



TENANT INFORMATION



This booklet contains important information you may wish to refer to during your tenancy.

WELCOME TO YOUR NEW HOME



After you sign your lease and have been provided with keys to your new home, there is a lot to be done. It isn't necessarily hard, but it is necessary. After signing the lease, before you put out the welcome-home mat, we recommend you have completed all of these steps as listed:

1. Transfer all the utilities into your name

Advance Housing have provided you with an information sheet in your tenant pack with the relevant information and contact details to make an application for an account in your name with the corresponding meter numbers for the utilities. Please ensure that you contact all required utility companies and set up your accounts and make application for concession if applicable. Arrange for the transfer of the telephone service to your name.

2. Provide a copy of your Signed Lease to Centrelink to make application for Rent Assistance if applicable.

3. Check Hot Water System operational for the Property - If a property is vacant even for a short period of time sometimes it can be difficult for a new tenant to start the Hot Water System. Please check hot water is on for the property by turning on the hot tap and contact Advance Housing immediately if there are any issues in this regard. Where bottled gas is used contact your local supplier to arrange for refills, when required.

4. Complete, sign and return the Property Condition Report – Reminder that as soon as possible after the tenant receives the Property condition report, the tenant should inspect the residential premises and complete the tenant section of both copies of the report and return one copy of the completed report to Advance Housing within 7 days after receiving it.

5. Tenant Content Insurance – Insuring your own contents is your responsibility as the Owners insurance does not cover your belongings. Advance Housing does not insure against theft, loss or damage to contents or personal belongings of the tenants or visitors to the property. When obtaining Contents Insurance ensure you read your policy wording carefully so you understand what you are covered for.

6. Notify the Post Office of your new forwarding address.

7. Reminders During your Tenancy - As a tenant you have rights and obligations which are noted in the conditions in your lease agreement. Your obligations are detailed in your lease with some important responsibilities noted below:

To pay rent on time (on the day it is due).

To pay all services connected to the property – electricity, gas, water etc.

To maintain lawns and gardens

To dispose of rubbish in a responsible manner

☒ Not to maliciously damage or allow someone else to maliciously damage your home.

You must inform Advance Housing immediately of any damage.

☒ Not to use your home for illegal purposes

☒ Not to interfere with the reasonable peace, comfort or privacy of a neighbour

☒ To leave the property in the same condition as it was at the start of the tenancy (fair wear and tear excepted).

Improvements to your home

You must not add fixtures or make any changes to your home without first obtaining written approval from Advance Housing.

It is our pleasure to welcome you as new tenants. We sincerely hope that you find your new home comfortable and enjoyable.



**Government of Western Australia
Department of Mines, Industry Regulation and Safety
Consumer Protection**

**FORM 1AC
Information for Tenant
RESIDENTIAL TENANCIES ACT 1987 (WA)
Section 27B**

WHAT YOU MUST KNOW ABOUT YOUR TENANCY

At the start of your tenancy you must be given the following by the lessor or the property manager of the premises:

- a copy of this information statement
- a copy of your residential tenancy agreement
- two copies of the property condition report (must be received within 7 days after you have entered into occupation of the premises)
- a receipt for any bond that you have paid
- keys to your new home.

UPFRONT COSTS

You are not required to pay:

- more than 2 weeks rent in advance (see “ESSENTIALS FOR TENANTS” below for more information)
- more than 4 weeks rent as a security bond (if the rent is less than \$1 200 per week)
- more than \$260 for a pet bond (if you are allowed to keep a pet on the premises)
- any other amount.

ESSENTIALS FOR TENANTS

Follow these useful tips and pieces of information to help avoid problems while you are renting:

- If you have paid a security bond, you should receive a Record of Payment of Security Bond (**record of payment**) when the bond is lodged with the Bond Administrator at the Department of Mines, Industry Regulation and Safety. If you do not receive the record of payment within 4 weeks of paying the bond, contact the Consumer Protection Advice Line on 1300 30 40 54 to make sure it has been lodged correctly. The record of payment will also advise you of your Rental Bond Reference Number.
- If you do not agree with the property condition report, mark your concerns on the report and return it to the lessor. The property condition report is an important piece of evidence. If you do not take the time to complete it accurately, money could be taken out of your bond to pay for damage that was already there when you moved in.
- If you paid an option fee, it should be applied to your rent or returned to you.
- The lessor cannot require you to pay more than 2 weeks rent in advance at any time during the tenancy agreement. However, at any time during the tenancy agreement, you can choose to pay more.
- Never stop paying your rent, even if the lessor is not complying with their side of the agreement (e.g. by failing to do repairs) — you could end up being evicted if you stop paying rent.
- You must not stop paying rent with the intention that the lessor will take the rent from the security bond.
- You or the lessor will need to give notice in writing before ending the tenancy agreement (see “ENDING THE RESIDENTIAL TENANCY AGREEMENT” in your residential tenancy agreement).

- On the day your tenancy agreement ends, you must give vacant possession of the premises to the lessor (this includes handing over the keys to the lessor or the property manager). You may be liable to pay damages to the lessor if you do not vacate on time.
- If the property has a pool or garden, be clear about what the lessor expects you to do to maintain them.
- Under the *Building Regulations 2012*, owners and occupiers are responsible for ensuring that a suitable enclosure is provided around a swimming pool or spa pool on the property. If a fence, wall, gate, window, door or other barrier around a swimming pool or spa pool is not in working order or does not comply with the *Building Regulations 2012*, contact your lessor or property manager immediately to arrange repairs. If delays occur, or you need more information, contact your local council.
- Loose cords or chains, on blinds or curtains, which are not fixed out of reach, pose a strangulation risk for children. Contact your lessor or property manager to discuss arrangements about making window coverings safe. Product safety laws apply.
- Be careful with what you sign relating to your tenancy, and do not let anybody rush you. Never sign a blank form, such as a claim for refund of bond.
- Keep a copy of your property condition report, rent receipts, bond receipt, record of payment of bond and copies of letters/emails you send or receive in a designated tenancy file or folder. Keep it somewhere you can easily find it.
- You must provide a forwarding address to the lessor or the property manager of the premises when you leave the premises. It is an offence not to do so.

COMPLAINTS AND DISPUTES

If a dispute between a lessor and a tenant is to be decided by the court, it must be dealt with by a court that has jurisdiction to hear and determine the application. The Magistrates Court has exclusive jurisdiction to hear and determine applications relating to bond and other tenancy matters that do not involve a claim over \$10 000. When making an application to the Magistrates Court, you must always use the name of the lessor on the application form and not the property manager or agent.

If you need to give the lessor a notice under the *Residential Tenancies Act 1987*, it should be in writing and can be given to the lessor or the property manager of the premises, someone living with the lessor who appears to be over the age of 16, or to the person who usually receives the rent.

If the lessor needs to give you a notice under the *Residential Tenancies Act 1987*, they can do so by posting it to you or by giving it to someone living in the rented premises who appears to be over 16 or to the person who usually pays the rent.

Where there are 2 or more lessors or tenants, notice only needs to be given to one of them.

For information about the Magistrates Court, including what forms you should use, visit their website at www.magistratescourt.wa.gov.au or go to the Department of Mines, Industry Regulation and Safety website at www.commerce.wa.gov.au/ConsumerProtection to view general information publications about disputes and about the Magistrates Court process.

FURTHER INFORMATION

CONSUMER PROTECTION DIVISION, DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY

Perth office: 140 William Street, Perth, Western Australia 6000

Hours 8:30 a.m. — 5:00 p.m.

General Advice Line: **1300 30 40 54** Email: consumer@dmirs.wa.gov.au

Internet: www.dmirs.wa.gov.au/ConsumerProtection

Regional offices:

Goldfields/Esperance: (08) 9026 3250

Great Southern: (08) 9842 8366

Kimberley: (08) 9191 8400

South-West: (08) 9722 2888

North-West: (08) 9185 0900

Mid-West: (08) 9920 9800

The WA Government provides funding assistance to the WA Tenancy Network which provides advice, information and advocacy to tenants throughout Western Australia. Contact the Consumer Protection Advice Line on 1300 30 40 54 for referral to a centre near you.

For further information about tenancy rights, refer to the *Residential Tenancies Act 1987* or contact the Department of Mines, Industry Regulation and Safety on 1300 30 40 54 or **[www.commerce.wa.gov.au/Consumer Protection](http://www.commerce.wa.gov.au/ConsumerProtection)**.

For Translating and Interpreting Services please telephone TIS on 13 14 50 and ask to speak to the Department of Mines, Industry Regulation and Safety (1300 30 40 54) for assistance.

TENANT LIST OF RESPONSIBILITIES

Conditions contained within the list include regulations under the Residential Tenancies Act and guidelines supplied by the Tenants Advice Service.

Use of Premises

- Tenant must not use the premises for any illegal purpose
- Tenant must not do anything on the premises that causes a nuisance.

Repair & Cleanliness

- Tenant must keep premises in reasonably clean condition.
- Tenant must take care to avoid damage to the premises.
- Tenant must give notice of any damage to the premises as soon as practicable but at the latest within 3 days.

Fixtures, Alterations

- Tenant may be forbidden to renovate or alter the premises.
- Tenant must obtain consent to put in fixtures or alter the premises.

Guidelines – Tenants are expected to demonstrate good housekeeping habits towards the maintenance of the premises in accordance with the following circumstances:

- Walls and ceilings kept where possible free of marks and stains.
- Windows kept clean including sills and channels.
- Doors and surrounds kept in good order.
- Cupboards, built in robes kept clean with emphasis on both internal and external linings.
- Light fittings kept free of dust and stain.
- Floor coverings vacuumed regularly and kept free of stains and burn marks. Spillages must be attended immediately and burn marks notified to the office.
- Tiled areas especially bathrooms and laundries kept free of stain, soap scum and mould.
- Fittings such as stoves kept free of fat stain and grime.

Responsibilities:	Tenant	AHL
Bio Waste Bins	✓	
Remotes for roller doors	✓	
Electric gates		✓
Reticulation		✓
Blinds/window treatments	✓	
Gas Bayonets	✓	
Additional power points	✓	
Picture hooks	✓	
TV Aerials		✓
Curtain rods & brackets		✓
Rails & ramps	✓	
Reverse cycle air conditioners	✓	
Security screens		✓
Dishwashers	✓	
Heaters	✓	
Window locks		✓

AS A RULE OF THUMB KEEP THE PREMISES IN THE CONDITION THAT IT HAS BEEN SUPPLIED AND ADOPT A PRACTICE OF ROUTINE AND REGULAR CLEANING.

FOR PET OWNERS:

Some important information for you to consider whether you have a pet or if you are thinking about getting a pet.



ADVANCE HOUSING LTD REQUIREMENTS:

- You need to have written permission to keep a pet in one of our properties.
- A bond of up to \$260 dollars must be paid.
- We require your pet's registration, microchip and sterilization details.
- We also need a full description of your pet e.g. name, age, breed.

ALL DOGS **OVER THE AGE OF 3 MONTHS** ARE REQUIRED TO BE REGISTERED.

FROM NOVEMBER 2015 ALL DOGS MUST BE MICROCHIPPED.

The cost of registration fees for dogs can be obtained from the City of Albany.

The *Dog Act 1976* requires that you place a numbered registration tag (which you receive from the City of Albany on registration of your dog) on your dog's collar. The tag will significantly improve the chances of your dog being returned to you in the event that it goes missing.

NEW CAT LAWS: *Cat Act 2011*

New cat laws are now in effect. Fines for non-compliance will be enforced by the City of Albany. **ALL** cats aged six months or older are now required to be sterilised, microchipped and registered.

Seniors and low-income earners who hold a pension card, healthcare card or senior's card are eligible for free registration of their cats, in addition to a 50% discount of the cost of sterilisation. This subsidy will be deducted from the total amount of the sterilisation costs. All vet clinics are part of the program.

Visit the *City of Albany* web page for more information or
CatOwner_CatAct_FactSheet



Cleaning hints

Most cleaning around your home can be done using very basic, **LOW COST** cleaning products. If you keep the following items in your cupboard you will save big \$.



The below costs are ESTIMATES ONLY

Bi carbonate of soda	\$1.70	100g
White Vinegar	\$1.70	2 litres (put into spray bottle)
Methylated spirits	\$5.00	Bottle
Lemon Oil	\$12.00	Or fresh lemons
Tea Tree Oil	\$7.00	Great antiseptic as well
Oil of Cloves	\$7.00	Good for toothache too
Loose Tea	\$3.00	
Unprocessed bran	\$6.00	
Pantyhose	Old pair hopefully	

Oven & Grill	Bi Carb mixed with White vinegar	Sprinkle bi-carb then spray with vinegar and leave. If stubborn try a few times
Burnt pans	As Above	As above
Windows		
Remove pen marks	methylated spirits	Wipe/rub gently
Dirty toilet	Can of coke	Pour into bowl and leave over night
	White vinegar	Pour in straight and leave as long as you can

Carpets	Bi Carb & vinegar	Sprinkle bi carb on soiled areas & spray with vinegar-leave overnight then vacuum
Stain removal	Lemon Oil	Wipe over with a little on cloth
Insect repellent	Lemon Oil	Wipe over with a little on cloth
Mould	Oil of cloves	All you need is teaspoon of oil of cloves in one litre of water. Spray it and leave it for 24 to 48 hours and it's dead. Supermarket mould cleaners just bleach it white - they don't kill it.
Stickers on wall	Tea tree oil	A few drops on a cloth
Grout	Salt	With a toothbrush will clean up your grout
Walls	Use lavender oil (1 teaspoon per litre of water) in a spray bottle	lightly mist over the wall before giving it a good scrub with a pair of pantyhose.
Soft Toys, dusty lamps, sisal flooring	Unprocessed wheat bran	Mix with white vinegar and place in a pair of pantyhose assorted cleaning
Clean Timber	Tea	Make up a teapot with 4 or 5 tea bags and pour into a bucket of boiling water. Mop the timber with pantyhose dipped in the tea.
Allergies/Asthma	Tea bag just used	In your vacuum kills dust mites
Window/sliding door tracks	Screw driver & old sock or toothbrush	Run along/scrub then vacuum excess
Shower	Bi Carb & Vinegar	Wipe over then use a squeegee to clean away excess
Mirror	methylated spirit	Wipe over, instant dry
Floors/tiles	Bi Carb-Vinegar	Same method as carpet
Wooden floors	Tea/Vinegar	5 tea bags steeped in hot water, then placed in bucket of hot water and add cup of vinegar. Wipe dry with old towel tied to a broom

Skirting boards/ceilings etc.	Broom/Pantyhose	Put one side of pantyhose over broom end and brush walls/ceiling/skirtings
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- **Doing double time ironing with aluminium foil, lavender oil and water**

Ironing can be time-consuming, but what if you could do it in half the time? Sliding a sheet of aluminium foil under the ironing board cover can get that done. The foil reflects the heat from the iron so that both sides get heated and ironed at the same time. Another option is spraying lavender oil and water on your clothes - watch the creases come out!



- **Cleaning Blinds**

An old sock on your hand, sprayed with or dipped in (not too wet) a mixture of vinegar & water and then run your fingers along blind (venetian)

- **Oil on the driveway**

Kitty litter sprinkled on oil will absorb it. Also Coke poured on it will help clean it off.

- **Clean and deodorize a drain** by pouring in 1 cup baking soda, then one cup hot white distilled vinegar. Let this sit for 5 minutes or so, then run hot water down the drain.

- **To clean a scummy showerhead**, pour 1/2 cup baking soda and 1 cup white distilled vinegar into a sandwich bag and tie it around the showerhead. Let this set for an hour after the bubbling has stopped. Remove the bag and then turn on the water

HOW TO KEEP YOUR HOME FREE OF CONDENSATION AND MOULD

MOULD - Dampness and mould can occur in any part of the home but they are most common in 'wet' areas such as kitchens, bathrooms and laundries. Mould is also becoming more frequent in bedrooms and wardrobes. Mould or mildew is a form of fungus, which is spread mainly by air spores. These spores will grow on any surface in the home. It thrives wherever humidity is high and the air is moist. But it also needs nutrients to feed on. The two most common nutrients are certain ingredients in wall and ceiling paint and house fluff impregnated with cooking fumes.

HEALTH EFFECTS OF MOULD - Toxic moulds produce mycotoxins that can pose serious health risks. Symptoms caused by mould allergy may include:

- Respiratory illness or asthma;
- Watery, itchy, red eyes;
- Chronic cough;
- Headaches or migraines;
- Tiredness;
- Sinus problems blocked nose
- Rashes (dermatitis)



GOOD VENTILATION - Dampness or condensation occurs when there is a build-up of humid, moist air in poorly ventilated rooms. Open windows and doors to ventilate the home and reduce humidity levels.

- Use exhaust fans especially in bathroom and kitchen
- Good ventilation throughout your home when using oven, clothes dryer, heaters
- Promptly wiping surface moisture off windows, glass and tiles will also help.
- **Do not store damp footwear and clothes in wardrobes or in dark confined spaces.**

ORDINARY LIVING CONDITIONS - Ordinary living conditions cause the air within your home to become moisture laden, particularly in winter. Here are some examples –

- An adult can produce more than half a litre of water vapour overnight, simply by breathing.
- A hot shower lasting 15 minutes can produce more than two litres of water vapour.
- A washing machine or dishwasher can produce about three litres each hour they are used.
- A clothes drier can generate as much as 10 litres of water vapour in an hour.

HOW TO GET RID OF MOULD - **Eradicate mould when it occurs. It is hard to remove when it has been there a while;**

There are several treatments for mould:

- **Tea Tree Oil** - 2 teaspoons in a spray bottle with 2 cups of water. Shake well before each use;
- **Vinegar solution** - 80% vinegar & 20% water in a spray bottle. Spray the effected area, leave for at least 20 minutes and then lightly sponge with clean water;
- **Remove the mould physically.** Killing, but not removing the mould may allow it to grow back.



Don't use bleach. Bleach has a high pH which makes it ineffective to kill mould. It simply leaches it, so it looks like it has disappeared.

Tenants must take reasonable steps to ensure condensation and mould growth are kept to a minimum.

EMERGENCY MAINTENANCE



What is emergency maintenance?

Emergency maintenance is of the utmost urgency and relates to safety, health and security where the welfare of tenants or the property is at risk.

Work that is not deemed to be an emergency is not attended out of working hours. It is reported to Great Southern Community Housing office and we will arrange inspection or works as required.

Examples of maintenance identified as emergency maintenance are;

- Gas Leak
- No lights to house (check RCD switch in meter box)
- Electric shocks or sparks
- Stove completely not working and no other cooking facility
- Blocked toilet or multiple waste pipes
- Burst water pipe or water leak where the water service must be turned off
- Vandal damage where security of the home is compromised.
- Lost keys where a tenant cannot access the home, however the cost is passed onto the tenant. (It is recommended that Tenants keep a spare key in a safe location or with a person of trust to avoid this situation).
- Faults such as no hot water are generally deemed to be priority.
- Where medical reasons for emergency maintenance are evident the work may be attended as after hours.

ATTENTION: If the work is deemed NOT EMERGENCY MAINTENANCE or if there is any doubt the work is deemed tenant liability, the costs of the call out and repairs will be charged to the tenant.