



Blue Chips Franchise P/L (T/A) Care Housing  
Provider No R659518010

# TENANT HANDBOOK

Suite 904 / 265 Castlereagh street, Sydney 2000  
PO BOX 20144, NSW 2002  
+61 2 8068 8806  
carehousing01@gmail.com

## Information about Tenant

Tenant ID Number:

Your Address:

Property Type:

Your Tenancy:

Your Property Manager:

Property Manager Email: [asstpm@rnjrealty.com.au](mailto:asstpm@rnjrealty.com.au)

Property Manager Phone:

**Please call your Property Manager for any questions or to report changes.**

## Contact Information

During Office Hours Phone: **(02) 8068 8806** (dial extension to relate issue)

Refer to Care housing for further information or email at [supports@rnjrealty.com.au](mailto:supports@rnjrealty.com.au)

### After Hours Emergency Repairs

Plumbing Repairs: JUST PLUMBING      **0403 870 001**

Electrical Repairs: JB ELECTRICAL      **0416 205 718**

Other Emergency Contacts: KINGSFORD LOCKSMITH      **(02) 9663 1889**

### Other Services

NSW Fair Trading: **13 32 20**

Telephone Interpreting Service: **13 14 50**

NCAT (NSW Civil & Administrative Tribunal): **1300 006 228**

Website: <https://www.ncat.nsw.gov.au/ncat/about-ncat/contact-us.html>

### **Registrar of Community Housing**

Locked Bag 5000  
PARRAMATTA NSW 2124

- **Phone:** 1800 330 940
- **Fax:** (02) 8741 2522
- **Email:** [registrar@facs.nsw.gov.au](mailto:registrar@facs.nsw.gov.au)
- **Website:** [Registrar of Community Housing](#)

## Introduction

Welcome to your new property with Care housing. This handbook has been produced, with help from the Department of Fair Trading, National Regulatory System Community Housing, and Centre for Training in Social Housing to make it as useful as possible during your tenancy.

Inside you will find information about your rights and responsibilities as a tenant and Care housing responsibilities as your landlord or managing agent.

We hope that you find it helpful and interesting. The handbook is divided into different sections for easy reference and there are useful contact details at the back.

The handbook will help answer questions you may have about your tenancy, your home, or your neighbourhood. It is a general guide for you, our tenants, and we have tried to be as clear as possible.

If you wish to discuss any aspect of your tenancy, your Property Manager can arrange to visit you at home.

Rusli Hartono



**May 2025**

## Our Service Commitment

We will do the following:

- Get customer service right first time
- Consult on and publish clear and measurable standards for all service areas
- Answer the phone as promptly as possible
- Respond quickly:           Reply to letters and emails as soon as possible  
  Return Voicemail messages
- Provide timely maintenance
- Be helpful and polite
- Give you opportunities to get involved
- Treat you fairly and let you know your rights
- Keep you fully informed
- Keep your personal details private
- Help you settle into your home and community
- Provide you with a home of which you can be proud.

We are determined to keep this Commitment.

If we are not able to achieve this, we will let you know why.

We are always interested in what you think of our service, so please let us know by calling our office, via the website or by speaking with your Property Manager.

## **Residential Tenancy Agreement (Lease)**

The residential tenancy agreement, your lease, is a contract between you and Care Housing in accordance with the Residential Tenancy Act 2010. It contains your rights, responsibilities, and information that can help you as a Care housing tenant. **Always keep a copy of your lease.**

## **Property Condition Report**

When you sign your lease, you will also receive a Property Condition Report. This document is part of your lease.

You will need to:

- Check carefully that you agree with the completed condition report.
- Add an additional comment if you think something is missing.
- Sign and date the condition report in the spaces provided
- Return one copy to our office within seven (7) working days of the commencement date on the lease.

If you need any help in filling out the report, please contact your Property Manager.

The condition report is also an important document and is used at the end of your tenancy. Keep it in a safe place with your lease.

## **Rental Bonds**

A rental bond is an amount of money paid by you, the tenant, as a form of security for Care housing in case you do not follow the terms of the lease.

Care housing sends the bond to the NSW Fair Trading, Rental Bond Board who will hold the money until you move out of your property.

The amount of bond required by a tenant is dependent upon their tenancy:

- General Housing and Transitional Tenants are required to pay the equivalent of two weeks subsidised rent
- Affordable Housing Tenants - are required to pay the equivalent of four weeks subsidised rent.

## **Market Rent**

For social housing tenants the market rent is in your lease.

The market rent is the rent you would pay if you were renting your property on the private rental market or if you do not receive a rental subsidy.

Care housing will give at least 60 days' notice in writing if the market rent changes.

## Rental Subsidies

Care housing tenants who are living in general and transitional housing programs, are eligible to apply for a rental subsidy. Care housing assesses the entire household's gross assessable income, plus 100% of their maximum entitlement for Commonwealth Rent Assistance to determine the rental subsidy. You will be required to reapply for a rental subsidy twice a year.

If you are not eligible for a subsidy, you do not need to provide income details and the rent will revert to the market rent value.

### How we calculate Your Rental Subsidy

The table below details the percentage of assessable income, payable by different members of the household:

Assessment Rate	Tenant/ Others Household Member
25%	The tenant, their spouse or live in partner. This is regardless of age
	All other people living in the house aged over 21 years of age
15%	Household members aged 18-20 years of age, who are not the tenant, spouse or live in partner
15%	Family Tax Benefit A and B
25%	Clean Energy Supplement
100%	Maximum Commonwealth Rent Assistance Entitlement for all household members
Nil	Persons living in the household aged less than 18 years who are not the tenant, their spouse or live in partner.

If you would like more information, please consult with the Property Manager about Subsidy Policy Commonwealth Rent Assistance (CRA)

If you are currently receiving a Centrelink Benefit (i.e. Newstart, DSP) you are eligible to receive CRA. Care housing will calculate the amount of CRA you are entitled to during reviews of Rental Subsidies.

It is important that you claim your CRA entitlement from Centrelink.

Care housing in accordance with the Community Housing Rent Policy charges you rent based upon 100% CRA entitlement.

## How to Pay your Rent

You are required to pay your rent two weeks in advance in accordance with your lease. Care housing provides a wide range of payment options for tenants to pay their rent.

Care housing will give you a Tenant Identification number at the beginning of your tenancy and this is for your reference in every payment you make.

Any payments that you make towards rent, bond, water usage or any non-rent debt must include this number, so we can allocate your funds to your account.

You can pay rent in the following ways:

Payment method	Requirements
Centrepay	If you currently receive a Centrelink payment, you can pay your rent directly from your Centrelink benefits. You will be required to complete a Centrepay form and send it to Centrelink to be processed this will be completed when signing your lease.
Direct Deposit	You can set up a direct deposit through your bank. Some banks do with charge for this, so we advise you to check with your bank before setting up a direct deposit.
Bank Deposits	Care housing will give all tenants the trust account details and a tenant identification number for payments. You can make a deposit at any St. George Bank.

## Changes in Household Circumstances

You must inform Care housing within 21 days when you have a change in your income. If your household income changes we will recalculate your rental subsidy.

Changes can include:

Change in circumstance	What you must provide to Care housing
A household member stops working	Please provide a separation certificate or letter from your employer and confirmation of your new income (e.g.- Centrelink income statement).
A household member begins working	Please provide payslips.
There is a new approved household member	Please provide proof of their income such as wage slips or a Centrelink income statement.
A household member leaves	Please provide proof of their new address
A household member's work hours change	Wage slips confirming new hours.
If a Centrelink benefit changes (e.g.- when a child turns 16 and you no longer receive family tax and/or a parenting payment)	Please provide an income statement from Centrelink to show new entitlements.
A child turning 18	Please provide proof of their income such as payslips or an income statement from Centrelink.

Care Housing

### Rent and Non-Rent Arrears

Care housing uses the term Rent arrears for unpaid rent you owe us, and Non-Rent arrears are unpaid water usage charges or other tenant related costs

If you owe us rent or non-rent, please pay it quickly or contact your Property Manager (details on page 2 of this handbook) to discuss any problems you have. If you do not take action, you may risk losing your home. Care Housing aims to sustain tenancies. For this reason, we will contact you if it appears that you are behind with your payments.

### What to Do?

It is important that you pay your rent and non-rent charges on time. If we send you a letter about your arrears, you should phone your Property Manager to discuss your arrears as soon as possible.

Your Property Manager will be able to:

- ◆ Discuss your rent account
- ◆ Offer advice
- ◆ Assist you in making a repayment agreement, and/or
- ◆ Refer you to a professional Financial Counselling Service

We may take legal action against you through the NSW Civil and Administrative Tribunal (NCAT) if you do not keep to any repayment arrangement you have made with us.

Please refer to the Rent Arrears at Tenants NSW on the website <https://www.tenants.org.au/factsheet-05-rent-arrears> for further details.

### **Water Charges**

In addition to their rent you may need to pay Care housing for the water you use. Care housing will send an invoice every quarter showing the amount you owe. You have 21 days to pay for water usage. Where tenants do not have individual water meters they will be charged according to the Water Charges Policy.

Please refer to the Water Charges at Tenants NSW on the website <https://www.tenants.org.au/factsheet-23-utilities> for further details.

### **Going Away?**

If you are planning to be away from your home for more than six weeks, you need to contact your Property Manager. We ask that you provide us with an emergency contact that we can get in touch with in case of an emergency whilst you are away.

Care housing will generally approve an absence from the property for up to three consecutive months, if it is satisfied that:

- The tenant has made arrangements to pay their tenancy charges, such as rent and water usage, while they are away.
- The property is securely locked and will be adequately cared for while the tenant is away
- The tenant absences do not exceed 12 months in a 5-year period.

### **Transfers**

Occasionally Care housing may need to transfer a tenant. The reasons for the transfer fall into the following categories.

### **Portfolio Management**

- Care housing intends to sell, demolish or develop a property or a group of properties, to provide more appropriate housing.
- Care housing may allocate a property to a client group such as people over 55 and the tenant/s in the household do not belong to this client group.
- Care housing does not own the property and the lease with the private landlord has been terminated.

- The property has features such as modifications for people with a disability, which current tenant no longer need.
- Care housing intends to carry out substantial upgrading work on the property and the property needs to be vacant for this to occur.

### **Tenancy Management**

- Management of neighbour disputes or social disharmony that involves or affects the household
- The property or its location is unsuitable for the tenant and they are unable to sustain a Care housing tenancy.
- Care housing will consider a management transfer for Aboriginal tenants to have a spare bedroom based on their indigenous status.

If a management transfer is needed your Property Manager will discuss the reasons and process in detail prior to any move.

### **Tenant Requested Transfers**

Tenants can apply for a transfer, but we may not approve your application if:

- You have been in your current property less than 12 months
- You have transferred 7 or more times in the last 5 years
- You are in rental arrears or have an outstanding non-rent debt
- You are currently in breach of your tenancy agreement
- There are concerns about your ability to manage or sustain a tenancy
- You have not provided sufficient evidence to show that you need a transfer

When applying for a transfer, you must complete a Transfer Application Form and provide evidence as to why you require a transfer. Care housing will not accept applications for transfer unless you supply all supporting documentation and evidence.

If your transfer is approved you will go on to the NSW transfer waiting list, which is managed the same way as the general housing waiting list. If your transfer is declined, we will give you information as to why your application was declined and information on the Tenant NSW Appeals Policy.

### **Ending Your Tenancy**

A tenancy with Care housing may be ended either by yourself or by Care housing, for a variety of reasons. Regardless of the reason Care housing will ensure:

- All termination notices comply with the Residential Tenancies Act 2010
- Tenants are aware of their rights and responsibilities regarding ending tenancies
- Tenants are given adequate time to find alternate accommodation and remove their possessions from the premises.

- Tenants are provided with details of the vacating procedure.
- Tenants have the opportunity to attend the final property inspection

### **Tenants Wishing to End a Tenancy**

Tenants who want to end their tenancy and hand back their property are required to give either:

- 3 weeks' notice (21 days) to vacate their premises if they are on a continuing lease, or
- 14 days' notice at the end of a fixed term

Notices will need to be given in writing. In cases where you are unable to give 3 weeks' notice due to being offered a permanent public housing property or due to exceptional circumstance, you may be able to negotiate this with your Property Manager. Once your notice has been received your Property Manager will contact you to discuss the procedure and requirements for vacating your property.

Once notice to vacate is received we may organise an initial inspection to clarify any issues that may need to be resolved prior to you moving out

#### **Issues may include:**

- Repayment of any rent in advance and bond (where applicable)
- Any outstanding debts
- Disconnection of services
- Any repairs and cleaning required (internal and external)
- Removal of any goods/items/rubbish from premises
- Access to premises for viewings

#### **Personal Emergencies**

There are times when emergencies occur in your life that will affect your tenancy, for example, entering hospital or death of a household member. When these occur if you or someone on your behalf could please advise Care Housing, we will be able to provide you with advice regarding your property and your tenancy.

### **Affordable Housing**

#### **What is Affordable Rental Housing?**

The State Environmental Planning Policy (Affordable Rental Housing) 2009, or AHSEPP, was introduced on 31 July 2009 to encourage the development of new affordable rental housing and assists the retention of existing affordable rental housing.

Affordable Housing is accommodation that is appropriate for the needs of a range of very low to moderate income households. Affordable Housing generally costs less than 30 percent of gross household income.

It may include a range of housing types and sizes and is only available in some locations and eligibility criteria apply.

### **Rent Calculations in Affordable Housing**

Rents for Affordable Housing are set in one of two ways.

- The first is as a discount of the market rent for an area, where the discount is usually between 20 and 25% below the market rent. Where rent is set this way, the amount you pay will depend on the market rent for a similar property in the area.
- The second is to set the rent at a proportion of a households before tax income, where rent is set this way, households may be charged between 25 and 30 percent of their income before tax income for rent.

Care housing will review your rent once per year prior to commencing a new lease.

### **Eligibility for Affordable Housing**

Eligibility for Affordable Housing depends on your household income, which must be within the maximum limits set by the NSW and/or Australian Governments, and your rental history. The government reviews the income limits annually.

<https://www.facs.nsw.gov.au/providers/housing/affordable/about/chapters/how-is-eligibility-for-affordable-housing-determined> for more details.

You will be required to submit updated financial documents once a year to ensure you remain eligible for Affordable Housing.

We will then set a date for the final inspection of the premises when, or as soon as possible after, the tenancy has ended. The tenant will be given an opportunity to attend the final inspection as per the Residential Tenancy Act 2010.

## **National Regulatory System Community Housing Scheme (NRSCH)**

### **NRSCH household income (indexation) for 2025-26**

#### **Overview**

In order to be eligible for an incentive under NRSCH, approved participants must ensure that dwellings are rented to eligible tenants.

The gross income limits for households of eligible tenants are specified in the NRSCH Regulations.

Income levels are assessed against gross income limits according to the household composition. For NRSCH purposes, a household is considered to be all persons who are tenants of the dwelling. All persons who ordinarily reside in a NRSCH home must have their income included as a member of the household.

A household's gross income for the 12 months prior to commencement of tenancy of an NRSCH dwelling must be equal to or less than the relevant income limit for the household's composition. Household income may then increase above the income limit. However, a dwelling cease to be eligible for an incentive if the tenants' household income exceeds the applicable household income limit by 25 per cent or more in two consecutive eligibility years.

Each year, household income limits are indexed according to percentage changes of All Groups Component of the Consumer Price Index so that the limits effectively maintain the same target group of tenants over the life of the Scheme.

**The 2025-26 household income eligibility limits are:**

Income bands	% of median income	Annual income limits (Sydney) 2025-26	Annual income limits (remainder of NSW) 2025-26
Very low	50% median	\$61,600	\$54,300
Low	50% - 80% median	\$98,600	\$86,900
Moderate	80% - 120% median	\$148,000	\$130,300

For ease of application purposes, a variety of 2025 - 26 income eligibility limits for various household compositions are presented below.

*Care Housing*

## Household income eligibility limits for Sydney region: 2025/26



Household type	Very low	Low	Moderate
Single	\$36,000	\$57,600	\$86,400
Single + 1	\$46,800	\$74,900	\$112,300
Single + 2	\$57,600	\$92,200	\$138,200
Single + 3	\$68,400	\$109,500	\$164,100
Couple	\$54,000	\$86,400	\$129,600
Couple + 1	\$64,800	\$103,700	\$155,500
Couple + 2	\$75,600	\$121,000	\$181,400
Couple + 3	\$86,400	\$138,300	\$207,300

*\*If the household income of an existing tenant exceeds the indicated limit (25 per cent greater than the initial income limit) in two consecutive NRSCH years, the tenant will cease to be an eligible tenant. This column indicates figures which are 25 per cent higher than the household income limits for ease of reference for this purpose.*

### More information

For more information visit [the NRSCH website](#).

Or copy this link to your browser:

<https://www.nsw.gov.au/departments-and-agencies/homes-nsw/social-housing-resources/nsw-affordable-housing-ministerial-guidelines/income-eligibility-limits-for-affordable-housing#toc-income-bands-by-percent-of-median-income---202526>

### Looking after your property

As a tenant, you are required:

- To keep your home in a reasonable state of cleanliness
- To notify Care Housing of any damage to the premises
- To cause no damage either by you or your visitors/ family/friends that is intentional or a result of your negligence
- To return the property at the end of your lease in a similar condition to when you received it. Care Housing will take fair wear and tear into consideration.

The landlord is required:

- To provide the property to you in a reasonable state of cleanliness.

- To provide and maintain the property in a reasonable state of repair taking into consideration the age and condition of your home.

When cleaning your property please pay particular attention to:

- Walls
- Carpet
- Tiles
- Ceilings
- Curtains
- Fans
- All components of the kitchen and bathroom
- Screens
- Windows
- Floorboards
- Blinds
- Light fittings
- Air Conditioners

### **Lawns, Gardens and Gutters**

Tenants residing in a free-standing property e.g. house, townhouse or villa, are responsible for the regular lawn mowing, garden maintenance and clearing of the gutters.

### **Mould**

Special attention is to be given to the prevention and removal of mould in all areas of your home.

### **Modifications to the property**

Under the terms of your lease (Section 14), you are NOT permitted to make any alterations without the written consent of the Landlord. Verbal consent of the Landlord is not sufficient. Alterations include:

- painting of any surface
- removing/replacing/changing carpets
- Removing or affixing anything to the property, including hooks, nails, screws, shelves etc.

If you want to make any alterations, you must first contact Care Housing for approval. Breaches of this clause can place your tenancy at risk and/or make you liable to pay compensation to the Landlord.

### **Pets**

You must ask Care Housing before you get a pet. Care housing does not allow pets in all of our properties. Please write to Care housing and wait for approval before purchasing a pet. Please tell us:

- The type and breed of the pet you wish to have; and
- The size of the pet; and

- Proof of registration (if applicable), and
- Any licence requirements (if applicable); and
- For supported housing, a written approval from the support provider.

The tenant must also sign a pet agreement outlining special conditions before approval is granted by Care housing.

If you are allowed a pet it is important that the animal is well looked after, does not disturb the peace of your neighbours and that you always clean up after your pet.

For more information, refer to the Pets Policy.

Refer to Pets Policy for further information at Tenant Union NSW

<https://www.tenants.org.au/resource/guide-renting-pets-nsw>

## **Access to the property**

Care housing will access your property:

- In accordance with the Residential Tenancy Act 2010
- At least once a year for an inspection
- Whenever a property has been vacated
- When emergency repairs need to occur
- Conduct legislated inspection e.g. electrical and fire safety.
- On request.

Under your lease, our staff may inspect your property up to four times each year.

The inspections are to make sure that everything is in good working order, and that you are looking after your home as set out in your lease.

Refer to Access to Property Policy for further information [Landlord access and entry to a rental property | NSW Fair Trading](#)

## **Home Contents Insurance**

We strongly advise you to take out a Home Contents Insurance policy. This is to insure your personal belongings (clothes, books, and toys), furniture and furnishings (curtains, bed linen, pictures) against damage or loss due to water, fire, or burglary.

## **Keys**

You are responsible for your keys. We advise you to have a copy of your keys cut and leave them with a trusted friend or neighbour. If you lose your keys or if you lock yourself out of your home, you will need to organise and pay for a locksmith.

For certain properties, but not all, we may hold a spare set of keys in our office. If we do have spare keys, they can be collected only during office hours.

Swipe Cards and garage remotes that are lost or damaged will require the tenant to pay for a replacement.

## **Security**

To stay safe in your home, you should check the identity of all visitors before you let them in.

If you are suspicious of any person who calls at your home, do not let them in and call the organisation that they claim to represent.

Please never attach your address to your house keys as this could cause a security problem if you lose them

## **Pay TV, Satellite dishes, Antennas**

You must not install pay TV, a satellite dish or antenna without first getting written permission from Care Housing.

## **Communal or Shared Areas**

It is one of the conditions of your tenancy that you and other people living in your property keep the shared areas clean and free from obstruction.

### **SHARED AREAS:**

- The entrance hall
- Stairways and landings
- Shared front garden or yard
- Bin area
- Parking spaces, paths and driveway

## **Rubbish**

All rubbish should be placed in the appropriate bin provided by the council. Please do not leave rubbish in the shared areas. If you have large items that you want to throw away, you can contact your local Council. Most local Council areas have kerbside collections for large items at least once per year. They may also pick up large items if you call them. Care Housing can assist with putting you in contact with one of our contractors if you are having difficulty organising rubbish removal. This will be at your own expense.

## **Garbage Bins**

You are responsible for putting out the bins and once emptied bringing them back in. If you have any questions or problems regarding this, please contact your Property Manager.

## **Parking**

Car-parking spaces in shared areas of properties are for the benefit of all residents. Unless we say otherwise (in your tenancy agreement), you do not have the right to an individual car-parking space. You can contact your local Council for information on residents' parking permits for street parking.

Please note you must not park on shared driveways or in visitors parking spaces.

## **Pests**

To help prevent pests in your home such as cockroaches, silverfish and mice make sure that:

- You keep all food wrapped up where possible, preferably in an airtight container, and
- You keep bench tops, cupboards, and floors clean and free of items of food.

## **Good Neighbours**

### **Neighbour Nuisance**

A neighbourhood nuisance is any action that is likely to disturb or annoy your neighbours. It is important to be a "good neighbour" and to show consideration to others. If your neighbours are causing a nuisance, it is better to speak tactfully about your concerns, explaining how their behaviour is affecting you.

Most people are reasonable and may be unaware that an issue has occurred until you bring it to their attention in a friendly manner. Care housing encourages residents to resolve issues through discussions between themselves. If required, and if both parties agree. Care housing can refer tenants to an independent mediator to support this discussion.

Care housing will document and investigate all alleged breaches of the Residential Tenancy Agreement. Care housing cannot investigate criminal matters (for example alleged drug dealing), you should refer these to the NSW Police Force.

Care housing can seek confirmation of any complaints to the NSW Police through an application under the Record of Understanding with NSW Police

Care housing will work closely with a range of agencies to resolve any issue as quickly as possible. Although we are mindful of the need for confidentiality when making a complaint Care housing may need to contact the other party involved in a neighbourhood issue.

Care housing will not disclose who made the original complaint, however, if the matter goes to the NCAT it may be necessary to reveal the identity of the complainant and nature of the complaint Care housing will seek permission from the complainant prior to this occurring.

### **Anti-Social Behaviour**

Anti-Social Behaviour (ASB) is behaving in a manner that 'caused or is likely to cause harassment, alarm and distress to one or more persons not of the same household'

Anti-Social Behaviour can include:

- Harassment / Intimidation
- Verbal abuse
- Criminal Damage
- Graffiti or Vandalism
- Persistent Noise
- Substance Misuse
- Assault
- Vehicle Related Nuisance

Anti-Social Behaviour does not include:

- Children playing in the street or communal area
- Young people gathering socially , unless they are being intimidating to individuals
- Being unable to park outside your home
- DIY and car repairs, unless these are taking place late at night
- Civil disputes between neighbours
- One-off complaints of noise nuisance e.g. One-off parties

Care housing encourages all tenants to report illegal behaviour to NSW Police. Care Housing works with partners to put sustainable solutions in place to prevent ASB from happening where possible.

## Repairs

How to Report a Repair

Please call Care housing on 02 8068 8806 or email [carehousing01@gmail.com](mailto:carehousing01@gmail.com)  
Please give our staff the following information:

- Your name
- Your address and current phone number
- A description of the problem
- Have you reported the problem before
- When a tradesperson can get access into your property to assess and fix the problem.

## Urgent Repairs

An urgent repair includes any of the following maintenance problems out of normal working hours. Please contact the tradesman listed on page 2 of this handbook:

- Burst water service;
- Blocked or broken toilet system;
- Serious roof leak;

- Dangerous electrical fault;
- Failure or breakdown of the gas, electricity, or water supply to the premises.
- Failure or breakdown of any essential service on the premises for hot water; cooking and heating; and a
- Fault or damage that cause the premises to be unsafe or not secure

In the event of any of the above events, it might be necessary for Care housing to access your property without the necessary notice to limit any damage.

For emergencies involving

- Gas leak;
- Flooding or serious flood damage
- Serious storm or fire damage

Contact emergency services by call **000**

Care housing aims to respond to your repair needs as quickly as possible.

When Care housing is responsible for undertaking repairs. Our aim is to respond within:

Emergency	24 hours
Urgent Repairs	5 working days
Routine Maintenance	28 days or deferred to the regular maintenance program

## How to Get Involved

What is Tenant Participation?

Tenant Participation is about tenants getting involved in their housing and communities. Tenant Participation is about tenants taking part in the decision-making processes and influencing decisions about how Care housing runs its business. Care housing needs the help and advise our tenants in order to help us run our business, achieve our goals and make the right choices for you as our customer. There are several ways to get involved with Care Housing

## Privacy and Confidentiality

Care housing will only collect personal and sensitive information that is necessary for the organisation to carry out its activities.

Care housing and its team will ensure that the privacy of personal and sensitive information is safeguarded and stored safely and that privacy rights are maintained in accordance with the National Privacy Principles.

We may need to ask your questions to identify you before we give out information.

### **Access to Information**

Tenants may request access to their own personal information contained in Care housing records. Such requests must be in writing. There will be no charge for providing the information.

Care housing will consider such requests favourably unless any of the following situations apply:

- Access will pose a serious threat to life or health of any individual.
- The identity of the person making the request has not been verified
- Withholding access as required by law
- The request is frivolous or vexatious
- The privacy of others may be affected
- Specific business imperatives and occasions relating to law enforcement or other public interest matters
- Information relates to existing or anticipated legal proceedings
- The identity of the person requesting access to information must be verified.

Care housing will decide on the most appropriate format and the manner in which to present the information to the tenant. Access will generally be granted within 14 days of the request

### **Complaints**

Care housing does try to get our service right but sometimes we get it wrong. We would like to do better and need your help to improve.

If there is a problem, a mistake or something that we have failed to do we would like tenants to let us know. A complaint can be anonymous.

Examples of complaints include:

- Poor service
- Change or withdrawal of service
- Tenant cannot contact staff member or staff member not returning calls
- Repairs not completed within time frames
- The organisation has not followed its documented policies and procedures

We encourage you to let us know if there is a problem so that we can improve our service. Please follow these three simple steps:

**Step 1:** Discuss with the person you were originally dealing with

**Step 2:** Write to the Property Manager to receive a quick response

### **Step 3:** Write to the Principal to receive a response in writing

Care housing will acknowledge receipt of a complaint within 2 working days. The period for dealing with a complaint will vary depending on the nature of the complaint however all complaints will generally be dealt with within 21 days (3 weeks) unless the person reviewing the case is unable to speak to the parties involved.

You can have an advocate or support person to help you, but you must give written permission if you want us to speak to them directly. Care housing can also provide an interpreter if required.

Please refer to the Complaints Policy for further information  
<https://www.tenants.org.au/resource/complaints-fair-trading>

### **Appeals**

You have the right to ask for decisions that we make to be reviewed and will never be punished for doing so.

Generally, appeals should be made within three months from the date of the original decision. This may be extended in special circumstances. Examples include:

- Where the tenant was not aware of the original decision
- Where the tenant was in hospital or otherwise unable to make an appeal

Care housing will acknowledge receipt of a formal appeal within 2 working days. The timeframe for dealing with an appeal will vary depending on the nature of the appeal however all appeals will generally be dealt with within 21 days unless the person reviewing the case is unable to speak to the parties involved.

*Examples of decisions that can be appealed include:*

- Eligibility for housing
- Removal from waiting list
- Property type and size
- Allocation Priority
- Eligibility for transfer (re-housing)
- Removal from transfer list
- Suitability of offer
- Level of rental subsidy
- Permission to undertake modifications or alterations
- Permission to keep an animal

### **Important Contacts:**

#### Translators and Interpreting Services

If you would like assistance to speak with us, you can ring the Telephone Interpreter Service (TIS) on 13 14 50. While you are on hold, the TIS will ring the Care Housing office and they will interpret for you. This service is free of charge.

## **Other services**

TTY (for hearing impaired): **1300 723 404**

National Relay Service Helpdesk (hearing impaired) **1800 555 660**

Emergency (police, fire, ambulance) **000**

## **Centrelink**

Information/ Appointments **13 10 21**

Multicultural Information line **13 12 02**

## **Community Services**

Domestic Violence Crisis Line (24 hours) **1800 656 463**

Homeless Persons Information & Referral **1800 234 566**

NSW Rape Crisis Centre **1800 424 017**

Lifeline Counselling **13 11 14**

DOCS Helpline **13 21 11**

Kids Helpline **1800 551 800**

Clifton Adolescent and Family Solutions **9482 1366**

Action for people with Disability **9449 5355**

## **Tenancy Information Services**

Department of Fair Trading **13 32 20**

Tenancy Advisory Service **02 9377 9100**

Rental Bond Services **13 32 20**

NSW Civil & Administrative Tribunal **1300 006 228**

Tenants' Advice and Advocacy Service **1800 251 101**

Community Justice Centre **1800 990 777**

Older Person's Tenants' Service **1800 131 310**

Services for Aboriginal Tenants **1800 727 555**

NSATS **02 8198 8650**

RCH Registrar of Community Housing **1800 330 940**

## **Please Note:**

**This Tenancy Handbook has been reviewed and updated in May 2025 by Care housing management**

## **Disclaimer**

This handbook has been prepared by Blue Chip Franchise (T/A) Care housing as a guide for tenants.

Our offices, employees, agents, and associates believe that the information and material contained in this handbook is correct at the time of printing but do not guarantee or warrant the accuracy or currency of that information and material. To the maximum extent permitted by law. Our offices, employees, agents, and associates disclaim all responsibility for any loss or damage which any person may suffer from reliance on the information and material contained in this

handbook or any opinion, conclusion or recommendation in the information and material whether the loss or damage is caused by any fault or negligence on the part of our offices, employees, agents and associates or otherwise.

The information relating to the law in this handbook is intended only as a summary and general overview on matters of interest. It is not intended to be comprehensive nor does it constitute legal advice. Whilst our offices, employees, agents, and associates believe that such information is correct and current at the time of printing, we do not guarantee its accuracy or currency. Many factors unknown to us may affect the applicability of any statement or comment that we make to your particular circumstances and consequently you should seek appropriate advice before acting or relying on any of the information contained in this handbook. We add that in the first instance always call your Property Manager to address any concerns or issues.

