



02 Starting your tenancy

When you accept an offer of transitional housing we will arrange a time for you to meet with us.

You will be provided with documents that you need to read, understand and complete before you move in. These will be explained to you, but please do ask questions as it is important that you understand these documents before you sign them.

These documents are:

Residential Tenancy Agreement – This is a legal agreement between you and Parramatta Mission Community Housing. The agreement sets out the terms and conditions of your tenancy. You will receive a copy of the signed agreement, and you should keep it in a safe place. The agreement is for a fixed term, and states, how much is to be paid in rent and bond.

Tenant Acceptance Sheet – You will be asked to sign an acceptance sheet acknowledging you have received document associated with tenancy including a photocopy of the keys to your new home. All these keys must be returned at the end of your tenancy.

Bond Lodgement form – Your bond either in full or instalments will be sent to NSW Fair Trading using this form. NSW Fair Trading will then send you a deposit notice and a rental bond number. You should keep this in a safe place with your Residential Tenancy Agreement. Your bond will be returned to you at the end of your tenancy provided there is no rent outstanding and there is no damage to the property other than fair wear and tear.

Centrepay Deduction form – Centrelink can arrange for your rent to be paid directly from your benefit at no extra cost to you. We will use this form to set up automatic rent payments with Centrelink.

New Tenant Checklist – NSW Fair Trading provides this fact sheet which contains important information you should be aware of when starting a new tenancy. Make sure you read this carefully and ask us if there is anything you don't understand.

Condition Report – You will receive two copies of the Condition Report; one for you to keep and one to return to us. The report will show our assessment of the property condition as a record of any existing damage or wear and tear. When you move in you need to complete the remaining section of the report and return one copy to us within seven days. When completing the condition report you need to check the condition of the property room by room and fill out the report with either 'Y' if you agree with our assessment or no 'N' if you disagree. If you have any corrections to make, just add them to the report. This is an important document as it lets us know of any damage that has been overlooked and exempts you of these damage costs at the end of your tenancy. It also lets us know what damage has occurred during your tenant, which you will be responsible for.

When you have completed these forms and paid any monies due for rent/bond you will

be given the keys to the property and you can move in. We hope you enjoy your new home!

Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

- fairtrading.nsw.gov.au
- tenants.org.au

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

- rch.nsw.gov.au
- nrsch.gov.au



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