

# Property Standards

**When you moved into your home, we made sure that 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.**

## WHAT ARE PROPERTY STANDARDS?

Foundation Housing as a landlord and you as a tenant have responsibilities to maintain your home to a minimum standard - this is referred to as 'property standards'.

Keeping the home clean, safe and liveable is the measure to decide if standards are appropriate as per your tenancy.

You are responsible for:

- keeping the property clean, both inside and outside
- reporting any repairs as soon as possible
- keeping the home in the same condition it was when you moved in, less fair wear and tear.

## OUTSIDE YOUR HOME

### General

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

## Gutters and Drains

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

## Fences and Gates

- Fencing should not be damaged and is intact;
- ensure gates are working and can be closed securely.

## Carports and Garages

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

## INSIDE YOUR HOME

### General

- 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; and
- vacuum any carpets and remove any stains;

## Kitchen

- 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).

## Bathroom

- 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.

## Walls

- you keep the walls free from any damage;
- you remove any fingermarks, grease marks, food marks and so on; and
- you do not paint any walls without prior permission from us.

## Doors

- 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.

## Windows

- 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.

### Where can I get help to maintain my property standards?

If property standards become an issue and you are not able to properly manage them, you may be issued with tenancy breaches or a termination. Please don't let it get to this stage. If you feel you are not coping with managing your home, please contact your Housing Coordinator.

They can help connect you with supports before the property standards become an issue. They can also explain what your responsibilities are and what you need to do to maintain your home.

**Our goal is to work with you to ensure the property is kept to a good standard so your tenancy isn't impacted.**

## COMMON PHRASES

### Squalor

Very dirty conditions, making a home unhygienic to live in.

### Hoarding

A condition where someone gathers an excessive number of items which they're unable to clear or get rid of. A home can become unsafe and unclean with too many items in one space.

### Vermin

Small animals or insects that become hard to control if left to breed. Examples are flies, lice, rats and mice, which present health issues and can breed when properties are unclean.

## HOW ARE PROPERTY STANDARDS MONITORED?

We have obligations to ensure properties are kept safe and secure. If homes deteriorate because they're not being properly looked after by a tenant, this must be addressed before it becomes a health and safety issue for tenants and staff.

Your Housing Coordinator will inspect your property at least twice a year (or more often if the home isn't being kept to a suitable standard). This inspection will compare the property condition with its original condition when you moved in and see if it is being maintained appropriately by you.

