

RIGHTS & RESPONSIBILITIES POLICY

MAINSTREAM HOUSING

Your tenancy agreement

The tenancy agreement you signed before moving into your home is a legal document that sets out the legal rights and responsibilities between a tenant and Accordwest.

Tenants and Accordwest also have to comply with the *Residential Tenancies Act 1987*.

As the tenant, you are responsible for household members and any visitors to your home. If their actions or behaviour breach your tenancy agreement or the *Residential Tenancies Act 1987*, the result could be the ending of your tenancy.

Being an Accordwest tenant means you are part of a larger community, living together with people and families from different backgrounds and cultures. Everyone needs to work together to ensure the community is a harmonious environment.

Before enacting a formal breach or eviction process, we commit to working with you to reduce your debt and to maintain your tenancy.

This means we will:

- Provide direct support and guidance (e.g. drug and alcohol programs, financial counselling, parenting programs etc.) to help to:
 - Prevent the debt occurring;
 - Identify and deal with the issues that created the debt; and
 - Assist in reducing the debt.
- Facilitate access to other support services as needed (e.g. Aboriginal Community Controlled Organisations, disability support organisations, mental health services etc.).
- Negotiate a payment plan.
- Take action that is appropriate to the level of arrears and the requirements of the Tenancy Agreement.

Your rights

You have certain rights that we will ensure are respected.

- You are treated fairly and respectfully in all decisions and dealings with Accordwest.
- You are informed of all decisions that we make about your tenancy, including rent, reviews, applications for additional occupants, relocations and transfers.
- We explain your tenancy to you, including how much rent you will pay and whether you are eligible for a subsidy
- You are given copies of all documents that you need for your tenancy.
- Our policies and processes are clearly explained to you when necessary.

- You can ask for an interpreter if you need one. You can also ask for someone to act on your behalf (known as an advocate).
- We make sure your home is reasonably clean when you move in and arrange for appropriate repairs and maintenance during your tenancy.
- We make sure your home has adequate security and a working smoke alarm.
- We visit your home with your permission and within the terms of your tenancy agreement.
- We enter your property in emergencies, to do urgent repairs, check smoke alarms and address health and safety issues. Where possible, we will seek your consent first.
- You can keep pets if they are suitable for your home, not a restricted breed, and not a nuisance to neighbours nor a health hazard.
- We fulfil our obligations to refer child protection issues to the appropriate authorities.
- You have the right to enjoy your home peacefully.
- We give you the required notice of a breach of your tenancy agreement.
- We give you notice to vacate if your tenancy is to end.
- You can ask for reviews through our appeals process.
- You can raise any issues you have with your local office and through our client feedback system.

Your responsibilities

When you live as part of a community, you have certain responsibilities for your behaviour and how you look after your home.

- You meet all your payment responsibilities, including paying your rent and utilities charges on time.
- If you are required to pay a rental bond, you must meet your payment responsibilities and make your payments on time.
- You clean and maintain your property to a reasonable standard, including the gardens, and ensure that no damage is done (by you, your household members or visitors).
- You ensure your family and visitors behave in acceptable ways.
- You personally occupy the premises. It is not enough just to pay rent for the property. Our properties are a scarce resource and we need to ensure we are providing for people most in need.
- You tell us within 28 days about any change in your circumstances, such as employment, the number of people in your household and total income.
- You notify us as soon as possible if any repairs are needed.
- You ask us for permission before making changes to your property.
- You look after the security of the property, including by advising us if there are any issues with your smoke alarms.

- You check with us that your pet is suitable for your home and make sure your pets are not a nuisance to neighbours
- You treat all Accordwest staff fairly and respectfully in all your dealings with us.
- You cooperate with neighbours and, if possible, settle any disputes by talking with your neighbours.
- You maintain a good community spirit by respecting your community's right to peace.
- You cooperate with us if you need to be moved to alternative accommodation.
- If you are moving, you must notify us. If you are on a fixed-term tenancy, you need to give 14 days' notice that you are moving and 21 days if you are not on a fixed-term tenancy.
- When moving out, you ensure that the property is left as you found it and all outstanding payments are paid. If you are on a fixed-term tenancy, you need to give 14 days' notice that you are moving (21 days if you are not on a fixed-term tenancy).
- If your tenancy is terminated by the Magistrates Court, you comply with the orders, hand the keys back and leave the property as you found it.

What if we breach the Tenancy Agreement?

If you believe that Accordwest has breached a section of your Tenancy Agreement or the *Residential Tenancies Act 1987*, you should contact your local Accordwest office to discuss the problem. You can also contact the following for advice and advocacy services:

Tenancy WA Advice Line

9:00am-4:30pm Monday to Friday (except public holidays)

(08) 9221 0088 (Metropolitan) 1800 621 888 (Country Free Call)

Translating and Interpreting Service (knows as TIS) 131 450

admin@tenancywa.org.au.

Consumer Protection

1300 304 054

consumer@dmirs.wa.gov.au

Level 2 (Reception)

140 William Street Perth, WA

Ref. No: HHPP016
Date Issued: 02/04/2019



Appeals & reviewing decisions

If you believe we have made a wrong decision and the matter does not relate to the *Residential Tenancies Act 1987*, you should first discuss your concerns with your Support Worker.

You may also ask to have the decision reviewed by filling in the Appeals Form, available from your Support Worker, all Accordwest offices and our Internet site. Refer to our *Appeals Policy (HHPP006)*.



A: 26-28 Forrest Avenue
South Bunbury,
WA 6230.

P: 08 9729 9000
P: 1800 115 799
E: info@accordwest.com.au

PO Box 6498
South Bunbury, WA 6230.

Office hours
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
ABN: 29 138 143 911

accordwest.com.au

