



# Property manual.

**inhousing.**

inclusive and accessible

# Contact us.

## Tenancy management team.

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## 1.1 About us

inhousing is the social landlord for a range of accessible community houses in metropolitan and regional South Australia. Julia Farr Housing was established in 1999 as part of the Julia Farr Group and was rebranded to 'inhousing' in 2018. We are a not-for-profit, non-government entity committed to establishing quality accessible housing for tenants and their families.

More information about inhousing and our work is available on our website at [inhousing.org.au](https://inhousing.org.au).

## 1.2 inhousing association values

### inhousing values:

#### Personhood

Personhood occurs when tenants have a valued sense of themselves and their potential, and have and exercise control over the key decisions in their lives.

#### Citizenhood

Citizenhood occurs when tenants and their families are included as active citizens in the life of the wider community, based on their inherent value and responsibility as contributing citizens.

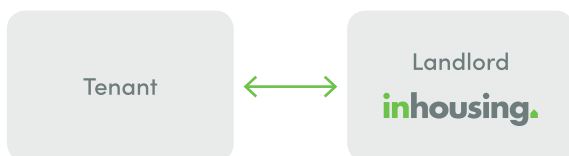
#### Capacity building

Capacity building occurs when tenants, through access to experiences and support, grow their capacity to move into lives characterised by personhood and citizenhood. This also includes the wider community growing its capacity to be inclusive and supportive of all people.

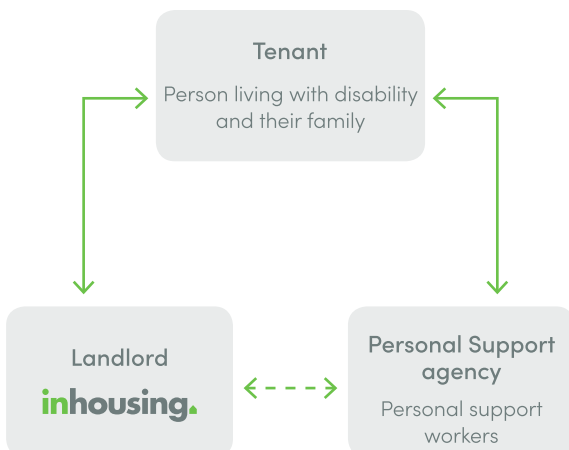
# Tenancy relationships.

## 2.1 What relationships might operate in a house?

Rental relationships involve a tenant and a landlord (inhousing).



In some situations a tenant will have a separate relationship with a personal support agency, particularly if the tenant is a person living with disability and requires support with daily living.



## 2.2 Principles guiding the relationships where a personal support agency is involved.

The following principles guide rental relationships in the circumstance where the tenant is a person living with disability who receives high levels of personal support within their home:

### Personal Authority

People living with disability are the tenant, often assisted by family, friends and/or personal support workers. The tenant must be centrally involved in decisions affecting their tenancy responsibilities and enjoyment of the property.

### A Tenant's Home

The property is the tenant's home. We encourage our tenants to furnish and appropriately decorate their property to suit their tastes and interests. We recognise that some tenants receive significant personal support in their daily living and we welcome and work closely with a range of personal support agencies selected by tenants or allocated by government. Contemporary personal support provider agencies are aware of how they can maintain a home feel to a dwelling as they deliver quality support. They refer to individual dwellings by the tenants name and avoid referring to dwellings as agency properties or giving them locational or general 'house names'. They also avoid placing agency related material, signs, rosters on walls or operating obvious offices out of individual's homes.

### Community located

Properties are ordinary homes, in ordinary streets, in community locations, with easy access to community amenities such as transportation.

### Responsibility

People living with disability must uphold their tenant responsibilities, with assistance from their personal support workers where necessary. Inhousing will uphold its responsibilities as a landlord.

## Individuality

We recognise that our tenants have individual needs and we encourage people to make changes to their living environment to reflect who they are. This can include personal touches, comforts and accessibility aids (refer to section 6.8 for further information and check with the landlord prior to making changes).

## Agreement

Inhousing manages tenancies as prescribed under the *Residential Tenancies Act* and various funding agreements with funding bodies. Where applicable they guide the setting of rents and exemptions for maintenance and repairs. Further information is available at [www.sa.gov.au/housing](http://www.sa.gov.au/housing).

## 2.3 Eligibility

inhousing provides accommodation predominantly for people living with disability. We can provide housing for non-disabled tenants as part of establishing a mix of people at specific locations.

### 1. Tenant Eligibility Criteria

To be eligible as a tenant (Principal Registrant) in housing accommodation provided by inhousing, a person must meet general Tenant Eligibility Criteria and the Desired Tenant Profile of the specific dwelling.

## 2.4 Tenant selection and enduring sustainability

inhousing has an established process for allocating eligible tenants to available dwellings.

### 1. Tenant selection and enduring suitability

- 1.1 inhousing will create a suitable shortlist for tenant selection in accordance with the procedure relating to the property.
- 1.2 When creating a shortlist inhousing will consider the Tenant Eligibility Criteria, the Desired Tenant Profile and the location/physical characteristics of the vacant property.
- 1.3 inhousing will allocate housing on the basis of category of need, i.e. amongst a shortlist of suitable Registrants, inhousing will select the Registrant assessed as most in need.
- 1.4 inhousing will adhere to the principles and procedures outlined in the Community Housing Registration Management Policy for tenant selection processes for dwellings prescribed by Housing SA eligibility criteria<sup>1</sup>. inhousing will assess the suitability and need of the Registrant Household taking the following matters into account:
  - the values and principles of Inhousing
  - the requirement that the prospective Principal Registrant meets the Tenant Eligibility Criteria
  - the fit and appropriateness of the Registrant Household in relation to the Desired Tenant Profile
  - the appropriateness of the accommodation to facilitate any clinical and behavioral requirements of the Registrant Household
  - the capacity for any member of the Registrant Household to contribute positively to the living environment and not cause or permit an interference with the reasonable peace, comfort or privacy of another person who resides within or in the immediate vicinity of the premises.
- 1.5 Where inhousing considers two or more Registrants have equal needs and suitability for a vacancy for dwellings the property will be offered to the Registrant whose application is dated earliest on the relevant waiting list.
- 1.6 inhousing will re-assess a Registrant's eligibility at the point of housing offer.
- 1.7 The selection of tenants for a vacant property shall be the responsibility of inhousing.
- 1.8 All decisions in relation to eligibility assessment, determination of category of need, and allocation will be clearly documented.

<sup>1</sup> refer to the Community Housing Eligibility Policy, available on the state government's community housing website [www.sa.gov.au/communityhousing](http://www.sa.gov.au/communityhousing) or by calling Community Partnerships on phone 1300 700 561.

# Moving in.

**Moving in to an inhousing property is guided by the following steps:**

## 3.1 Tenant selection and enduring suitability

The needs of a prospective tenant are identified and matched to a property's Desired Tenant Profile as different properties have different accessible features.

## 3.2 Preparations and processes

### 1. Establishing a tenant agreement

Once a tenant is matched with a property, inhousing will arrange for a Tenancy Agreement to be signed. This document establishes the formal relationship and responsibilities between the tenant and inhousing. If the tenant is a Supported Disability Accommodation recipient under their new NDIS plan then the tenancy agreement is intended to be the service agreement required by the NDIA.

### 2. Paying rent, bond and levies

Rent and levies payment is established; a relevant bond is paid, and; the contact details of the tenant and family/personal support worker are recorded.

### 3. Adaptations to the house

inhousing can organise minor modifications to the property to ensure it meets the needs of the tenant. An agreement regarding funds and costs of property modifications must be arranged prior to changes being made.

### 4. Property inspection

Each property is inspected prior to a tenant moving in to record its condition. A copy of the completed inspection sheet will be provided to the new tenant. Properties will then be inspected each six months to:

- make sure tenants are meeting all the conditions of their tenancy agreement
- ensure the property features suit the needs of the tenant

- tenants have an opportunity to discuss their tenancy and housing experience
- discuss with tenants their property responsibilities and routine task they can do
- report on cyclical maintenance on dwellings
- check the quality of recently completed maintenance work
- observe the property and environs to identify any new issues.

## 5. Moving in

Property keys are collected from inhousing and the tenant moves in to the property.

## 3.3 Utilities

The tenant must arrange the transfer of utilities, such as electricity, gas and telephone, into their name. We recommend you commence this process at least five working days prior to moving in by contacting your supplier of choice and arranging for the service to be connected or account details updated. A list of energy service providers can be found in the *Yellow Pages*.

If a tenant is sharing with a friend there may be arrangements where each tenant makes a contribution into a communal fund or similar for the costs of utilities used by the household.

# Tenant & landlord responsibilities.

## 4.1 Tenant responsibilities

The responsibilities of a tenant are to:

- maintain the house, keep the premises clean, tidy and pest free
- maintain the garden to an acceptable standard, the landlord may assist with this on some properties by collecting a levy to enable regular garden maintenance of front gardens
- pay for repairs to items which are the responsibility of the tenant (refer to section 6.6 for more information). This includes repairs to items beyond normal wear and tear, and any damage caused by the tenant, guest or support worker
- contact us (in writing preferably) for landlord endorsement to add any fixtures, or make alterations to the house. This includes shelves, fences, water filters etc. (refer to section 6.8 for more information). In most circumstances the tenant will need to fund alterations and return the property back to its original state when vacated
- ensure no illegal activity occurs on the property and respect the privacy of neighbours and co-tenants
- contribute positively to the living environment and do not cause or permit, or allow visitors to interfere with the peace, comfort or privacy of another person who resides within the immediate vicinity of the premises
- pay rent on time
- arrange insurance for contents and personal possessions. (inhousing insures the building)
- make arrangements for the transfer of utilities and services (or contribute to a communal fund or other arrangement)
- provide income information to assist the determination of rent when required
- advise if a visitor will be in the property for a lengthy period. If they are expected to occupy for more than 12 weeks their income is used in the calculation of income based rents.

## 4.2 inhousing responsibilities

The responsibilities of the Landlord (inhousing) are to:

- ensure the house is clean before a tenant moves in
- meet the cost of necessary repairs resulting from wear and tear to the property, as determined by inhousing (refer to section 6.6 for more information)
- allow the tenant peace, comfort and privacy
- pay council rates, land tax charges and basic water rates
- provide appropriate notice to enter the tenant's premises
- provide a tenant with proper receipts of all payments
- provide a tenant with a copy of the lease agreement and inspection sheets.

## 4.3 Personal support agency responsibilities (relative to the property)

The responsibilities of a personal support agency, if one is in place, are to:

- attend to the personal support needs of the tenant
- support the tenant to meet his/her responsibilities as described in this manual
- deliver services in a manner which reflects their client's privacy as the tenant in the house.



## 4.4 Garden and grounds

Tenants are responsible for keeping the garden neat and tidy. It is the tenant's responsibility to keep the grounds drainage systems clear and clean, this includes plumbing fixtures, drainage pipes, gutters and water tanks.

## 4.5 Insurance

### **Building**

inhousing insurance covers general property damage but not deliberate or careless damage.

### **Contents**

Tenants are advised to arrange contents insurance in case of fire or theft.

## 4.6 Rubbish and recycling collection

It is the tenant's responsibility to dispose of rubbish from the house and garden. Please check with your local council about dates for rubbish collection and access to recycling and general waste bin services.

# Rent & other payments.

## 5.1 Determining rent

inhousing provides accommodation at a rental rate often considerably below the market rate. Rent is determined in one of two ways depending on the dwelling:

### 1. Income-based rent

The rental amount is set according to Housing SA's policy for Community Housing. Rent will generally be "income based" at approximately 25-30 per cent of the tenant(s) gross income. Rental rates are subject to future government policy changes and a maximum rent applies.

You must inform inhousing if you, or any member of your household, have an income change of more than \$10 per week in any given six-month period. In the event where a property has multiple tenants with separate tenancy agreements this information is provided on an individual basis. It is important to advise inhousing of any increase to income to avoid backdated rent costs. If a tenant's income decreases, their rent may also decrease.

Failure to respond to tenant rent reviews is a serious breach of your tenancy agreement as inhousing has a contractual obligation with Housing SA to review rents on a regular basis. In most circumstances tenants provide us permission to receive information direct from Centrelink to simplify the process for them and inhousing.

### 2. Alternative to Income Based Rent

Rent is charged for properties that are outside the Community Housing Funding Agreement. This may include market related rent.

## 5.2 Rental payments and bond

Rent must always be paid two weeks in advance, generally via Centrelink's Centrepay system or direct to inhousing. A bond of four (4) weeks rent also applies.

## 5.3 Property levies

A standard garden levy applies to some properties to contribute toward the maintenance of the front garden. If this applies to your property you will have been advised of the levy when the tenancy agreement was prepared and the initial rent was calculated.

## 5.4 What if I am unable to pay my rent on time?

If you are unable to pay your rent on time, please contact inhousing - we'll do our best to help.

## 5.5 Utilities

inhousing pays basic water rates, council rates and land tax charges.

A tenant is responsible for the cost/connection of; gas, electricity, telephone and water usage.

## 5.6 Supported Disability Accommodation

If a tenant is a SDA recipient in a SDA registered property they are required to support inhousing claim those payments. This can be done by informing inhousing of their NDIS recipient number, for those self-managing this may be by paying the SDA components to inhousing upon invoicing.

# Repairs, maintenance & breakdowns.

## 6.1 Payment responsibilities

Repairs required as a result of **anything other than normal wear and tear** must be paid for by the tenant or support provider.

## 6.2 Fair wear and tear

“**Non fair wear and tear**” means any deterioration of, or damage to, the property not due to age and/or reasonable use of the property.

Expected lifespan of items:

Internal painting	7-10 years
External painting	7-10 years
Roofing	50 years
Down pipes and gutters	20-30 years
Kitchen cabinets and joinery	25-30 years
Bathroom fit-out	25 years
Carpet to floor	10 years
Vinyl to floor	15 years
Hot water unit	7 years

The following information offers guidance on payment responsibilities but is not intended to be an exhaustive list. If you would like clarification about a matter please contact inhousing.

### Landlord's Responsibility

- Fair wear and tear to structural items and fixtures which are the landlord's responsibility.
- Leaking gutters or taps.
- Faulty locks or doors (unless damaged by tenant or guest).
- Damage to the roof as a result of wind or storm.
- Replacing worn-out hot water service.
- Items for which a levy is collected.

### Tenant or Service Provider's Responsibility

- Any additions/modifications to the property to meet the individual needs of the tenant or their personal support staff.
- Damage to the property caused by tenants, visitors or support workers outside fair wear and tear for a domestic house.
- All items excluded under the Residential Tenancies Act Regulations 1995, section 11 (refer Section 6.3).
- Toilet/drain blockage caused by material in drains or toilet.
- Washing machines, fridges, microwaves etc.
- To replace light globes, sensors and batteries.
- Replacement of water filters where they have been provided to the water supply.
- Cost associated with regaining entry to dwelling if you accidentally lock yourself out.
- Removal of leaves from roof and gutters, and cleaning of rain water tanks.
- Damage to doors, walls, screens and handles.
- Replacement of lost remote controllers to roller doors (if fitted).
- Maintain and test equipment not provided by inhousing.

## 6.3 Items not maintained by inhousing

inhousing provides accommodation at a rental rate considerably below the market rate, and does not operate at a profit. This means there is a limit to what we can pay for. *The Residential Tenancies Regulations 1995*, section 11, explains that Associations (landlords) are not responsible for the following items:

- Air conditioners
- Refrigerations units
- Antennas
- Room heaters
- Ceiling fans
- Spa bath motors
- External blinds
- Waste disposal units
- Floor coverings
- Garden sheds
- Internal blinds and curtains
- Window treatments
- Light fittings
- Dishwashers
- Washing machines
- Swimming pools and associated equipment
- Rainwater tanks, other than where the tank is the only source of water for the premises
- Water pumps, other than where the tank is the only source of water for the premises.

In some instances a levy may be collected for one or more of these items to assist tenants to meet the longer term cost. This levy may be collected by either inhousing or a Support Agency, depending on local arrangements. Please refer to Section 5.0 for more information.

## 6.4 Air conditioning

If your property has an air conditioner it is important to note inhousing isn't responsible for its repairs or maintenance. It has been left in the property for your use and enjoyment. It is strongly recommended you arrange to have the air conditioner serviced annually to ensure it operates properly when you require its use. You may find late spring a good time to arrange its servicing before the summer heat arrives. In some cases inhousing may arrange repairs and servicing on your behalf but will pass those costs on to you to pay.

## 6.5 Who can initiate work?

- A work request can be initiated by a tenant or support agency team leader (please refer to the Work Request Form).
- The person requesting the work must understand who will pay for the cost of the repairs and, where appropriate, have gained authorisation. There is a requirement to provide clear billing instructions when initiating work.
- inhousing may make an administrative charge to tenants or their support agencies for any bills/invoices inappropriately directed to inhousing.

Please ensure other people at the property know about the initiation and status of repair jobs; this helps avoid multiple requests or any confusion.

## 6.6 Prioritising repair work

Response times for repairs will vary depending on the nature and urgency of the request.

### Emergency repairs

Emergency repairs are those requiring immediate attention and may involve water, gas, energy, and/or safety/security. Examples include: *no hot water, significant storm damage, blocked drains and toilets where another toilet cannot easily be used, no power to house* (refer to section 13.1), *electrical faults, burst water mains/pipes*.

### High priority repairs

High priority repairs are situations which cause inconvenience or discomfort to the tenant or which may cause property damage if left unattended for long periods (repair within 2–14 days).

### Low priority repairs

Low priority repairs are minor repairs of a non-urgent nature such as dripping taps etc. (repair within 30 days).

## 6.7 Repairs and maintenance requests

Repairs or maintenance work can be initiated by contacting inhousing. Please complete a Work Request Form online [inhousing.org.au/tenant-information#report](https://inhousing.org.au/tenant-information#report) or from those provided with this manual.

Completed requests are sent to:

<b>Email</b>	property@inhousing.org.au
<b>Post</b>	inhousing PO Box 710 Unley Business Centre SA 5061
<b>Phone</b>	08 8373 8318
<b>Fax</b>	08 8373 8373

### Please include the following information:

#### Property address

Please ensure you include the street and unit number if applicable.

#### Priority of work

Please specify if the work is low, high, emergency (refer to section 6.5 for more information).

#### Details of the repair required

Please specify the details of the repair/s and the item (for example, if this is for a hot water service or stove; please specify whether gas or electric, storage or instantaneous, internal or external, the size and make and model, if known).

#### Contact person and telephone numbers

Please specify an appropriate contact person and telephone details to enable a tradesperson to access the property.

#### Billing instructions

Instructions must outline who will pay for the repair – the tenant, the support agency or the landlord. Note that incorrect billing instructions may attract an additional administration fee from inhousing (refer to section 6.1 for more information).

## 6.8 After hours emergency repairs

For all after-hours emergency situations please call (08) 8373 8305. Please use this only if the situation warrants **immediate** attention prior to the next business day.

An example of an after hour emergency may include a burst water main or a major blockage of a toilet, where the situation is unable to wait until the next business day.

If you have no electricity please refer section 13.1 of this document before calling.

## 6.9 Changes/additions/painting of your property

### You are required to seek permission in writing from inhousing prior to making any changes and additions.

If a tenant or personal support agency seeks changes or adaptations outside a landlord's responsibility, then the tenant or personal support agency is responsible for the costs incurred as outlined in the Tenancy Agreement.

If a proposed modification assists a tenant living with disability to be more independent, inhousing along with SA Government may assist.

Repairs and tradespeople must be approved by inhousing. Specialised work will need to be done by licensed/qualified tradespeople.

You will be asked upon vacating the property to rectify changes and repair any damage the modifications may have caused, or where relevant you may choose to simply donate the item to the next tenant. Inhousing reserves the right to decline such a donation and ask you to repair damage caused by the changes.

To assist inhousing, you are asked to submit all requests for changes/additions/painting in writing (email or post) including:

1. description of proposed work
2. appropriate drawings/colours/design where appropriate
3. quotes
4. tradesperson's details (name, license number, and public liability insurance details such as company, policy number, expiry date)
5. details of who will pay and address for invoice.

Please address requests to:

**Email** property@inhousing.org.au

**Post** inhousing  
PO Box 710  
Unley Business Centre SA 5061

**Fax** 08 8373 8373

Tenants/personal support agency must then advise inhousing when work is completed.

For larger projects (e.g. shade sails, verandas, carports, and high fences) you may also need permission from your local Council.

# Accessibility

## 7.1 Accessible houses

We aim to make our houses fully accessible for tenants. Accessibility refers to the ease with which a person can navigate their home and use its features. There is no standard accessible home as each property and tenant's needs differ.

inhousing understands the importance of tenants being able to make modifications to features at the properties to increase accessibility. This can include modifying taps or adding power points. We encourage tenants and personal support staff to initiate a discussion with us about ways to improve accessibility.

inhousing will generally grant permission for modifications to occur relatively quickly and we ask that you submit your plans (refer to section 6.8).

We are improving the standard design and features incorporated into new properties as our portfolio grows. For example, we seek advice on work bench heights, door width, handrails and ease of access. Not only do we take into account how accessible a person's house is, but also how approachable the surrounding area is. For example, we look at how close the house is to public transport, shops and whether or not the person can access footpaths.

# Property inspections.

## 8.1 What to expect for a property inspection

The property will be inspected at regular intervals to ensure it is adequately maintained. inhousing will provide tenants with seven (7) days written notice of planned inspections.

If a tenant is unable to attend the property inspection they must contact inhousing to make alternative arrangements or to agree to allow inhousing to enter and inspect the property in your absence.

inhousing will provide 48 hours notice when entry onto the property is required for the purpose of repairs or maintenance.

If an emergency entry is made then consent of the tenant will be requested at the time of entry or immediately before.

In addition to these formal inspections of the property inhousing will conduct visits to tenants as required to assist tenants to ensure compliance with best practice lease and property management. For example to inquiry about rent payments, assist with changes in income or household circumstances, inspect recently completed maintenance.



# Pets.

## 9.1 Can a tenant have a pet?

inhousing will generally grant permission for pets. Please contact us to discuss the suitability of your pet for your house and to obtain approval.

A tenant is generally allowed to have a pet, providing it does not damage the house or cause others undue stress or interference.

Tenants are responsible for any damage caused by their pet. Failure to adequately control a pet is a breach of the tenancy agreement.

# Smoking.

## 10.1 Can I smoke in my property?

inhousing has a no smoking indoors policy.  
Tenants and their guests can smoke outdoors.

# Moving out.

## 11.1 Steps to take when moving out

Moving out of an inhousing property is guided by the following steps:

1. Contact us to discuss your intention to vacate
2. Pay appropriate rent up until the nominated date
3. Leave your home in a clean condition and remove all rubbish from the premises. Pay special attention to cleaning the stove, cupboards, toilet bowl and floor coverings
4. Arrange for an exit inspection with inhousing
5. Pay any charges we identify for damage that has been done during your tenancy, for any cleaning costs or removal of rubbish
6. Completely vacate the property by the nominated date and return the keys to inhousing. Inhousing does not accept responsibility for loss or damage to any items left on the premises
7. Notify energy providers, banks, clubs, insurers etc. of your change of address.

## 11.2 Notice to vacate the property

On rare occasion, inhousing may ask a tenant to vacate the property in which they are living, in which case we will endeavour to provide tenants with as much notice as possible.

inhousing is happy to discuss any concerns regarding notices and alternative accommodation options.

We will provide the tenant/s with sixty (60) days of notice to vacate for the following reasons:

- demolition of the house
- the property has been sold
- major repairs to be undertaken.

Under the *Residential Tenancies Act* if rent is fourteen (14) or more days late, and arrears not remedied within the seven (7) following days, inhousing can take steps to evict the tenant from the property.

# How to give feedback.

## 12.1 Complements, grievances and appeals

inhousing welcomes feedback from tenants, families and friends. We strive to reach high standards and pride ourselves on listening to what you have to say. If at any stage you are delighted or unhappy with our service or want to discuss property issues please contact inhousing.

If you make a complaint we will firstly refer it to the person who made the decision for them to review the decision. The person's Team Leader will then review the decision to ensure it was reasonable and within our policies.

If you are still unhappy after this process, please contact our Chief Executive Officer at inhousing via [admin@inhousing.org.au](mailto:admin@inhousing.org.au) who will respond to your complaint in a timely manner. This response will provide more detailed advice on our internal Appeals system and the government's Housing Appeal System.

The government's system is an external appeal to the South Australian Civil & Administrative Tribunal (SACAT).

You must lodge your appeal within 30 days of receiving notification of the outcome of inhousing's internal appeal decision.

An appeal must be made in writing and must include:

- your name and contact details
- the name of any other parties involved – for example another tenant
- details around how the dispute arose
- a clear indication that this is an appeal.

If you are unhappy with the outcome of inhousing's internal appeal you can lodge a further appeal with the **South Australian Civil and Administrative Tribunal** within 30 days of receiving notification of the decision.

Prior to lodging an appeal, you are strongly recommended to seek further advice and information about your own situation from SACAT or another relevant organisation which can help in a dispute:

- **Community Mediation Services** provides free, independent advice and support to help reach mutually acceptable outcomes.
- **Tenants Information and Advocacy Service** can provide free, independent support and advice. It can act as an advocate on your behalf with your community housing provider.
- Contact the **Legal Services Commission** for information on free legal advice.
- **Police: 131 444** If you file a report, ask the Police for a copy and keep it for your records.
- **Environment Protection Agency (EPA)** Ph: 08 8204 2000.

There are regulations that control noisy machines, power tools and air conditioners.

If at any stage after this process you feel the matter has not been fairly processed, then we encourage you to write to the inhousing Board at [boardchair@inhousing.org.au](mailto:boardchair@inhousing.org.au).

## 12.2 Complaints about inhousing

At inhousing, we welcome feedback from people living with disability, their families, their supporters, and other people with an interest in our work. We may be delivering Specialised Disability Accommodation for some tenants and this process can be used if you have a complaint about how we are doing this.

If you have a complaint about your NDIS package or personal support arrangements, please raise these with the National Disability Insurance Agency or your support agency.

We recognise and accept that feedback can include complaints. We see complaints as an opportunity for us to improve what we do.

We aim to make it as easy as possible for you to give us feedback on our work.

There are three main ways you can give us your feedback or complaint:

1. Send us an email to: **property@inhousing.org.au**
2. Call us on 08 8373 8333 and ask to make a complaint – we can then write down the complaint for you.
3. Download and complete a feedback form (available below) and return it to us via post or fax:

**Address** inhousing  
PO Box 701  
Unley SA 5061

**Fax** 08 8373 8373

Community Housing providers such as inhousing are required to adhere to legislation and funding agreements. If you want to make a complaint about inhousing's performance and adherence you need to contact the Office of Housing Regulation on:

**Phone** 1300 700 329

**Email** nrs@dcsi.sa.gov.au

**Address** Level 3, 182 Victoria Square,  
Adelaide SA 5000

**Post** GPO Box 292  
Adelaide SA 5001

# Hints & tips.

## 13.1 Electrical outage

If there is an electrical outage please attend to the immediate safety and wellbeing of all people in the house. A store of candles and torches will be helpful (tenant/personal support provider responsibility).

Before calling for emergency assistance, check if all power is off in the street. A simple look at the neighbours and street lights will tell you if the problem is just your house or if it is a broader problem with electrical supply to the area. If it is a problem in the whole street, telephone 13 13 66 for more information.

If the problem is just at your property, check if an appliance has set off the Residual Current Device, or if a circuit breaker has been activated. These are located in a panel in the circuit box in the house or outside where the electricity meter is located. If the Residual Current Device has been set off, reset it. If it goes off again, one possibility is that there is an electrical appliance causing the problem. Often this is the most recent appliance that has been used. Disconnect that appliance, reset the switch. If it is set off again then disconnect all appliances, reset the switch, and then plug them back in one at a time to find out which of your appliances is causing the problem. If unsure, put your safety first and initiate a repair and maintenance request.

If the power goes off for an extended period, please switch off appliances such as heaters, hair dryers and vacuum cleaners, as a safety precaution for when the power returns.

## 13.2 Preparing for an emergency

- Make sure everyone knows to **RING 000** in an emergency.
- Make sure tenants and support staff have an evacuation procedure in case of an emergency (fire, flood).
- Make sure everyone is familiar with all the exits in the home and the location of water shut-off valves, circuit board locations etc. Keep all pathways and access points clear of rubbish bins and other items.
- Make sure there is a supply of candles and torches should there be a power failure. Identifying local generator hire companies may be valuable for those who have specific medical conditions that require electricity within a specific time period.
- If you are concerned about your health or safety when extreme heat is expected you can register for a volunteer phone welfare check during these events. The service is run by Red Cross volunteers and you can register at 1800 188 071.

## 13.3 Critical incidences

A critical incidence is one that:

- caused or is likely to cause significant negative impact on the health, safety or wellbeing of the tenant or support
- usually requires a crisis response, incident management or coordination.

If such an incident happens at your home firstly ensure you are safe and/or arrange for an emergency services agency to assist. Secondly, report the incident to inhousing.

## 13.4 Pest control

If you have any problems with vermin during your tenancy, guidelines on the following page may help:

Pest	Responsibility
Ants	Tenant responsibility – your local hardware store will have a solution
Bees	Tenant responsibility – unless bees are in chimney or roof space, inside cavity wall or the front or rear veranda in which case inhousing will have them removed
Cockroaches and/or fleas	Tenant responsibility – if the tenant has lived in the property for more than 30 days  inhousing – if the tenant has lived in the property for less than 30 days
Rats and Mice	Tenant responsibility – set bait or traps
Spiders	Tenant responsibility – use insect spray and barrier sprays
Snakes	Tenant responsibility – organise a snake catcher
European Wasps	Local Council responsibility – provided the location of the nest is known
Birds	inhousing – if birds are in the roof cavity
White ants	inhousing
Possoms	inhousing – if possums are in the roof cavity

## 13.5 Who do I talk to if I have a question?

1. Repairs and maintenance/general property matters/ permission to add any fixtures or make any alterations to the house:

**Email** property@inhousing.org.au  
**Post** inhousing  
PO Box 710  
Unley Business Centre SA 5061  
**Phone** 08 8373 8318  
**Fax** 08 8373 8373

2. For personal support needs or tenant care issues please contact the appropriate personal support agency representative.

# Other inhousing services.

## 14.1 Website

Visit the inhousing website at [inhousing.org.au](http://inhousing.org.au) for information on a wide range of issues of interest to the disability community.

You can also connect with JFA Purple Orange via their Facebook page [www.facebook.com.au/jfapurpleorange](http://www.facebook.com.au/jfapurpleorange) and Julia Farr Youth via their Facebook page [www.facebook.com.au/juliafarryouth](http://www.facebook.com.au/juliafarryouth).



# Work request forms.

Repairs or maintenance work can be initiated by completing a Work Request Form online [inhousing.org.au/tenant-information#report](https://inhousing.org.au/tenant-information#report) or by completing one of the attached forms and send to:

**Email** property@inhousing.org.au  
**Post** inhousing  
PO Box 710  
Unley Business Centre SA 5061  
**Phone** 08 8373 8318  
**Fax** 08 8373 8373

# Work request form

All work requests must be submitted to inhousing by completing and returning this form. Response times will vary depending on the nature and urgency of the request.

We encourage you to call us if you have any maintenance questions – we are here to help.

## Return to:

**Email** property@inhousing.org.au

**Phone** 08 8373 8333

**Fax** 08 8373 8373

## Date

## Name (Tenant/Person requesting)

## Unit No

## Street No

## Street Name

## Suburb

## Postcode

## Is the job (please tick)

**Emergency** (fix within 24 hours)

**High Priority** (fix within 2-14 days)

**Low Priority** (fix within 30 days)

## Best contact details for house

### Name

### Phone

### Mobile

## Job description

Please include a detailed description of the repair/s requested, including in which room it is to occur and the size/make/model where applicable.

### Job 1

### Job 2

## Items not maintained by inhousing

(refer to 6.3 of the Property Manual)

The *Residential Tenancies Act Regulations 1995*, section 11, explains that Associations (landlords) are not responsible for the following items:

- Air conditioners
- Refrigerations units
- Antennas
- Room heaters
- Ceiling fans
- Spa bath motors
- External blinds
- Waste disposal units
- Floor coverings
- Garden sheds
- Internal blinds and curtains
- Window treatments
- Light fittings
- Dishwashers
- Washing machines
- Swimming pools and associated equipment
- Rainwater tanks, other than where the tank is the only source of water for the premises
- Water pumps, other than where the tank is the only source of water for the premises.

# Work request form guidelines▲

Please refer to the inhousing Property Manual for reference and further details regarding the Work Request Form Guidelines.

## Prioritising Repair Work

(refer to 6.5 of the Property Manual)

**Emergency repairs** are those requiring immediate attention and may involve water, gas, and energy, and/or safety and security. Examples include: no hot water, significant storm damage, blocked drains and toilets (where another toilet cannot easily be used), no power to the house, electrical faults, burst water mains/pipes.

In the event of an after-hours emergency repair, please call 08 8373 8305. Please use this number only if the situation warrants immediate attention prior to the next business day.

**High Priority Repairs** involve situations which cause inconvenience or discomfort to the tenant, or which may cause property damage if left unattended for long periods.

**Low Priority Repairs** involve minor repairs of a non-urgent nature, such as dripping taps.

## Who pays for what?

(refer to 6.0 of the Property Manual)

The information provided below offers some guidelines on who pays for what in specific circumstances, though this is not an exhaustive list. If you would like clarification about a matter, please contact the inhousing Property Officer.

### Landlord's responsibility to fund:

- fair wear and tear on those structural items and fixtures which are the landlord's responsibility
- leaking gutters or taps
- faulty locks or doors (unless damaged by a tenant or guest)
- damage to the roof as a result of wind or storm
- replacing a worn-out hot water service
- items for which a property levy is collected.

### Tenant or support service provider's responsibility to fund:

- any additions/modifications to the property to meet the individual needs of the tenant or their support staff
- damage to the property caused by tenants, visitors or support workers outside fair wear and tear for a domestic house
- all items excluded under the *Residential Tenancies Act Regulations 1995*, section 11
- toilet/drain blockage caused by material in drains or toilet
- washing machines, fridges, microwaves etcetera
- light globe replacement, sensor light adjustments, smoke alarm or call system testing
- cost associated with regaining entry to dwelling if you accidentally lock yourself out
- removal of leaves from roof and gutters, and cleaning of rain water tanks
- intentional damage to doors, walls, screens and handles.