

# Property standards

When you move into your home we made sure it was safe and comfortable for you and your family. We have set a minimum standard that we expect you to keep your home in while you live there.

## Outside your home includes the following:

### General

Please make sure:

- your garden or yard does not get overgrown (this includes mowing the grass and disposing of any rubbish or objects)
- you water your lawns and gardens
- you cut back any hedges and bushes
- you remove any weeds
- you remove any pet droppings and fill in any holes in the garden made by your pets
- you remove any cobwebs
- you repair and damage you cause to the sprinklers or the reticulation, and
- you empty your letterbox regularly and put out your bin on bin day.

### Gutters and drains

Please make sure:

- there are no toys and balls on the roof
- you tell us about any problems with gutters not draining properly or vegetation growing in gutters, and
- the drain covers are intact and no objects have been put into the drains

### Fences and gates

Please make sure:

- that the fencing is not damaged and is intact, and
- that any gates are working and can be closed securely.

## Carports and garages

Please make sure:

- you clear carports and garages of any oil stains, and
- you do not store and furniture or items in open carports.

## Inside your home includes the following:

### General

Please make sure you regularly:

- clean all doors, removing any marks
- clean all ledges and skirting boards, removing any marks
- clean all door woodwork
- clean all light switches and sockets
- clean the outside of smoke detectors
- clean inside all light covers (if accessible)
- sweep and wash all hard floors
- vacuum any carpets and remove any stains
- clean all internal store cupboards and built-in wardrobes
- replace blown light globes
- remove any cobwebs, and
- treat pest infestations.

### Kitchen

Please make sure you regularly:

- clean the worktops and keep them free from scratches, cuts, burn marks and chips
- clean the storage cupboards and make sure they are in good working order
- let us know if the sink or taps have leaks or blockages
- check that all cupboard doors and drawers open and close easily (if they don't, please let us know)
- keep any sink plugs and chains fitted, and
- clean the stove and oven, removing any grease and grime (this includes cleaning the exhaust fan or extractor if there is one)

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## Bathrooms

Please make sure you:

- regularly clean all toilets, baths and basins and keep them free from limescale, undamaged and in good working order
- regularly clean all fixtures, including mirrors, shower screens, hand and towel rails, shower heads and taps and make sure they are fixed appropriately and in good working order
- keep any plugs and chains fitted
- clean the exhaust fan cover, and
- use the extractor fan in your bathroom to reduce the risk of mould.

## Doors

Please make sure:

- all internal doors are fitted and undamaged, including door stoppers
- all doors open and close freely (if they don't, please let us know), and
- all glazed panels are free from cracks or breaks.

## Walls

Please make sure:

- you keep the walls free from any damage
- you remove any finger marks, grease marks, food marks etc, and
- you do not paint any walls without prior permission from us

## Windows

Please make sure:

- you keep all keys for any window locks
- all flywire is free from damage
- you wash all windows, tracks and flyscreens when necessary, including sliding door tracks
- you can open and close all windows freely (and report it to us if you can't)
- any glass is kept free from cracks and breaks, and
- you do not place aluminium foil on your windows.

## What happens if my home doesn't meet these standard?

If you do not keep your home to these standards you will have broken your tenancy agreement and could risk losing your tenancy.

If you need any advice or more information please contact your Housing Coordinator who will be able to help you.

We can also refer you for support if you are unable to maintain these standards due to a disability or vulnerability.

## How do I report a repair?

You can report a repair to us in the following ways



**1300 895 205**

**Monday - Fri 8.30am - 4.30pm**

*Outside of these hours are for emergencies only*



**repairs@foundationhousing.org.au**



**foundationhousing.org.au**

Foundation Housing acknowledges and pays respect to the Traditional Custodians, past, present and emerging, of the country on which we live and work.