



03 Rights and Responsibilities

As a tenant of Parramatta Mission Community Housing you are entitled to receive a service that meets quality standards. We want to keep in touch with you so we can make sure your experience with us is the best it can be.

As a tenant, you have the right to:

- be treated fairly, with dignity and respect as an individual
- be free from all forms of discrimination, harassment, neglect and abuse
- be consulted on your housing needs and preferences
- be informed of all decisions made about your tenancy
- have safe, secure, appropriate and affordable housing
- have information about you held securely, and treated sensitively and confidentially
- view any information held about you by Parramatta Mission Community Housing
- have Parramatta Mission policies and procedures clearly explained to you when necessary
- lodge complaints, grievances or appeals involving alleged breach of Parramatta Mission principles and policy guidelines and be given information about the complains and disputes procedure
- use all services for clearer understanding and communication, including interpreter services, interpolator services and the use of an advocate.

As a tenant, you have a responsibility to:

- treat other people, including staff, other tenants and neighbours, safely and with respect
- respect the privacy and confidentiality of staff, other tenants and neighbours
- take responsibility for the results of your own decisions and actions
- refrain from discriminating behaviour of any form
- make your needs known as far as you can, including asking questions or asking for information, and providing Parramatta Mission community Housing with information needed to assist you
- tell staff as soon as possible if you are not happy with the service or the manner in which a service is being provided
- take responsibility for your own personal possessions
- meet all your payment responsibilities, including paying your rent on time and telling us if your circumstances change
- Keep the property clean
- Let us know as soon as possible if repairs or maintenance are needed (including smoke alarms)



- Look after the security of the property, including advising us if there are any issues with security
- Make sure family and visitors behave in an acceptable manner, as you are responsible for anything they do with your permission while they are in your home (for example, damaging a wall, playing loud music).

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

Parramatta Mission

The Uniting Church in Australia

119 Macquarie Street, NSW 2150

Phone: (02) 9891 2277 **Fax:** (02) 9891 4577

Maintenance Line: (02) 8188 7414

Web: www.parramattamission.org.au

ABN: 42 266 391 917