

# Managing your home

## HOW WE MANAGE YOUR PROPERTY

We manage your tenancy in line with the WA Residential Tenancies Act. Some of the important points about our management tasks are outlined below.

### ROUTINE INSPECTIONS

We are legally allowed to enter your home 4 times/year to conduct a property inspection, and more often with mutual consent. We will give you written notice of our intention to inspect the property and will send you a Form 19. If the scheduled time doesn't suit you, you can contact your Housing Coordinator to arrange a mutually convenient time. During the inspection, we will take photos and make notes to record the condition of the property, make sure it is being well looked after and see how it has changed since you first moved in. We will also take this time to check in with you and see if you need any assistance with your tenancy or home.

### PETS

If you would like to have an animal at your property, you must ask us for permission first. Not all our properties are suitable for pets and not all types of animals are suitable for our properties.

If we give permission for you to have a pet, you will need to pay a Pet Bond which goes towards the extra costs associated with cleaning the property before you leave.

Keeping pets without permission is a breach of your tenancy.

## BEING AWAY FROM YOUR PROPERTY

### Short trips

You do not need to let us know if you are going to be away from your property for less than 4 weeks, although it is a good idea to tell us anyway in case anything is reported to us while you are away.

If you are going away, you will need to make sure your rent is still paid on time and that you have a trusted person who can regularly check on the property.

### Longer trips

If you are planning on being away for more than 4 weeks, you will need to contact your Housing Coordinator to seek permission. You will need to provide details of why you will not be living at the property and when you will be returning.

A tenant can not be absent for more than a total of 3 months in a 12-month period, except with approval by Foundation Housing. This needs to be done even if other members of your household will be remaining in the home as we need to know the details of those living in our properties.



## VISITORS

A visitor is a person who you have invited to stay at your property for a period of up to 4 weeks (or 28 days). Visitors generally include relatives, carers, children, or partners who stay at your property no more than 3 nights a week and have a permanent residency elsewhere.

You will need to provide information of any regular visitors to your property. They will not be charged rent provided you have evidence they are permanently living somewhere else.

### **Additional occupants**

You may want extra people (partner, carer for example) to come and live with you, either short term or long term.

An additional occupant is defined as any person who is staying at your property who was not a member of the household when you signed your tenancy agreement with us.

If you want another person to live at your property, you must receive written approval by us before the person(s) moves in. All members of the new household will be asked to provide proof of income when someone new moves in, so we can re-assess household income, eligibility and rent levels.

### **Unauthorised occupants**

An unauthorised occupant is a person/s who stays at the property for longer than 4 weeks (28 days) and has not been approved by Foundation Housing.

If you have unauthorised occupants at the property, you may be in breach of your tenancy by not telling us about everyone living there.

Please speak to your Housing Coordinator if you would like to have anyone new move into or stay at your property.

## TRANSFERS

We recognise that tenants' housing needs can change over time, and – where possible – we aim to move existing tenants into an alternative property that better suits the family's needs.

To be eligible for a transfer, you will have to meet all the transfer eligibility criteria, being:

- Tenancy held for at least 12 months
- No rental arrears or tenant liability debt or an agreed repayment plan in place which will clear any debt within six months
- Home and garden is maintained in a clean and reasonable condition
- Tenancy agreement terms are being met.
- No breaches or recordable incidents within the last three months
- Ongoing eligibility for community housing.

### **Application**

To be considered for a transfer, please contact your Housing Coordinator who will conduct a basic eligibility assessment. If you are eligible a written transfer application form will be completed with you.