

Getting started

Welcome to Foundation Housing! This information sheet will help get you started on your tenancy. with us. For more information about anything on this sheet, please go check the rest of your Welcome Pack or contact your Housing Coordinator.

Your Rent

When you pay using bank payment or EFT, please include your Paybook ID/name. If we don't have these details, we may not know the payment is from you. You will be given your Paybook ID during your sign up meeting.

We recommend that you keep all of your rent payment receipts as proof of payment, should you ever need to show evidence of payment at a later date.

Payment options



CENTREPAY DEDUCTIONS

A free service for customers to pay bills as regular deductions from their Centrelink payments. Please contact Centrelink or Foundation Housing for more details.



ELECTRONIC FUNDS TRANSFER

Payment can be made online via your online banking website.

BSB: 086 006

ACCOUNT NUMBER: 84 376 7322

ACCOUNT NAME: Foundation Housing Ltd

REFERENCE: Your PayBook ID



EFTPOS FOR DEBIT CARDS.

Available at all Foundation Housing offices.
Credit Cards are not accepted.

Your Bond

A security bond is a payment made before you move into a property to cover any costs you might be liable for at the end of the tenancy, e.g. damage, outstanding water charges or unpaid rent. Your bond is held by the Department of Commerce and cannot be used at any time during your tenancy.

Utilities

Please register the telephone, electricity and gas services in your name from the date your tenancy starts with us. These accounts are your responsibility to set up and pay directly with the utility company.

The numbers for the major utility providers are:

- Synergy 13 13 53
- Alinta Gas 13 13 58
- Kleenheat 13 21 80
- Telstra 13 22 00
- Water Corp 13 13 85
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Property Condition Report

At the start of your tenancy you will be provided with a copy of the Property Condition Report, which details the exact contents and condition of the property at the beginning of your tenancy. This is then compared to the property when you leave, to make sure you have left it in the same condition as when you first moved in (less fair wear and tear).



Property Inspections

As per your tenancy agreement, we will carry out property inspections at different times during your tenancy to ensure the home is being maintained as per the tenancy agreement and our own standards. This will include visits:

- when you move in or out of a property
- once you have settled in, around six weeks after you have moved in
- approximately every six months as a routine inspection
- annually to undertake a safety inspection.

We may also inspect your property if:

- there are reports that the property is in unsatisfactory condition
- we need to inspect it for repairs or maintenance
- we are conducting an audit on the overall condition of our housing stock.
- We will always let you know, in writing, in advance of an inspection.

Maintenance and repairs

If something in your home needs maintenance or repairing please contact our Property Services team on 1300 895 205. This number can also be used for emergencies out of office hours.

Please note that different response times apply to different repairs, depending on their level of importance. There are also many areas of home maintenance that are your responsibility. Please read the 'Repairs to Your Home' information sheet enclosed in the sign up pack, or download it from our website at foundationhousing.org.au.

Your watering days

You have been allocated watering days as per the guidelines issued by the Water Corporation. Further information can be found at watercorporation.com.au.

Your watering day is:

Additional Support

We offer services to our tenants beyond tenancy and property management. These are aimed at helping you sustain your tenancy and connecting you with your local neighbourhood including education, training and employment opportunities. At your six week inspection, your Housing Coordinator will let you know more about the services that we offer to see if there is anything you would find helpful. You can always speak to your Housing Coordinator at any other time if you would like further information about these services.

Connecting with Foundation Housing As part of this sign up process, we have collected your email address and mobile number so we can communicate with you in different ways. This means you will receive our e-newsletter which is an important source of information about activities, news and notifications. We would also encourage you to like our Facebook page, another way of finding out about local news that might impact your tenancy.

Checklist

Enclosed in this sign up pack are several documents which will help you manage your tenancy. If any of these documents are missing, or if you would like more information, please contact your Housing Coordinator.

- Cover letter from your Coordinator
- Getting Started
Introducing Foundation Housing
- Consumer Protection Form 1AC: Information for Tenant
- Latest issue of tenant newsletter Foundation Focus, the tenant newsletter
- Making a service complaint or appealing a decision information sheet
Complaint and feedback form
- Foundation Housing Property Standards information sheet
Sustaining Tenancy Program information sheet
- How we set your rent information sheet
Repairs to your home information sheet
- Anti-social behaviour booklet
- Enrol to Vote Electoral Roll Form and Australian Electoral Address Envelope
- Connect with us!
- Maintenance Line Magnet

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South Hedland
WA 6722

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