

FACT SHEET

Charter of Tenant Rights



All tenants have both rights and responsibilities under the Western Australian Residential Tenancies Act (1987). The Charter of Tenant Rights has been designed and developed to help you understand your rights and responsibilities in a clear and simple way.

As a tenant of Advance Housing we recognise your rights to:

- Safe, secure, appropriate and affordable housing
- Security of tenure in line with your tenancy agreement
- Housing that meets basic standards and is in a reasonable state of repair
- Quiet enjoyment of your home
- Be treated and communicated with in a fair, open and transparent way
- Be treated with respect regardless of cultural identity, race ability, gender, sexual orientation or age
- The privacy and confidentiality of your personal information, unless you permission is given to share information, or we are required by law to do so
- Have policies and procedures applied to your situation fairly and consistently
- Have your housing needs responded to as they change over time, within the guidelines and resources of the organisation
- Be supported to appeal or complain if you do not agree with a decision or service delivered by Advance Housing and to be kept informed of the outcome
- Have a real say in the way we deliver services and manage your tenancy

For more information about the Charter of Tenant Rights please contact Advance Housing on 9845 9697 or email admin@advancehousing.com.au