of your fixed term advising you if your agreement will be renewed.

If your Residential Tenancy Agreement is renewed we will ask you to confirm your household details, including who is living with you and your household income. If your income has changed, please be aware that we will need to recalculate your rent. We will arrange to meet with you to sign your new Residential Tenancy Agreement, and if your rent has changed, a new Centrepay Form and Rent Calculation Report will be completed. You will receive a copy of your new Residential Tenancy Agreement to keep for your records.

Visitors

You are responsible for anything a visitor or guest does while in your home (for example, damaging a wall, playing loud music). If a visitor stays longer than three weeks we will assume that they have moved in and will need to recalculate your rent based on the total household income.

Property inspections

Wesley Community Housing will conduct a property inspection three months into your Residential Tenancy Agreement period. This inspection is to check that the terms and conditions of the agreement are being followed and whether any repairs or maintenance to the property is needed. You will receive a letter giving you seven days' notice of the inspection date. Both you, and if relevant your Support Service Worker, will be invited to attend the inspection. However if you cannot attend, we will need to carry out the inspection without you.

Going on holiday

If you are planning to be away from your home for more than four weeks, please notify us as soon as possible. Rent must still be paid for the period that you are away from your home.

Pets

Unfortunately many Wesley Community Housing properties are not suitable for keeping a pet. We ask that you don't keep any animal without Wesley Community Housing's prior written consent. If you are considering bringing a pet into your home, please contact us before doing so.

Breach of agreement

If any of the terms and conditions of the Residential Tenancy Agreement are not followed you will be considered to have broken, or breached, your agreement. We will meet with you to discuss this issue and agree on a resolution.

If the breach cannot be resolved, your agreement may need to be ended. If this happens we will let you know by giving you written notice in accordance with the Residential Tenancies Act 2010.

Communication

While you are living in our housing, we want to communicate with you in a way that is easy to understand. You can let us know how you would like us to contact you. This can be by letters, emails, phone calls or text messages, however there will be occasions when we will need to communicate with you more formally through letters.

If you need an interpreter service, please let us know and we will be happy to arrange this. You are welcome to bring friends, family or advocates to any meetings we have, and your Support Service Worker is invited to be involved in any contact we have with you.

You can find Wesley Community Housing's policies on our website, wesleymission.org.au. If you would like a fact sheet to be sent to you, you can phone or email us using the contact details below.

Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

fairtrading.nsw.gov.au

tenants.org.au

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

rch.nsw.gov.au

nrsch.gov.au

Wesley Community Housing policies can be obtained by calling **1800 770 602** or emailing communityhousing@wesleymission.org.au



Contact us

General enquiries 1800 770 602

Maintenance and repairs 1800 770 602

Wesley Community Housing

communityhousing@wesleymission.org.au

wesleymission.org.au

ABN 42 164 655 145. Wesley Mission is a part of the Uniting Church in Australia.

Do all the good you can
because every life matters