



05 During your tenancy

While you are a tenant of Parramatta Mission Community Housing you can expect to be told about anything that affects your tenancy and to be consulted about any decisions or changes that need to be made. We work in consultation with your Support Service Worker to assist you to maintain your tenancy.

Neighbours

Everyone has the right to quiet and peaceful enjoyment of their home. As a Parramatta Mission Community Housing tenant, you must comply with your responsibilities under your Residential Tenancy Agreement and as outlined in the Rights and Responsibilities Fact Sheet. These rights and responsibilities are intended to ensure everyone has a safe and pleasant place to live.

Many of Parramatta Mission Community Housing's properties are close together and, like all communities, will often be home to a diverse range of people with different lifestyles. Being a good neighbour means being mindful and respectful of others, especially when it comes to noise, behaviour of visitors, and use of shared common areas.

If you have an issue with a neighbour, it is best in most cases that you try to sort out the

problem with them directly. Taking time to speak with your neighbour, raising your concerns and explaining why it is a problem, is usually the best way forward. Your neighbour may not be aware that they are disturbing you, and it is likely that you will be able to find a solution together.

If the problem continues or you think the matter is too serious to raise with your neighbour, please speak with us. If needed, we will involve the Support Service Workers of both you and your neighbour, or refer you to mediation through the Community Justice Centre, where an independent mediator may help you resolve your dispute.

If you feel that a neighbourhood dispute is getting out of hand or is too dangerous, please call the police.

Security

We want your home to be a safe place. We recommend that you check the identity of all visitors before you let them in.

If you are suspicious of any person who calls at your home, we advise you not to let them in, or to call the organisation they claim to represent before letting them in. We also ask that you don't ever attach your address to your house keys, as this could cause a security problem if you lose your keys.

Alterations or decorations

You must have permission in writing from Parramatta Mission Community Housing before you install anything, make alterations or additions, or carry out any painting. If you do not have approval, you could be responsible for reversing or fixing these changes at your own expense.



Residential Tenancy Agreement renewal

Your Residential Tenancy Agreement is a fixed term agreement, generally for periods of three months. We will talk with your Support Service Worker throughout your tenancy to ensure you are compliant with their requirements. A property inspection will be arranged before the end of the fixed term agreement to confirm you are meeting the responsibilities of your Residential Tenancy Agreement. You must be compliant with both these requirements to be offered a further fixed term agreement.

If your Residential Tenancy Agreement is renewed we will ask you to confirm your household details, including who is living with you and your household income. If your income has changed, please be aware that we will need to recalculate your rent. We will arrange to meet with you to sign your new Residential Tenancy Agreement, and if your rent has changed, a new Centrepay form and Rent Calculation report will be completed. Your Support Service Worker will be invited to attend this meeting and you will receive a copy of your new agreement to keep for your records.



Visitors

You are responsible for anything a visitor or guest does while in your home (for example, damaging a wall, playing loud music).

To be regarded as a visitor the person must be able to provide evidence acceptable to Parramatta Mission Community Housing that he or she permanently resides at an alternative address. Such evidence might include a current driver's licence, identity card, a current Centrelink Statement or utility bills in that person's name.

If acceptable evidence is not provided he or she will be considered an unauthorised resident and your tenancy will be in jeopardy.

Property Inspections

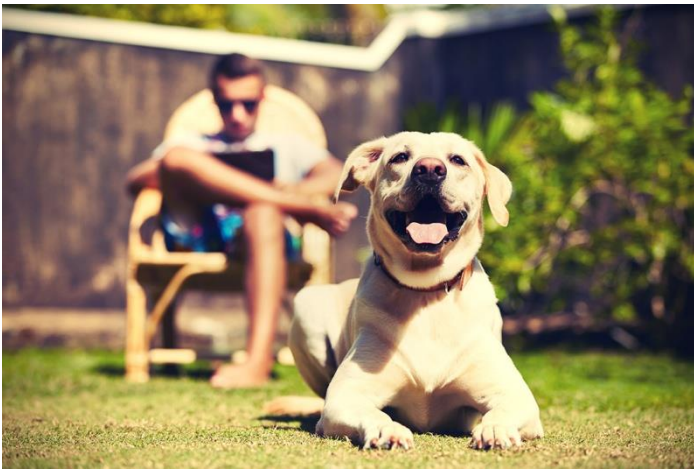
Parramatta Mission Community Housing will conduct a property inspection approximately two months into your Residential Tenancy Agreement period. This is to check that the terms and conditions of the agreement are being followed and whether any repairs or maintenance to the property is needed. You will receive a letter at the time of your move in to advise of the first inspection date and time. Both you and your Support service Worker will be invited to attend the inspection. However, if you cannot attend, we will need to carry out the inspection without you.

Going on holiday

If you are planning to be away from your home for more than four weeks, please notify us as soon as possible. Rent must still be paid for the period that you are away from your home.

Pets

Unfortunately many Parramatta Mission Community Housing properties are not suitable for keeping a pet. We ask that you don't keep any animal without Parramatta Mission Community housing's prior written consent. If you are considering bringing a pet into your home, please contact us before doing so.



Breach of agreement

If any of the terms and conditions of the Residential Tenancy Agreement are not followed you will be considered to have broken, or breached, your agreement. We will meet with you to discuss this issue and you will be provided a formal notice in writing outlining the issues and a timeframe for this to be remedied.

If the breach cannot be resolved, your agreement may need to be ended. If this happens we will let you know by giving you written notice in accordance with the Residential Tenancies Act 2010.

Communication

While you are living in our housing, we want to communicate with you in a way that is easy to understand. You can let us know how you would like us to contact you. This can be by letters, emails, phone calls or text messages; however, there will be occasions when we will need to communicate with you more formally through letters.

If you need an interpreter service, please let us know and we will be happy to arrange this. You are welcome to bring friends, family or advocates to any meetings we have and your Support Service Worker is invited to be involved in any contact we have with you.

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