



# Now You're a Tenant

## Now You're a Tenant

EVERYTHING YOU NEED TO KNOW ABOUT  
YOUR TENANCY WITH FOUNDATION HOUSING



# Welcome to your home

**YOUR ADDRESS IS:**

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• On Whadjuk Noongar Boodjar •



**This handbook  
explains your rights  
and responsibilities  
as a tenant**



**It also explains  
what we are  
responsible for  
as your landlord**



**Let us know if you  
have any questions  
by calling your  
Housing Coordinator  
on 08 9422 0700**

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



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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

This booklet has important information we think will be helpful for when you move into your new home. There is also information about Foundation Housing and how your tenancy will be managed.

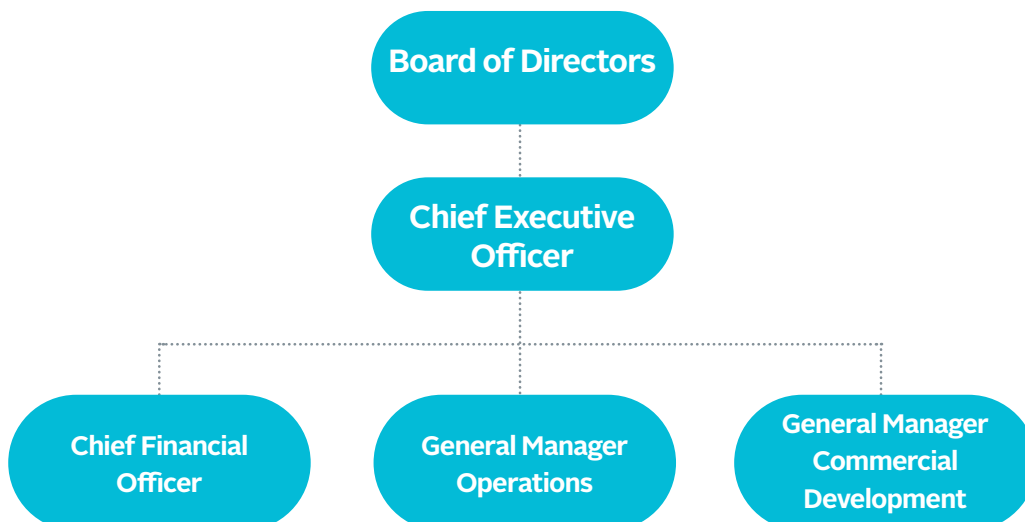
Some of the details in the handbook will differ slightly depending on the exact type and size of your home so if you are unsure about any of the contents or have any queries, please contact your Housing Coordinator or Foundation Housing's office on 08 9422 0700.

## ABOUT US

Foundation Housing is a not for profit community housing organisation managing over 2000 homes across Perth, the Kimberley and Pilbara. We pride ourselves on being a supportive landlord that works closely with tenants to sustain their homes. We undertake the complete scope of tenancy and property management services in-house including allocations, rent setting, support, community engagement and maintenance.

We are governed by a Board of Directors which establishes and oversees the strategic direction of the organisation and ensures appropriate management of the business in line with our obligations to Government and other funders. Alongside the Board are several specialist committees which ensure a detailed oversight of various areas of the business including tenancy management, finance and development.

**Foundation Housing's management structure is shown below:**



# Our Service Commitment



We will provide a range of methods for you to contact us and aim to resolve your query at the first point of contact. If we can't do that, we will acknowledge and respond to your enquiry within 2 business days.

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We will listen to you and work with you to provide transparent outcomes.

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We promote a safe working environment, free from aggressive behaviours where both people and property are respected.

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In order to improve our service delivery, we encourage suggestions and feedback. If you are dissatisfied with an outcome, we will support you to lodge a complaint or appeal which will be responded to within 10 business days.

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Our goal is to help maintain positive tenancies and for you to be heard, supported, and included in decisions which impact you.

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## RECONCILIATION ACTION PLAN

Foundation Housing values all tenants and residents and we are working to improve our communication, management practices and consultation with First Nations tenants.

We have a Reconciliation Action Plan (RAP) which contains a number of proactive steps we are taking to achieve our RAP vision, which is *“to walk together with Aboriginal and Torres Strait Islander peoples on a spiritual journey towards mutual understanding and respect. We are committed to ensuring that our Aboriginal and Torres Strait tenants and residents feel safe, secure and supported in their homes, knowing that Foundation Housing embraces reconciliation.”*

Our RAP sets out 50 deliverables that we will take to build strong and trusting relationships, champion ongoing respect and understanding between cultures and create opportunities through our action.

More information will be made available about involvement and engagement opportunities for our Aboriginal tenants as they arise.

# Positive Tenancies Framework

Foundation Housing's two key strategic priorities are delivering growth (new housing) and managing positive tenancies. In order to ensure our services are aimed at achieving these outcomes, we developed a Positive Tenancy Framework which outlines our objectives in six key domains. This framework is referred to when planning services and activities and assessing resource needs.





# Moving in

Once you have paid your bond, you will sign the tenancy agreement and be given the keys to your property and a Property Condition Report (PCR).

The report describes the condition of the property when you moved in. It is your responsibility to keep the property in the same condition as described in your condition report (fair wear and tear excepted). It is important to check this report as it will be used to compare the property condition when you move out and will determine if any costs are to be taken from your bond.



**Make sure you review your property condition report and make comments if needed.**

You will be provided with a copy of the PCR when you move into your new home. This will detail the condition of the property and include numerous photos. Please review the report and make any changes or comments as it is important that any issues are noted at the time you move in. Once this is done, please sign it and return it to your Housing Coordinator within 7 days.

# My rights and responsibilities

As a tenant, you have rights and responsibilities as set out in your tenancy agreement. Foundation Housing also has legal responsibilities as a landlord and a community housing organisation. We try to go above and beyond the minimum standards to ensure you are supported with your tenancy and have a voice in your home and decisions which impact you.

Our Positive Tenancies Framework outlines how we seek to achieve positive outcomes for our tenants. We work across six domains as outlined below and have summarised your rights and responsibilities in each of these categories.

	YOU HAVE THE RIGHT TO:	YOU ARE RESPONSIBLE FOR:
<b>Empowered</b>	<ul style="list-style-type: none"> <li>• Appeal decisions made by us</li> <li>• Let us know what we are doing well, and not so well, so we can improve our services</li> <li>• Be provided with appropriate information to help manage your tenancy</li> <li>• Be offered opportunities for involvement and engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Providing accurate information to us</li> <li>• Letting us know of changes to your contact details, income or household size</li> </ul>
<b>Stable</b>	<ul style="list-style-type: none"> <li>• Have your rent set at an affordable level</li> <li>• Request a rent review if your household income changes</li> <li>• Privacy and confidentiality</li> <li>• Ask about and see your personal information and files</li> </ul>	<ul style="list-style-type: none"> <li>• Respecting the confidentiality and privacy of Foundation Housing staff and other tenants</li> <li>• Paying your rent and any other charges (e.g. water usage) on time</li> <li>• Informing us if your household income changes</li> <li>• Asking permission to have anyone new move into the property</li> </ul>
<b>Safe</b>	<ul style="list-style-type: none"> <li>• Enjoy safe and secure housing</li> <li>• Receive timely services and information</li> <li>• Be involved in decisions that impact you</li> </ul>	<ul style="list-style-type: none"> <li>• Following the conditions of your tenancy agreement</li> <li>• Caring for your property, including any gardens and shared spaces</li> <li>• Asking permission from us before you make any changes to your property</li> <li>• Reporting crime and unacceptable behaviour to Foundation Housing and the Police</li> </ul>



**As a tenant, you have rights and responsibilities as set out in your tenancy agreement. Foundation Housing also has legal responsibilities as a landlord and a community housing organisation.**

#### **YOU HAVE THE RIGHT TO:**

#### **YOU ARE RESPONSIBLE FOR:**

### **Healthy**

- Request support whenever you feel you need help to maintain your tenancy
- Meet with a Community Support team member to talk about what help you might need to manage your home

- Letting us know if you are not able to pay your rent or maintain your home and need support to manage this
- Engaging with the support to help keep your tenancy
- Keeping your support worker informed about progress and changes in your life that might impact your ability to manage the tenancy

### **Equipped**

- Request assistance to access or participate in capacity building opportunities

- Engaging in support if your tenancy is at risk
- Engaging with staff to plan for sustaining your tenancy

### **Connected**

- Participate in Foundation Housing services
- Involve people who can speak on your behalf in your dealings with staff
- Meet with us when decisions are being made about you

- Working with staff, contractors and other services when needed
- Helping staff access your property when needed

# Payments once you move in

## Rent



Paying your rent is absolutely critical to keeping your tenancy. Rent needs to be paid on time and in full. Centrepay is the simplest method for doing this and is the preferred method where possible. Your Housing Coordinator can provide advice and help with setting up Centrepay deductions.

Rent is set at 25-30% of your household income depending on the type of property your rent. If you are having difficulty paying your rent, please let your Housing Coordinator know as soon as possible. Help is available to plan how you can manage your rent payments so please reach out – do not just stop paying rent or your tenancy will be at risk.

**Contact us immediately if you are having trouble paying your rent. The sooner we know the sooner we can put plans in place to help.**

### 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 No.:** 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.
- **We do not accept cash payments at any of our offices**  
**Tip:** make sure your Payment ID number is on ALL payments so they go to the right account

### WHAT HAPPENS IF I FALL BEHIND IN PAYING RENT?



We will make contact to remind you that your rent is overdue.



If the rent remains unpaid, we will again try to contact you and will send a letter warning that you are in breach of your tenancy agreement. This is serious and should not be ignored.



If the rent is still not paid and we have not heard from you, we will send you a notice to end your tenancy and move out of your property, unless you repay your debt immediately. This notice will result in court action if you do not contact us to make arrangements to pay off the debt.



# Utility Charges

You are responsible for paying the utilities for your home such as water usage, gas and electricity. This will be explained prior to sign-up as there may be a fortnightly charge where you live. You will need to set up your own accounts with Water Corporation, Synergy and Alinta Energy.

## PAYING YOUR WATER BILL

- If you have an account with Water Corporation, you will receive bills directly.
- You need to pay your water bill by the due date on the bill.
- There are a range of options for paying these water charges. See the 'Paying your water bill' section on the Foundation Housing website for more information.
- If you are having difficulty paying the bill, please speak to your Housing Coordinator to discuss payment options.
- Water Corporation does not advise of the total amount owing. Each bill is for the previous 60+ day period. Please contact the Water Corporation for the total amount outstanding.

## ELECTRICITY

Before you move into your home, be sure to connect the electricity and put it into your name. Electricity usage bills will then be sent directly to you from the electricity company.

It is important that these bills are paid in full so that your power remains connected.

## GAS

Gas is also your responsibility as a tenant. You will be sent gas usage bills directly from the gas provider.

**If you live in a complex, water or utilities may not be separately metered and Foundation Housing will invoice you directly for these items.**

**Synergy** 13 13 53      **Alinta Gas** 13 13 58  
**Kleenheat** 13 21 80      **Water Corp** 13 13 85

## HOW TO PAY YOUR WATER BILL

- 1** The Water Corporation offers a range of different payment options including direct debit and online payments. They can also provide repayment plans and extend payment dates if you need help paying your bill.
- 2** Please let your Housing Coordinator know immediately if you are having trouble making water payments.
- 3** Please visit [www.watercorporation.com.au/Help-and-advice](http://www.watercorporation.com.au/Help-and-advice) or call 1300 369 645 to discuss your options.

# Looking after your property



Foundation Housing is responsible for ensuring repairs at your property are completed. You are responsible for looking after your property and keeping it in a good condition, to the same standard as when you moved in. This includes fixing any damage that you or your visitors cause at the property.

TENANT RESPONSIBILITIES:	LANDLORD RESPONSIBILITIES:
<ul style="list-style-type: none"><li>• Provide access for property inspections</li><li>• Keep the property clean and to a good standard</li></ul>	<ul style="list-style-type: none"><li>• Undertake routine property inspections up to 4 times/year</li><li>• Undertake asset condition reports (for insurance and other purposes) every 1-3 years</li></ul>
<ul style="list-style-type: none"><li>• Not damage the property</li><li>• Report any repairs or damage to Foundation Housing as soon as you become aware of it</li><li>• Pay for the cost of any damage caused by you or visitors</li></ul>	<ul style="list-style-type: none"><li>• Make sure the property is secure</li><li>• Maintain the property and action urgent repairs within 24 hours</li></ul>
<ul style="list-style-type: none"><li>• Ask permission from Foundation Housing if you wish to make any changes in the home (such as installing an air conditioner, painting or installing a shed)</li></ul>	<ul style="list-style-type: none"><li>• Respond to requests for alterations and adaptations</li></ul>



**If you need assistance looking after your property, please contact your Housing Coordinator.**

## GETTING HELP AROUND YOUR HOME

We can put you in contact with local services who can help or we can connect you to our support team.

# Repairs and maintenance



As your landlord, Foundation Housing is responsible for property repairs, except where you or your visitors have caused the damage (this is referred to as Tenant Liability). Whether it is a small repair like a leaking tap, or a larger one like replacing a faulty oven, please let us know as soon as possible so we can assess the need and attend to it before the damage becomes worse.

## REPORTING REPAIRS

To report a repair, please call the 24-hour repairs line on 1300 895 205, or email [repairs@foundationhousing.org.au](mailto:repairs@foundationhousing.org.au)

## HOW TO REPORT A REPAIR

- 1 Report repair via phone or email
- 2 Provide as much detail as possible about the issue, as well as your address and contact number
- 3 We will confirm details and issue a work order to a contractor if the repair is our responsibility to fix
- 4 Contractor will contact you to make a time to visit the property and assess the repair
- 5 Timeframe for repair agreed with contractor depending on urgency
- 6 Contractor will carry out repair
- 7 Once repair is completed we may contact you to confirm the work has been done
- 8 Repair closed

# Types of repairs

We aim to respond to maintenance requests as soon as possible. We prioritise maintenance work that poses a health and safety risk to residents or where there is a risk of damage to the property.

## URGENT REPAIRS (WITHIN 24 HOURS)

When there is a threat to the immediate safety or health of people or there is serious property damage.

*Examples of emergency repairs are:*

- total loss of electricity (not caused by electricity service provider) or a dangerous electrical incident or fault
- total loss of water or a serious water leak (not caused by water supplier).

## PRIORITY REPAIRS (WITHIN 48 HOURS)

When there is a failure or breakdown of any essential service on the premises (including cooking, heating, and laundering).

*Examples of priority repairs are:*

- blocked drains that are likely to cause flooding or more damage
- blocked toilet.

## NORMAL REPAIRS (UP TO 10 BUSINESS DAYS)

All other repairs that are of no immediate threat to the security or safety of the resident.

*Examples of normal repairs are:*

- broken cupboard doors
- small water leaks
- electrical faults that are not high risk.

We may not always carry out routine repairs, depending on the availability of contractors, budget availability and whether there are other repairs needed that we can group together. If this is the case, you will be told this when you call.

*Please note* - if urgent repairs are incorrectly reported and a contractor attends as an emergency, you may be liable for the cost of the call out fee.



**FOR LIFE THREATENING EMERGENCIES - DIAL 000**  
**OUT OF HOURS EMERGENCIES - CALL 1300 895 205**  
**Repairs reported to this line that are not emergencies will be dealt with on the next business day.**

# Tenant Liability



Tenant liability is money a tenant owes to Foundation Housing as a result of property damage or neglect caused by them or their visitors.

## TENANT DAMAGE

Tenants are responsible for any deliberate or accidental damage or neglect caused by them, their household, or any person visiting the premises. We will pass on the costs for repair or replacement which is deemed to be tenant liability. This includes, but is not limited to:

- broken windows or glass
- blocked sinks or toilets caused by things other than normal sewage (such as oil, nappies, or sanitary towels)
- holes in doors or walls inside the home
- burns or other damage to floor coverings, kitchen benches or other surfaces
- damage to toilets and basins
- broken locks or replacement of keys (not resulting from fair wear and tear)
- overgrown gardens or lawns
- damage to outside doors and security screens
- damage to a water or gas pipe
- costs for end-of-tenancy repairs and services such as cleaning and rubbish removal.

## OUR COMMITMENT

We will:

- respond to tenant liability assessments in a fair, honest and open way
- provide information on agencies that provide support to tenants in managing tenant liability, including financial advice
- consider entering into a payment arrangement if Foundation Housing has charged tenant liability
- take action under the Residential Tenancies Act if there are ongoing, unresolved issues that place the tenancy at risk.

## APPEALING A DECISION

If you do not agree with any of our decisions or actions, you can appeal against them under our Appeals Policy within 3 months of the initial decision. Our Appeals Policy can be accessed on our website.

TENANT RESPONSIBILITIES:	LANDLORD RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Notify Foundation Housing within 3 days of any tenant damage.</li> </ul>	<ul style="list-style-type: none"> <li>• Assess all reports of tenant damage and seek further clarification from tenants and Housing Coordinators to allow a full and proper assessment to be made as to whether the tenant is liable for the damage or not.</li> </ul>
<ul style="list-style-type: none"> <li>• Rectify tenant damage either by organising it yourself or through Foundation Housing if it is considered a health or safety issue.</li> </ul>	<ul style="list-style-type: none"> <li>• Repair tenant damage ONLY if it is considered a health or safety issue.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide Foundation Housing a police report number and evidence within 3 days if the damage is a result of a crime.</li> </ul>	<ul style="list-style-type: none"> <li>• Work with support providers (where one is in place) in regard to all matters relating to tenant liability.</li> </ul>

# Repair FAQs



## What if my repair is urgent and the office is closed?

Call the same repairs line number (1300 895 205) and it will give you the option to go to the emergency out of hours service. If you call out of hours and your repair is not an emergency, it will need to wait until the office re-opens to be dealt with.

## What if my repair is not completed in the timeframe I was told?

When you request a repair at your property, you will be given a timeframe for when someone will contact you and complete the work. If your repair is not completed within these timeframes, please let the Property Services team know - via the repairs phone line or repairs email -so we can follow up.

## Which repairs are my responsibility?

You are responsible for minor repairs and keeping the property in good condition. If you are physically unable to complete these repairs, or if it is unsafe for you to do them, we can assist you and will pass on the cost.

*Examples of repairs that are your responsibility include:*

- replacing locks if you lose your keys
- replacing lost plugs and chains on sinks, baths, and basins
- replacing flyscreens



### When will I be charged for repairs?

We will charge you for repairs when you or someone in your home has damaged the property.

*Examples include:*

- drains and pipes that have been blocked by nappies, sanitary towels, food etc.
- water damage caused by a bath, sink or washing machine that has been left to overflow
- broken window or damaged flyscreens

### Can I make changes to the property?

If you want to make any changes, you will need to speak to your Housing Coordinator to discuss what those changes are. They may also ask you to complete a Tenant Improvement Request form. Whether we approve the changes will depend on how extensive they are and what impact it will have on the property and neighbours. Examples include asking permission to install air-conditioning or putting a shed in the garden.

In some instances, we will assist with changes to your home. This might be for people living with a disability or illness who require modifications so they can remain living there. *Examples would include* installing shower railings, a ramp, and additional lights. Please speak to your Housing Coordinator or the Repairs team to ask about the process for applying for modifications.

### How can I provide feedback about repairs and contractors

It's really important that we know about the quality of repairs being done at your home and that contractors are doing the work well and being courteous while in your home. You can provide feedback at any time to the Property Services team by emailing [repairs@foundationhousing.org.au](mailto:repairs@foundationhousing.org.au), by calling the repairs line on 1300 895 205 or by completing a feedback form from our website.

# Living in your home



Before you moved into your property, you signed a tenancy agreement that outlined your obligations as a tenant and our obligations as a landlord. One of the most important aspects of this is not causing nuisance to your neighbours.

## NEIGHBOURS AND NOISE

Many of our properties, especially those in complexes like units and town houses, are close together. In some cases, there are shared laundries, gardens, and parking spaces.

We house a wide variety of people from singles to large families. It is important for everyone to realise that some noises and differences in lifestyle are normal. You should expect and accept that you will hear dogs barking at times, smell cooking and sometimes hear music or children. This is no different to living in any street in any neighbourhood across WA. This only becomes an issue if the noise is excessive and frequent.

Noise and other disturbances can be put into 2 categories:

### Acceptable

- occasional dogs barking
- repairs work during the daytime
- cooking smells
- children playing outside
- people talking and socialising within daytime
- TV noises at an appropriate volume and within acceptable times.

### Unacceptable

- dogs barking for extended periods that can be heard inside other people's homes
- loud, ongoing music and other noise late at night
- abusive behaviour, fighting, constant yelling or swearing
- inappropriate interactions with neighbours where someone is made to feel insecure or threatened
- people making constant loud noises at night or entering another property (such as jumping the fence to a garden)

# Anti-Social Behaviour



Tenants living in Foundation Housing properties have obligations in their tenancy agreement to not cause nuisance to their neighbours.

Sometimes these obligations are not adhered to and tenants engage in anti-social behaviour (ASB). This is ongoing behaviour that causes nuisance or disruption to neighbours and could include activities such as:

- Excessive noise or disturbances from the tenant, their family, visitors or pets
- Threats, intimidation, offensive behaviour or assault
- Unlawful trespass

Foundation Housing staff receive reports of ASB on a regular basis but action can only be taken where the behaviour is a tenancy breach, as outlined in the Residential Tenancies Act 1987.

If you make contact with your Housing Coordinator to report ASB, please ensure that you have first reported it to the appropriate authority. Options include:

- Noise – Local Council Rangers or Police
- Noise from barking dogs – Local Council
- Threatening or intimidating behaviour – Police
- Trespass – Police
- Concerns about children or families – Department of Communities

Once you have done this, please let your Housing Coordinator know the details. They will investigate the incident and give the tenant an opportunity to respond to the complaint. If there has been a breach of the tenancy agreement, appropriate action can be taken which could include a formal breach notice.

If you inform your Housing Coordinator of ASB and haven't first reported it to the appropriate authority, Foundation Housing will not take the matter any further.

Ideally, you can also attempt to manage these issues directly with your neighbour and make them aware of the impact of their behaviour on your household. You may be able to reach a reasonable compromise that is acceptable to everyone.

**Legal Aid Western Australia** provides information and assistance in dealing with common problems, your rights and options, and where you can find help.

**Tenants living in Foundation Housing properties have obligations in their tenancy agreement to not cause nuisance to their neighbours.**

# Steps you can take

You can take the following steps if you are concerned about something happening in your home or community:

1

## TALK TO YOUR NEIGHBOUR

Quite often people do not realise how loud they are being and will stop the noise when they realise it's causing a problem.

2

## CONTACT YOUR LOCAL COUNCIL

They can investigate and even serve noise prevention notices if the noise is excessive or outside acceptable hours. Many Councils have after hours security and ranger services and will attend late night parties to ask for the noise to be stopped.

3

## CONTACT THE RELEVANT AUTHORITIES

You should always contact the Police or relevant authority if you feel unsafe or if the ASB involves any type of illegal activity. Make a report and ask for a police report number which you can also provide to your Housing Coordinator if the offending neighbour is also a Foundation Housing tenant.

4

## LET US KNOW

Tell us about the issue so we can investigate and try and support you. What action we can take will depend on whether the neighbour is a Foundation Housing tenant or not.

**Call 000** for life-threatening situations.

**Call 131 444** when Police assistance is required.

5

## REQUEST MEDIATION

Your local council or the Citizens Advice Bureau **(08) 9221 5711** can provide mediation between neighbours and work with you to fix the problem.

6

## CONTACT THE PERSON'S LANDLORD

If the issue is coming from a State housing tenant, the Department of Communities can be contacted to address the issue with their tenant. If it is a private rental, try and contact the managing agent or landlord so they know what is happening and can speak to the tenant about it.

# Managing your home

## HOW WE MANAGE YOUR PROPERTY

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

## ROUTINE INSPECTIONS

We may 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

Please speak with us if you could like to have a pet at your property. 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.

## BEING AWAY FROM YOUR PROPERTY

### Short trips

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

### Longer trips

If you are planning on being away for more than 4 weeks, please speak with your Housing Coordinator who can provide more information about arrangements for extended periods of absence.

## 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 that have a permanent residency elsewhere.

### **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.

Please speak with your Housing Coordinator if you would like another person to reside at your property. They can provide information about the process to add a new occupant to the household.

### **Unauthorised occupants**

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

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

## 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.

Transfers are considered for medical, education and other support needs.

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

- 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 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 an initial eligibility assessment. If you are eligible, a written transfer application form will be completed with you.

For more information on transfers, please read the Transfer Policy available on our website.

# Leaving Your Home



A tenancy with Foundation Housing can end for a variety of reasons and can be ended either by you as the tenant or by Foundation Housing as the landlord. Whatever the reason we will work with you to make the vacating process as safe and simple as possible.

## WHEN YOU END YOUR TENANCY

If you wish to end your tenancy and leave the property, you need to give us a minimum period of notice (see chart below):

Once we have received this notice in writing, your Housing Coordinator will contact you to discuss the vacating procedure. We can provide you with a checklist and information to help make this process easier.

You will need to remove all your items from the property, clean the property, fix any damage that would be considered your responsibility and return all keys. Rent will be charged until the keys are returned.

## RETURNING YOUR BOND

Once you have left the property, a Property Condition Report will be done. This will compare the property condition with when you moved in and determine if there is any damage that is your responsibility and which will be charged to you. You will be sent this report to check. If there are any debts owed (such as outstanding rent, utility charges, repairs or damage charges) these will be deducted from the bond before the remainder is returned to you.

	NOTICE PERIOD
<b>Fixed term tenancy</b>	30 Days
<b>Periodic tenancy</b>	21 Days



# Extra support

Our priority is to ensure you are fully supported when challenges arise that may impact you being able to manage and sustain your tenancy. We have a Community Services Team which offers a range of support services to our tenants, alongside general advice and assistance that your Housing Coordinator can provide.

Sometimes these challenges are long term issues that you have dealt with for many years, while others might be one-off issues that you need help to fix and can then move on without any further assistance. Whatever the issue, it is important to let your Housing Coordinator know as soon as possible that you need some extra help to manage these challenges.

## WHAT SUPPORT WE OFFER



### Tenant Support

Practical, day to day assistance to help manage your tenancy. This could include help to manage your finances and budgeting or general advice about how to clean and care for your home to ensure it meets inspection standards.



### Support Referrals

We are able to connect you with specialist agencies which can provide more intense help in areas such as Mental Health, Parenting, Drug & Alcohol, Family Domestic Violence, Disability and many more.



### Case Management

For those experiencing homelessness or at risk of homelessness, we offer a case management service to help secure long term housing or address issues impacting the tenancy which may, if not addressed, result in housing being lost.

**Whatever the issue, please reach out as early as possible so we can work with you to help sustain your tenancy.**

# Getting involved

Foundation Housing encourages all tenants to get involved and provide input into the services we provide.

**There are several ways you can participate. These include:**



## COMMITTEE OF RESIDENTS AND TENANTS (CORT)

Foundation Housing has a clear pathway for the involvement of tenants in issues which impact them. The CORT is made up of a variety of tenants and residents from across all our homes, who nominated to be part of this Committee. CORT elections are held every 2 years and meetings take place 5 times/year. CORT members feed into policy discussions, provide feedback on a range of issues which impact tenants and advise Foundation Housing on how to communicate issues or how to involve tenants in policy changes. Senior managers attend the meetings and information from the CORT is also fed up to the Tenancy Management Committee so they are aware of key issues of interest. This is an important voice for tenants within Foundation Housing and we encourage anyone with an interest in tenant representation to become involved.

## TENANT NEWSLETTER

We publish a quarterly Tenant Newsletter and you will receive this via email or in the post. We welcome any contributions or submissions for the newsletter, which can be sent to [communications@foundationhousing.org.au](mailto:communications@foundationhousing.org.au).



## BIENNIAL TENANT SURVEY

All tenants are asked to complete our Tenant Survey which is sent out every 2 years. This is an opportunity for you to provide feedback (anonymously if you wish) about the services we provide. We will use the information gathered to improve our services to you.

## TENANT AND RESIDENT GROUPS

Tenant and resident groups operate at many of our lodges or are created around specific issues. The groups will provide feedback regarding where they live or about a specific issue such as a policy or initiative. They are an opportunity to influence policy direction, provide feedback directly to staff or to share your views about a particular issue of interest to you.

## FEEDBACK

We welcome feedback and suggestions from all our tenants at any time. You can provide feedback and suggestions to us in many different ways, either by phone, via email, by completing the form on our website, or through your Housing Coordinator.

## SOCIAL ACTIVITIES

Our Community Engagement team manage an annual calendar of events which are advertised through our newsletter. The events are aimed at bringing people together who might not usually have a chance to meet and provide a range of different social events that appeal to different tenant groups. Sometimes they are aimed at children, while others might be during the day and be more adult-appropriate. Please let your Housing Coordinator know if you are interested in such activities and be sure to keep an eye out in the newsletter when RSVPs are called for.

# Feedback, appeals and complaints

There are different ways you can provide feedback to us.

**Some of these include:**



## FEEDBACK, COMPLAINTS AND APPEALS

### Feedback

We encourage feedback about our staff, access to our services or the standard of service you have received.

We will use your feedback to review and improve the services we provide. You can find all the relevant forms on our website or your Housing Coordinator can provide you with one. You can also email [feedback@foundationhousing.org.au](mailto:feedback@foundationhousing.org.au).

### Complaints

You have the right to make a complaint about the service you receive. Complaints are reviewed by senior managers to ensure they are being properly responded to and to identify if there are any changes or improvements.

### Appeal a decision

You also have the right to appeal (or question) a decision we have made that affects you.

### What's the difference between an appeal and a complaint?

- A complaint is when you are not satisfied with something related to services you receive, including your interactions with staff, or the handling of a complaint by Foundation Housing.
- An appeal is a request to have a decision reviewed.



**We are committed to receiving and responding to your feedback.**



## COMPLIMENTING US

If you have something positive to say, we would like to hear that as well. If you have been helped by a specific staff member or think we are doing a good job, please let us know.

# Important numbers if you feel unsafe

IF YOU ARE A VICTIM OF CRIME, CALL OR VISIT YOUR LOCAL POLICE STATION.



Triple Zero **000**  
To contact Police,  
Fire or Ambulance  
in an emergency.



Police Assistance  
Line **131 444**  
For non-emergencies.



State Emergency  
Service **132 500**  
For storm and  
flood assistance.



Crime Stoppers  
**1800 333 000**  
To anonymously  
report crime and  
suspicious behaviour.



Make a report with Crime Stoppers online at  
**[www.crimestopperswa.com.au/report/](http://www.crimestopperswa.com.au/report/)**

# Frequently asked questions



**What if I start a new job?  
When do I need to tell you?**

You should let your Housing Coordinator know of the employment and provide your new income details so a rent review can be completed.

**What can I do about repairs or  
maintenance at my property?**

For a maintenance or repair request, you can contact [repairs@foundationhousing.org.au](mailto:repairs@foundationhousing.org.au), call 1300 895 205 or submit a repair request on our website. Waiting times are dependent on the urgency of the repair.

**Can I paint or make changes  
to my property?**

If you want to make any changes, you will need approval from our Property Services Team and to complete a tenant improvement request form which is available on our website. Whether we approve the changes will depend on how extensive they are and what impact it will have on the property and neighbours.

**I would like a family member/  
friend to move in with me  
– is that possible?**

Please speak with your Housing Coordinator to discuss any household changes. They will advise on the process for adding new household members, including the need to provide ID and evidence of income.


<p><b>Can friends or visitors stay?</b></p>	<p>A visitor may be relatives, carers, children, or partners who stay at your property for no more than 3 nights a week and have a permanent residency elsewhere. Visitor(s) are able to stay at your property for a period of up to 4 weeks (or 28 days).</p>
<p><b>Can I get spare keys cut?</b></p>	<p>You can arrange to do this yourself. If you lose keys and need them replaced or need the locks changed, this is considered Tenant Liability and you will be charged for this.</p>
<p><b>Can I have a pet?</b></p>	<p>Please speak with your Housing Coordinator if you would like to keep a pet at your property. Not all our properties are suitable for pets and not all types of animals are suitable for our properties, so your Housing Coordinator will discuss this with you and explain the Pet Bond process if the pet is approved.</p>
<p><b>Who is responsible for cleaning common areas and mowing communal lawns?</b></p>	<p>This is our responsibility and we will have contracts in place such as gardening and cleaning if this work is needed at complexes. You are responsible for cleaning up after yourself in an area such as a communal laundry.</p>







## 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

 @foundation-housing

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