



Tenant management

Wesley Community Housing works with you throughout your tenancy to help you maintain suitable housing for your needs.

Wesley Community Housing will:

- follow all legal requirements and practices
- help you to make the best decisions for your situation
- involve advocates (including support service workers) when requested
- make clear and fair decision
- maintain your rights, trust and privacy
- provide easy-to-understand information about your rights and responsibilities
- clearly describe the rights and rules of your tenancy
- advise you how to make complaints and appeals
- keep you up-to-date with important issues
- keep accurate and complete records.



Wesley Community Housing
1800 770 602

How Wesley Community Housing manages your tenancy

1. We conduct tenancy inspections

Condition Report Inspection

The tenancy worker conducts this at the start and end of your tenancy. A condition report is completed and signed by you confirming the state of the property.

Tenancy Compliance Assessment

This is conducted three (3) months into the Residential Tenancy Agreement and at least once every six (6) months.

Property Assessment Survey

This is conducted by the Land and Housing Corporation (the government body that owns the property). It is undertaken on request by Land and Housing Corporation.

Property Condition Survey

This is conducted at least once every three (3) years.

2. We conduct tenancy reviews prior to renewing a lease

Prior to lease renewal Wesley Community Housing will complete a review of your tenancy with your support provider, if appropriate.

3. We must provide notice before entry to your property

Wesley Community Housing must let you know when there will be an inspection or other activity on your property. There are a numbers of reasons why we may need to enter your property.

The amount of notice we are required to give you, varies by the reason for entry. The table below provides examples of reasons for entry with the corresponding notice period that we are to provide to you.

What Wesley Community Housing expects of you, as a tenant

1. You are expected to allow access to your property

Most of the time, access is not allowed on Sundays, public holidays or before 8 am or after 8 pm anytime throughout the week.

Where possible, we will tell you the time when access to your property will be needed. You don't have to be present at the time of entry as long as the correct notice has been given to you.

If you say no to a reasonable request for entry it is considered a Breach of Agreement.

2. You are expected to be living in the property

When a property is offered, it is expected that you will live in it. If you plan to be away from your property for more than four weeks you must ask permission.

3. You need to ask permission to be away from your property for an extended period

If you plan to go away you must speak or write to Wesley Community Housing in advance and get permission to be away from your property.

Without approval, Wesley Community Housing may end your tenancy.

Acceptable reasons to go away may include:

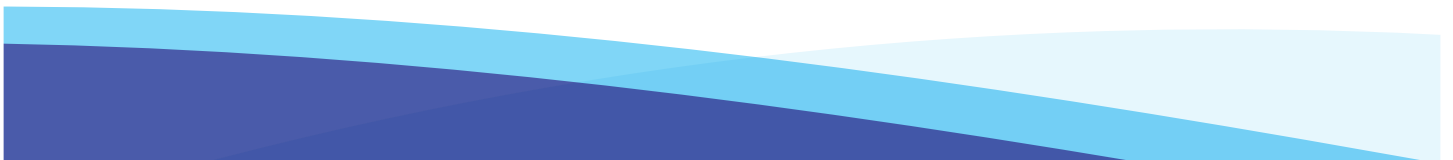
- caring for sick/weak family members
- hospitalisation, institutional care, nursing home care or rehabilitation
- escaping domestic violence, harassment or threats of violence
- assisting with immigration matters in your home country
- holidays
- employment, education or training.

It is unacceptable however, to be repeatedly going away for holidays or for a long time, dealing with immigration matters or employment or training.



The table below provides examples of reasons for why we may need to gain entry with the corresponding notice period that we are to provide to you.

Reason for entry	Notice period we are required to provide
To inspect the premises (no more than four times per year)	at least seven (7) days written notice
To do repairs or carry out maintenance	at least two (2) days' notice
To carry out emergency repairs such as fixing a burst water pipe, a gas leak or blocked toilet	none
To follow health and safety rules such as installing smoke alarms	at least two (2) days' notice
To get a property valuation (no more than once in a 12-month period)	at least seven (7) days' notice
To show a possible tenant (only allowed in the last 14 days before the existing tenancy will end)	reasonable notice on each occasion
In an emergency	none
Where Wesley Community Housing has tried to talk to you and can't, and has serious concern about your health/safety or other occupants	none
Where Wesley Community Housing believes the premises has been abandoned	none
Following a NSW Civil and Administrative Tribunal order	as determined by the Tribunal



What happens if you commit an offence and are sent to prison during your tenancy

If you have committed an offence and are sent to prison for less than 4 weeks, the Tenancy & Community Worker can provide a case to the Wesley Community Housing Manager for the tenancy to continue, provided you pay your rent during that time.

If the reason for going to prison is related to a breach of agreement, then your tenancy will be ended. If your stay in prison is going to be longer than four (4) weeks, then the tenancy will be ended.

What happens if you need to undergo a live-in rehabilitation program for drugs/alcohol

We will support you in that decision and may consider lowering the rent for the period. Any rent reductions will require documented proof that you are in a rehabilitation program.

Abandoning your tenancy or leaving goods at the property after you exit

Wesley Community Housing will consider a tenant has abandoned a property only when it is clear that the tenant is no longer living there. Examples include:

- neighbours saying that no one is living there and/or seeing the tenant/s moving out
- the tenant is not looking after the property and it seems to be in a bad state
- the tenant is not paying rent
- there has been no response to letters within 14 days.

If you leave without telling the correct people:

- we will inspect the property and try to find out if you have gone
- an application may be made to NCAT to take back the property
- compensation may be sought for loss of rental income and property damage and cleaning costs.

If you move out of a property or abandon a property, and any items that remain at the property two working days after you leave, will be noted when we do a property inspection, and complete an outgoing property condition report. Items left will be disposed of in the following ways.

Personal documents

If there are personal documents still in the property two working days after you have abandoned or left the property, you will be given written notice they will be held by us for 90 days. If these documents are not collected within 90 days, we will return the documents to the organisation that issued them, or, if this isn't possible, they may be put in your tenant file, or disposed of in a legal way.

Goods and furniture

If there are goods or furniture still in the property two working days after you have abandoned or left the property, you will be given notice by letter, phone, or email, that the goods and/or furniture will be disposed of by us after 14 days.

If you move out without giving notice and the property is found abandoned:

- rent will be charged for 21 days from the date we can take back the property, or
- six weeks rent will be charged if the property is found abandoned within the first half of the fixed term or
- four weeks rent if it is in the second half of the fixed term, and
- any damage to the property will be recouped from your bond.



Actions that may end your tenancy

If you break the rules of your tenancy agreement with Wesley Community Housing, it is called a “breach of tenancy”.

Wesley Community Housing will always aim to be fair, clear and correct to ensure:

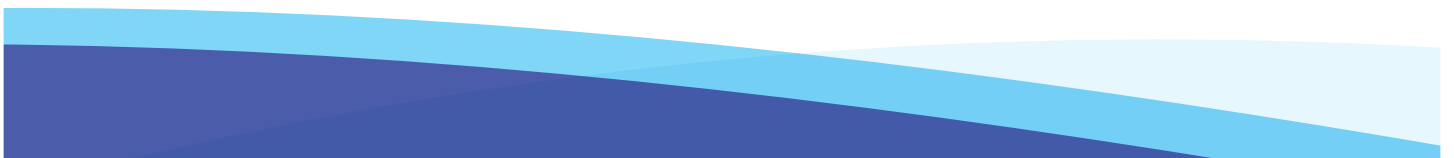
- you know the rules of your Residential Tenancy Agreement
- any breaches are identified as early as possible
- possible breaches are investigated
- any breaches are dealt with quickly, considering the effect on Wesley Community Housing, other tenants, neighbours and the tenant’s wellbeing
- where possible, we will attempt to solve breaches without needing to end your tenancy
- you are clear on the reasons why your tenancy is ending.

Communicating a breach to you during your tenancy

If we need to give you a letter (breach notice), Wesley Community Housing will do it in one of the following ways:

- hand the notice to you in person or
- hand it to somebody aged 16 years or over at your residential address or
- personally put it in your letterbox in an envelope addressed to yourself or
- post it to you at the address you have specified
- email it to you at the email address you specified.

Where there are two or more people noted on your lease, the notice may be given to either person. The notice does not need to be given to both of you.



The table below provides the minimum notice periods we are required to give you as a tenant

	Notice period you will be given	Notice period including time required for sending by post
Breach of agreement	14 days' written notice	20 days (if posted)
Serious breach of agreement	Immediate eviction upon application to the NSW Civil and Administrative Tribunal	
No longer qualified for social housing	60 days' notice	66 days
Order of possession	28 days' notice from termination order	34 days
Fixed term agreement	30 days' written notice before the last day of the end of a fixed term agreement. An agreement cannot be ended before the last day of a fixed term unless the tenant has breached the agreement.	36 days
Periodic agreement	90 days' written notice	96 days

The table below provides examples of possible breaches and the action that we may take with you to resolve the situation.

Breach	Examples of unacceptable tenant behaviour	Action we will take We will:
Small, one time breach	<ul style="list-style-type: none"> • bad/rude words towards others • bullying and harassment • loud noise (e.g. parties, arguments, music) • vandalism, graffiti, leaving vehicles in the front garden • leaving rubbish around • damaging property 	<ul style="list-style-type: none"> • send you a letter noting the unacceptable behaviour, and talk about the consequences of this behaviour • refer you to other organisations to provide help
Breach not fixed within time requested	<ul style="list-style-type: none"> • no response to rent arrears letters • refusal to pay for damages • continued noise/problems 	<ul style="list-style-type: none"> • issue notice to terminate tenancy
Serious harm/damage caused to people or property	<ul style="list-style-type: none"> • threats, abuse, intimidation or harassment • bullying and intimidation • pets attacking neighbours/visitors • hateful and threatening behaviour • extensive damage to property 	<ul style="list-style-type: none"> • issue notice to terminate tenancy



The table below provides examples of possible breaches and the action that we may take with you to resolve the situation.

Breach	Examples of unacceptable tenant behaviour	Action we will take We will:
Severe illegal behaviour	<ul style="list-style-type: none"> serious bodily harm of others use of property for the manufacture, sale, cultivation or supply of any prohibited drugs keeping illegal firearms on property causing damage on purpose use of property as a place for prostitutes to work production/sharing of child abuse material use of the property to facilitate organised car/boat rebirthing physical assault/acts of violence 	<ul style="list-style-type: none"> talk to the police issue notice to terminate tenancy
Breach not remedied when Notice to Terminate expires	<ul style="list-style-type: none"> rent arrears still rising agreement to repay rent arrears/damages not kept further complaints from neighbours 	<ul style="list-style-type: none"> send an application to NCAT for Specific Performance Order or Order of
Breach of a Performance Order	<ul style="list-style-type: none"> not following rent repayments agreed at NCAT causing further damage to the property further complaints from neighbours/visitors 	<ul style="list-style-type: none"> send an application to NCAT for Order of Possession
If tenant doesn't leave property after Order of Possession	<ul style="list-style-type: none"> the tenant is still living in the property on the date possession is granted 	<ul style="list-style-type: none"> send an application to NCAT for Warrant of Possession

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



Contact us

General enquires 1800 770 602
 Maintenance and repairs 1800 770 602
 Wesley Community Housing
communityhousing@wesleymission.org.au

wesleymission.org.au
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 of the Uniting Church in Australia.

Do all the good you can
 because every life matters