



# Moving in to Your New Home

**A GUIDE TO STARTING YOUR TENANCY  
WITH FOUNDATION HOUSING**



### YOUR ADDRESS:

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### YOUR HOUSING COORDINATOR:

Name

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Email

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Phone

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**Please contact  
your Housing  
Coordinator if you  
have any questions  
or call 08 9422 0700**

### IMPORTANT NUMBERS:

**Reception** 08 9422 0700

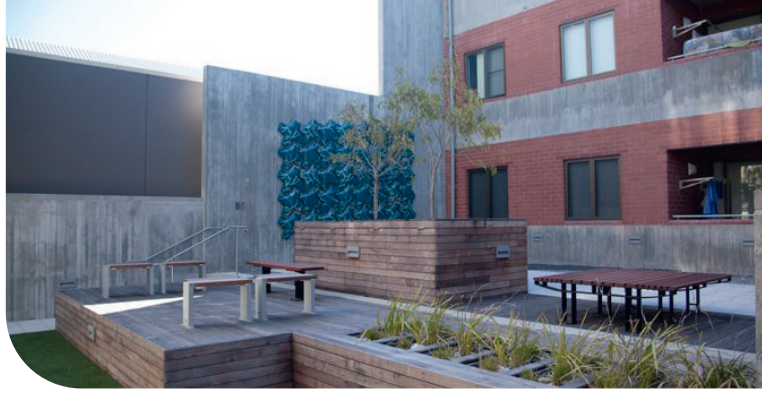
**Maintenance Repair Line** 1300 895 205



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We acknowledge the Traditional Custodians of the lands on which we operate. In particular, the Whadjuk Noongar people of Perth, the Yawuru people of Broome and the Kariyarra people of Port Hedland. We recognise their continuing connection to land, waters and community. We pay our respects to them, their cultures and to Elders past, present and emerging, in the spirit of reconciliation.

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# Welcome to Foundation Housing

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## HOW TO USE THIS GUIDE

This guide will help you prepare for the move to your new home.

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If you have difficulty understanding English, please contact the translating and interpreting service on 131 450.



# Who is Foundation Housing?

We are a community housing provider which means we provide affordable housing for people on low to moderate incomes. We house over 3000 people across Perth, Mandurah and regional areas such as Broome and Port Hedland.

As well as housing, we provide a range of support and community services to help people manage and maintain their tenancy. We also work with a team of contractors who undertake all of our property maintenance work.

## WHAT WE DO

We provide the full range of property, tenancy and community services for our tenants. When you move in to your home we will become your landlord.

### As your landlord we will:

- Prepare a tenancy agreement for your property which outlines all of the conditions of living in that home. You will sign this agreement before you move in.
- Set and collect your rent and other charges such as utilities
- Manage any repairs and maintenance needed at your property (other than damage caused by you or other household members and visitors)
- Carry out regular property inspections
- Offer support options if we see that you are having issues managing your tenancy
- Provide opportunities for community involvement

If you would like more information about your tenancy or the services we provide, please visit our website [www.foundationhousing.org.au](http://www.foundationhousing.org.au) or speak to your Housing Coordinator.



Our aim is to improve people's lives with safe, secure and affordable housing



# Setting my rent



Once you have accepted a home with us, you will be asked for income details so that your rent can be set. Rents are set at 25-30% of household income plus Commonwealth Rent Assistance (CRA). You can also choose to sign an Authorisation Form which allows us to liaise directly with Centrelink about your income and any rental assistance payment you may receive.

***A fact sheet included with this pack explains rent setting in more detail.***

## COMMONWEALTH RENT ASSISTANCE (CRA)

If you are currently receiving a Centrelink benefit, such as Newstart or Disability Support Pension, you are eligible to receive Commonwealth Rent Assistance (CRA). We will work out how much rent assistance you are entitled to and will arrange for the claim forms to be signed once you have them from Centrelink.

It is important you claim your CRA Entitlement from Centrelink because Foundation Housing rent charges are based on you receiving this. If you need help claiming CRA, please contact your Housing Coordinator.

***The CRA fact sheet included in this welcome pack explains more.***

## 3 QUICK TIPS:

- 1** Make sure your Payment I.D. number is on ALL payments so they go to the right account.
- 2** We do NOT accept cash payments for rent or non-rent charges at any of our offices so a direct debit, bank transfer or Centrepay deduction is needed.
- 3** Remember to set up your rent payments straight away to avoid going into rent arrears.

## BOND

A bond is an amount of money you pay at the start of your tenancy to cover any costs you might be liable for at the end of your tenancy (such as property damage, outstanding water charges or unpaid rent).

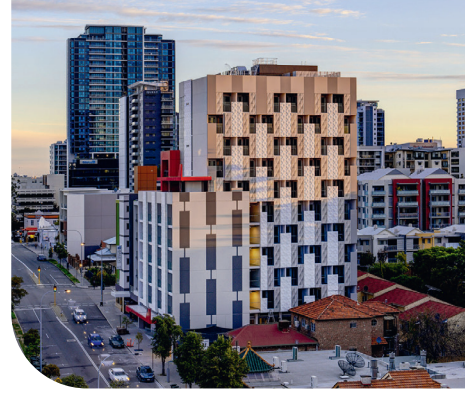
The maximum bond amount is set in law and is currently 4 weeks of rent. The bond money is held centrally by the State Government Bond Administrator, not Foundation Housing. Your bond will be returned at the end of your tenancy if you do not have any debts owing and do not have any property damage or cleaning costs to pay.

Government assistance is available to help people pay their bond and your Housing Coordinator can provide you with information about this if needed.

## RENT REVIEWS AND INCOME CHANGES

Foundation Housing will conduct up to 2 rent reviews per year. This is to ensure all tenants are paying the correct amount of rent according to their income.

When a rent review is completed you will be asked to provide updated income details. You can also request a rent review at any time if your income changes.



# Paying my rent

You must always pay your rent on time and in advance otherwise you risk losing your tenancy.

**Rent can be paid in the following ways:**

## Centrelink deductions

Your rent is paid directly to Foundation Housing from your Centrelink benefit. Our staff can help you set up a Centrelink deduction. If you receive Centrelink funds, this is the preferred method of paying your rent.

## Other payment options

You can use internet banking or set up a direct debit from your bank account to pay your rent. You can also make rent payments at your bank in person.

### Payment Details

**BSB:** 086 006

**Account Number:** 84 376 7322

**Account Name:** Foundation Housing Ltd

**Reference:** Your PayBook ID/Tenant first name/Tenant surname

## Non-rent payments

Some tenants may have non-rent payments to make such as water usage charges. You can use all of the methods listed above to pay these non-rent charges. When you are making a non-rent payment, please remember to add your Payment I.D. number and full name so we can match your payment with the correct account.

## Rent arrears

If you do not pay your rent on time your rental account goes into arrears and you will be in breach of your tenancy agreement. If you are unable to make a rent payment it is very important that you contact your Housing Coordinator as soon as possible to talk about a repayment plan. Your Housing Coordinator can also refer you to other services that may be able to assist if you are having trouble managing your rental payments.

**Your tenancy is at risk if you do not maintain your rent payments.**

# Moving into the property



## Property condition report

When you sign the tenancy agreement you will be given a property condition report describing the condition of the property you are moving into. You will need to check this report, add any comments and return it to your Housing Coordinator within 7 days. You will be given a copy of the report to keep for your own records.

If you move out of your property, this report will be used to check that you are leaving the property in the same condition as when you moved in (fair wear and tear excepted) so it is important it is checked and is accurate. If you don't agree with the written description of the condition, please note this on the report and let your Housing Coordinator know.



## Setting up utilities

When you move in, you will need to set up utilities in your name such as gas, electricity, internet and phone. Please let your Housing Coordinator know if you need help with this.



## Looking after your property

When you sign a tenancy agreement, you are agreeing to look after your property and keep it in good condition. You will also be responsible for any guests and visitors while they are in your home. It is important that you take care of the property, don't make any changes without first asking Foundation Housing and let us know if there are any issues or repairs needed.



## Pets

If you would like to have a pet you must ask Foundation Housing for permission. You need to tell us if you have pets before moving in to a property so we can make sure the home is suitable. You will also be required to pay a 'pet bond' to cover any extra cleaning costs related to having a pet at the home.



## Keys

You will be given a full set of property keys at the start of your tenancy. If you lose your keys, please contact your Housing Coordinator immediately as this is a security issue. You will be charged for the cost of replacement or if new locks are needed.

# Frequently Asked Questions


















|   |   |
|---|---|
| <b>How much time do I have to decide if I want the property?</b>  | <p>Once you are offered the property you will need to decide within 24 hours if you want to accept it. The move-in date will depend on what maintenance is required and when the previous tenant is vacating. This will be discussed with you after you view the property.</p> <p>To secure the property, we will require a bond to be paid within 3 days of offer acceptance.</p>  |
| <b>I don't have enough money to pay the bond, but I really want the property – what can I do? How do I pay my bond?</b> | <p>Government assistance is available for bond payments in certain circumstances. You will need to pay your bond before you sign the tenancy agreement. Your Housing Coordinator can explain about Government assistance for bond payments or visit <a href="https://www.housing.wa.gov.au/housingoptions/rentaloptions/bondassistance">https://www.housing.wa.gov.au/housingoptions/rentaloptions/bondassistance</a> for more information.</p> |
| <b>How is my rent assessed?</b>   | <p>Rent is based on your household income, plus any CRA you are eligible for. Rent is charged at 25-30% of income. Utilities are a separate charge to the rent and are generally paid by you, direct to the utility company.</p>  |
| <b>How long is my lease period?</b>   | <p>This will depend on the arrangements for your specific home. You will be told about the lease period when you are offered the property.</p>  |
| <b>Do I need to contact Centrelink?</b>   | <p>We can do this on your behalf and can liaise directly with Centrelink once you have created an account with them and applied for your CRA. You will need to sign a consent form if you would like us to do this on your behalf.</p>  |
| <b>How do I pay my rent?</b>  | <p>You can pay by direct debit, bank transfer or via Centrelink payments. Information about rent payments is on page 4 and 5 of this handbook.</p>  |
| <b>When do I get the keys to the property?</b>  | <p>You will be given keys on the day you sign your tenancy agreement.</p>   |
| <b>What is a property condition report?</b>   | <p>This provides information on the condition of your home before you move in. It is used to compare the property at the start and end of a tenancy and to determine any charges owed by you.</p>   |
| <b>What if I am struggling to manage my tenancy?</b>  | <p>We have a range of support options available to help people manage their tenancy. We provide this support directly, and also work with other agencies, depending on the issues. Please speak to your Housing Coordinator at any time if you feel you need help to manage your tenancy.</p>   |

# My checklist




Below are some important steps to take before moving into your new home. Your Housing Coordinator can help if you have any questions about what you need to do to prepare for the move to your new home.

|   | WHAT DO I NEED TO DO?   | WHEN?  |  |
|---|---|--|---|
|    | View and accept your Foundation Housing property  | Within 24 hours after your property viewing  |   |
|    | Sign property acceptance form   | A few days after your first meeting or at the signing of the tenancy agreement                   |   |
|    | Complete a Household Declaration Form (for everyone who will be living with you)                                      | Return form within 24 hours of offer being made  |   |
|    | Apply for Commonwealth Rent Assistance  | When you sign your tenancy agreement, with the help of your Housing Coordinator                  |   |
|  | Set up rent payments  | Before your first rental payment is due  |   |
|  | Sign tenancy agreement and key form and pick up keys  | On move-in day   |   |
|  | Keep my tenancy documents safe  | When you receive your signed tenancy agreement copy  |   |
|  | Book removalists for moving day   | As soon as you know your move-in date  |   |
|  | Connect utilities (gas, electricity, internet and phone etc) at your new home and disconnect them at your old address | Within 7 days of moving into your property. We will advise the Water Corporation on your behalf. |   |
|  | Notify Centrelink of your new address and rent details  | Before your first rental payment is due  |   |
|  | Complete Property Condition Report and return to your Housing Coordinator   | Within 7 days of receiving the report  |   |
|  | Speak to your Housing Coordinator about your new home   | In the first week of moving in   |   |
|  | Meet with your Housing Coordinator to check how things are going  | Within the first 6 weeks of moving in  |   |
|  | Provide access for your first property inspection   | Within the first 2 months of moving in   |   |





## WHERE CAN I GET MORE INFORMATION

 08 9422 0700

 [admin@foundationhousing.org.au](mailto:admin@foundationhousing.org.au)

 [foundationhousing.org.au](http://foundationhousing.org.au)

 @foundationhousing

 @foundationhousing

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