

## Tenant Information Sheet

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**1.0 Property:** .....

**2.0 Tenant:** .....

There are a number of responsibilities you have as a Tenant. The Tenant is responsible for:

- Paying rent as agreed in the Tenancy Agreement
- Connecting gas, telephone and electricity in their name and to finalise the accounts on vacancy
- Paying for water usage charges. The water authority will be advised by the Tenancy Worker of the Tenants name
- Paying for the replacement of lost keys
- Never changing the locks without the landlord's permission
- Informing the Tenancy Worker of any required maintenance as soon as practicable
- Keeping the property clean and free of damage including when you leave
- The cost of any repairs that are required as a result of criminal damage by someone else unless the damage has been reported to the police and police event number is provided to UH
- Never altering the property without UH's permission
- Testing the smoke alarm monthly by pressing the test button and reporting any faults immediately to the Tenancy Worker
- Seeking permission for any pets at the property
- Maintaining the lawns and gardens
- Not using or allowing the property to be used for any illegal purpose
- Not using or allowing the property to be used in such a manner as to cause a nuisance or cause an interference with the reasonable peace, comfort or privacy of any occupier of neighbouring premises.
- Their own personal belongings

Fire safety is a shared responsibility. UH, Tenancy Workers and Tenants must comply with all relevant and applicable fire safety laws and standards. Tenancy Workers will show you the location and purpose of any fire safety equipment installed. All fires are to be reported immediately.

On vacating the premises, please leave it clean and tidy. You will be responsible to pay the costs of any excess cleaning required and rubbish removed at the end of your occupancy. The property is expected to be 'made good' by you before you return the keys. You will be charged rent until you return the keys. Please do not return the keys until all your belongings are gone.

UH will request access to the property to inspect the property by giving you 7 days notice. Tenancy Worker inspections will occur once a year and a Builders inspection will occur every 3 years.

Your rent will be reviewed once a year. It is usual practise that rent will increase by the CPI % during that review which in 2017 is just 2%. Proof of income will be required at the rent review. You will be given notice of and supported through the rent review.

Repairs and maintenance are to be reported as soon practicable by calling the Tenancy Worker. Works are classified as Urgent and Non-urgent. Urgent works will be responded to within 24 hours and Non-urgent will be responded to within 14 days. Urgent work is defined on the next page.

**If an Urgent repair is required after hours please call 0428 793 530.**

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**Urgent work is defined as** any work necessary to repair or remedy—

- a burst water service; or
- a blocked or broken lavatory system; or
- a serious roof leak; or
- a gas leak; or
- a dangerous electrical fault; or
- flooding or serious flood damage; or
- serious storm or fire damage; or
- a failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating or laundering by—
  - a landlord in rented premises; or
  - a rooming house owner in a rooming house; or
  - a caravan park owner or a caravan owner in a caravan park or caravan; or
- a failure or breakdown of the gas, electricity or water supply to rented premises, a rooming house or a caravan; or
- an appliance, fitting or fixture provided by a landlord, rooming house owner, caravan park owner or caravan owner that uses or supplies water and that is malfunctioning in a way that results or will result in a substantial amount of water being wasted; or
- any fault or damage that makes rented premises, a rooming house, a room or a caravan unsafe or insecure; or
- a serious fault in a lift or staircase; or
- any damage of a prescribed class.

If access to the property is not granted when the contractor is available to attend then an agreed time will be negotiated with you. If access is not available at the agreed time, the contractor will inform the Tenancy Worker. The Tenancy Worker will then support you to an understanding of the importance of facilitating access and negotiate another suitable time. You may give permission for access when you are not home. This permission must be confirmed with the Tenancy Worker.

This property’s rent is subsidised as a social housing property. UH has a number of eligibility requirements to comply with for this property. If your circumstances change please advise your support service within 14 days so both yours and UH’s requirements can be met appropriately.

I acknowledge I have been given Key/s number/s..... to the property and that I have read and understood the information in this document.

**3.0 Signed..... Date: .....**