

nrh
northern rivers housing



**TENANT
HANDBOOK**

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WELCOME



Craig Brennan
Chief Executive Officer

On behalf of the team at Northern Rivers Housing, welcome to your new home.

This tenant handbook contains lots of useful information such as:

- [how to pay your rent](#)
- [your rights and responsibilities](#)
- [how to report a repair](#)
- [where to go if you need help](#)

You can also access our website for more information for tenants at: nrh.org.au

Our mission at Northern Rivers Housing is to provide affordable and secure housing, providing homes, improving lives and strengthening communities. NRH manages around 1000 tenancies and covers a wide geographical area and our local government areas include Tweed Shire, Byron Shire, Lismore, Richmond Valley, Kyogle, Ballina and the Clarence Valley.

We also work closely with partners who can provide support services where needed. Please feel free to ask your Tenancy Manager if you would like to know more about the services we can link you in with.

Please feel free to contact us if you have any questions after reading this handbook.

Sincerely,





To report Repairs:
Call our **Repairs Hotline** on: **02 6627 5333**

For all other matters contact your NRH branch:

LISMORE BRANCH

29 Molesworth Street
(PO Box 145)
Lismore NSW 2480
Ph: (02) 6627 5300

tenancy.lismore@nrh.org.au

TWEED BRANCH

42A Wharf Street
(PO Box 413)
Tweed Heads NSW 2485
Ph: (07) 5523 5800

tenancy.tweed@nrh.org.au

GRAFTON BRANCH

119 Pound Street
(PO Box 948)
Grafton NSW 2460
Ph: (02) 6642 9100

tenancy.grafton@nrh.org.au



Or visit our website at: www.nrh.org.au



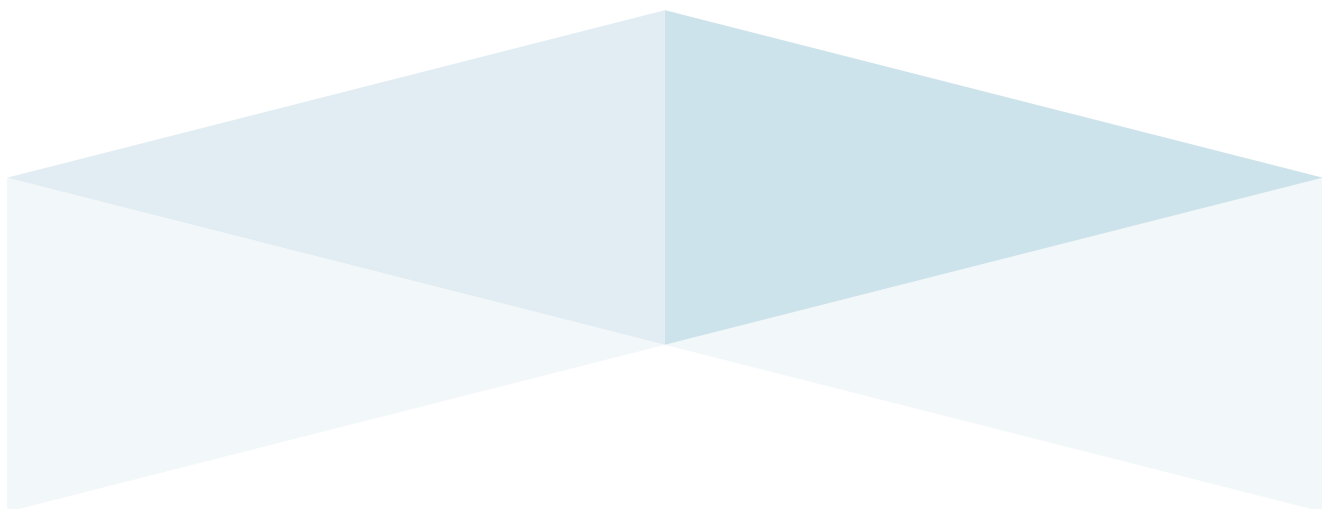
At Northern Rivers Housing we acknowledge the Widjabul Wia-bal people of the Bundjalung Nation (Lismore) and the Minjungbal people (Tweed), Nganduwal dialect tribal group and the Gumbaynggirr and Yaegl people who are the traditional custodians of the land that comprises the Northern Rivers, where we operate.

CONTACT INFORMATION FOR YOUR TENANCY

| |
|---------------------|
| YOUR ADDRESS |
|---------------------|

| | | |
|------------------------|--------|--|
| TENANCY MANAGER | Name | |
| | Phone | |
| | Mobile | |
| | Email | |

| | | |
|-----------------|--|--|
| PAYMENTS | Your payment reference number (NRH Tenant number) | |
| | For rent payments: | |
| | For all other payments E.g Water charges or repairs): | |



MOVING INTO YOUR NEW HOME



Property Condition Report

When you sign your tenancy agreement you will be provided with two copies of your Property Condition Report. This details the condition of the property when you move in and will be used to compare the condition of the property when you move out. This is an important document that will be used as proof of the condition of the property.

- You must return one copy of your completed Property Condition Report within 7 days from the start of your tenancy.
- Keep one copy for your own records.

Insurance for your belongings

We encourage you to obtain insurance cover for your belongings. NRH does not cover you for loss or damage to your possessions.

Bond

- A Bond is charged for all our properties.
- The Bond amount is four weeks of your calculated weekly rent.
- We will lodge your Bond with the Bond Board at Department of Fair Trading as per law.
- The Bond will only be refunded to you at the end of your tenancy if:
 - There is no property damage
 - The property is left clean; and
 - There is no rent or maintenance debts owing.

Essential Services

Don't forget to let people know that you have moved – this could include:

- Centrelink
- Electricity, gas and telephone
- Post office
- Medicare
- Phone company
- Banks
- Schools
- Doctors
- Dentist
- The Australian Tax Office
- Electoral Commission
- Employer/Superannuation fund

Water Charges

You are responsible to pay for your water usage. There are several options to pay your water bill, your Tenancy Manager will discuss the best way for you at the start of your tenancy.

PAYING YOUR RENT

- Rent can be paid weekly or fortnightly.
- Rent must be paid in advance.



How to pay your rent

Centrepay

Regular payments can be automatically deducted from your Centrelink benefits using Centrepay Deductions.

- Centrepay Deduction Service is free, quick and easy
- You can start or change a deduction at any time
- You will need your Tenant Reference Code from NRH
- You will also need NRH's Centrelink Reference Number – 555 012 631C

Direct Deposit

You can set up a regular electronic transfer from your account to NRH.

NRH Bank details:

Account name: North Coast Community Housing

BSB: 032 539 **Account Number:** 438432 **Bank:** Westpac

Reference: Your NRH Tenancy Reference Number

EFTPOS

- You can pay rent at your local branch via EFTPOS.
- You can pay rent over the phone via EFTPOS by calling your local branch.

Please note we do not accept cash.

Cheque or Money Order

- To be made out to “North Coast Community Housing Company”.
- Address and name to be written on back of cheque/money order.
- Can either be posted or taken in your local branch.

Deposit Book

- Deposit book to be requested through your Tenancy Manager.
- NRH will give you a bank deposit book which allows you to deposit rent into the nominated NRH bank account.

For security reasons, we do not accept cash payments at any of our offices.

Getting a Tenant Statement

You can request a Tenant Statement from your Tenancy Manager at any time.

Your Tenant statement will show:

- The balance of your accounts
- All charges made to you by NRH – rent, water usage & maintenance
- All payments made by you to NRH from the start of your tenancy
- All charges and payments by you for any previous properties



How your rent is set

Affordable Housing

- Rents for Affordable Housing properties are generally less than 80% of the market rent for the specific property.

For more information you can check out the NSW Community Housing Rent Policy.

Social Housing

- Rents for Social Housing properties are 25%-30% of the gross assessable income of the household plus 100% of Commonwealth Rent Assistance.
- Assessable income includes most types of Centrelink payments, as well as wages and earnings.
- Your subsidised rent is based on your household income and calculated according to the NSW State Government's Community Housing Rent Policy.
- Your subsidised rent may change during your tenancy. We will inform you of any changes and give you adequate notice of any rent increases.
- Rents are calculated using the Community Housing Industry Association (CHIA) NSW calculator.
- You will receive a copy of your rent assessment when you sign your lease.

Proof of income

Proof of income is vital for the correct calculation of rent.

- Tenants who receive Centrelink Benefits are encouraged to sign the "Centrelink Deductions and Conformation Services" form to allow NRH to access the Centrelink Confirmation eServices on their behalf.
- Tenants who have paid employment will need to provide 12 weeks of consecutive and current payslips.
- Self employed tenants will need to provide Profit and Loss Statement signed by a qualified accountant and bank statements as proof of savings/financial assets.

Commonwealth Rent Assistance

- Most tenants who receive a Centrelink benefit are eligible to receive Commonwealth Rent Assistance.
- The Rent Assistance will be based on the subsidised rent you pay to NRH.
- Centrelink calculate your Rent Assistance and NRH will charge 100% of this entitlement.
- To receive Rent Assistance, you must supply Centrelink a copy of your Tenancy Agreement, a Tenant Statement or other evidence of your rent amount that they request from you.

When will your rent change?

- As rents are based on your income, we conduct an income review at least twice a year.
- You will need to supply us with up-to-date information on your income as requested by us.
- The Application for Rental Subsidy form must be returned by the date specified by us.
- If you fail to provide your income details by the requested date, your rent subsidy will be cancelled and you will be required to pay Market Rent for the property.

Changes in Your Household Income

If you or any household members income changes you are required to let us know within 14 days of the change. Examples of changes are when you or a member of your household:

- Commence or cease working (start or stop working).
- Change of working hours.
- Receive a pay rise.
- Change jobs, and increases or decreases of income.
- Change of Centrelink payment.
- Any household member has a baby.
- Commence or cease to receive maintenance payments.



WHAT HAPPENS IF YOU DON'T PAY YOUR RENT ON TIME



If you have problems paying your rent, you should make contact with your Tenancy Manager as soon as possible. Making early contact with your Tenancy Manager is very important.

- You should be 14 days in advance with your rent.
- If you fall behind in your rent by 1 day you are in breach of your Tenancy Agreement.

We will discuss with you your rent situation and depending on your circumstances, we will set up a repayment plan. If you fail to pay the payment plan made and you are more than 14 days in arrears, we may start proceedings to terminate your tenancy. This may include starting proceedings with the NSW Civil and Administrative Tribunal.

If you do not pay your rent and you do not communicate with NRH to make a repayment plan, it is likely that you will be issued with a Notice of Termination (NCAT).

In line with the Residential Tenancies Act we have an arrears process to follow when tenants do not pay their rent on time, including:

- Sending you a text message to remind you that your rent has not been paid.
- Issuing you with arrears letters to remind you that your rent has not been paid.
- Calling you to discuss the arrears.
- Issuing you with a breach notice.
- Issuing you with a Notice of Termination.
- Apply to NCAT for a Specific Performance Order (a court order for payment of rent and rent arrears).
- Apply to NCAT to have your tenancy terminated.

BEING A GOOD NEIGHBOUR

It's important to be mindful of your neighbours.

Everyone has the right to quiet and peaceful enjoyment of their home.



- Keep noise to a minimum, particularly between 9pm and 7am.
- Do not slam doors, sound car horns or shout.
- Be aware on how easily noise travels, especially within unit blocks.
- Refrain from using noisy machinery or appliances when your neighbours are likely to be sleeping.
- Control the volume on your television, radio, stereo etc. Do not put these systems on shared walls. This is especially important for those living in units, flats or duplexes. Place them on a rubber mat or carpet where possible.
- If you have pets, ensure that you always clean up any mess they make and ensure your pets do not make excessive noise, for example a dog barking constantly.
- Take to your children about how their playing habits and behaviour might affect your neighbours.
- Let your neighbours know when you are going to do something particularly noisy such as having a party or having lots of guests over.
- Your visitors are your responsibility – please make sure that they do not disturb others.
- All NRH properties are strictly no-smoking. If you are a smoker please be aware that you are responsible for any smoke-drift from your toxic cigarette smoke that affects your neighbours.
- Look after common areas and be respectful to other people in common areas.



REPAIRS AND MAINTENANCE



How to report a repair:

Call our Property Repairs Hotline on: 02 6627 5333

- Our Repairs Hotline is available 7 days a week 24hrs a day.
- Please tell us as early as possible when you first notice a problem, don't wait until the item is broken or the repair has become very urgent.
- Be patient if we need to ask some questions.
- Tell us as much information as you can. The more information you can give us about the repair, the quicker it can be rectified.
- Photos can be really useful.
- Always provide a contact number when you request a repair and confirm that it is alright for us to give your contact details to the contractor.

Keep in contact and provide access

- Make sure we have your up-to-date phone number and email address.
- Keep your phone with you and answer it if we or our contractor need to contact you.
- Be at home at the agreed time if you've agreed to provide access to our maintenance contractor.
- If you do not have a phone or mobile, leave details of days and times when you will definitely be home.
- When the contractor is finished the contractor will ask you to sign a form saying the work has been completed.
- If the repair is not done as expected or you are not happy with the work, please contact our office to let us know.
- Your feedback on repairs is important to us.
- Please inform the staff member you reported your repair to if you or anyone in the household is unwell or have any Covid symptoms.

Who will carry out my repairs

- For most NRH properties, repairs are organised by NRH, using qualified and licenced contractors.
- You can ask to see their ID when they arrive.
- For properties owned privately (leasehold) NRH will contact the real estate or owner to organise the repair.

Staff and contractor safety when in your home

- We ask that tenants are respectful and courteous.
- Minimise trip hazards.
- Restrain pets.
- Ensure children are kept away from the work area.
- We require our staff and contractors to wear footwear within the property at all times – this is for health and safety reasons.



Planned maintenance

NRH carries out planned maintenance to keep our properties in good condition. Depending on the property you live in, this may include lawn maintenance for complexes, cleaning of common areas, regular checks for fire safety equipment including smoke alarms.

Keys

- NRH does not keep any spare keys for properties.
- Keys are the responsibility of the tenant.
- If you lose your keys, you will need to pay for replacement keys.
- You may want to make a copy of your keys and leave them with a with a trusted friend or relative.



REPAIRS – TROUBLE SHOOTING GUIDE

Plumbing leaks

- To stop the leak, you can turn off the water supply.
- In most cases there is a mini stop (see picture below). These are usually found next to your toilet and under the sinks in the home. There may be two in some locations, one for cold water and one for hot water.
- If there are no mini stops in your home, you can turn the water off at the water mains (usually located at the front of your property).



- Please check your home regularly for water leaks.
- If there is a constant stream of water, please contact our repairs hotline immediately as this is an emergency repair.

If there is a drip, please still notify NRH as soon as possible.

Leaking or blocked toilet

- Please notify NRH using our repairs hotline.
- If leaking outside of the bowl, please mop regularly and turn off the mini stop between uses until a NRH tradesperson arrives.
- You can flush the toilet by using a bucket of water.
- For a blocked toilet try using a plunger to clear the blockage.
- Please note that if the toilet is blocked due to items being put in the toilet it will be a tenant charge. This includes sanitary items, wipes, nappies etc.
- Do not put anything in the toilet other than toilet paper.



Power outage



If you lose power:

- Check if any of your neighbours surrounding you have lost power. If they have been, contact your electricity provider.
- Check if the Safety Switch on your power board has tripped. It will be in the off position if it has tripped. If it has tripped, reset the switch (turn it to the “On” position).
- If the safety switch trips again, you may have a faulty appliance. To check for faulty appliances: Unplug all appliances from power points, reset the safety switch then plug in appliances one at a time until the faulty appliance is located.
- If this does not fix the property, please call NRH’s repairs hotline.



Lights



If you lose power:

- You are responsible to replace light globes and starters during your tenancy.
- If there are no lights in some or all of the property, please check the following:
 - The power is on.
 - The switch in the power box has not tripped and is in the “On” position.
- If the problem continues, please contact NRH’s repairs hotline.



REPAIRS – URGENT AND NON-URGENT



Urgent Repairs

Emergency repairs NRH will respond within **4 hours**:

- A burst water service
- A blocked or broken toilet (if it is the only toilet in the house)
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of the gas, electricity or water supply to the property
- A failure or breakdown of any essential service such as hot water, cooking facilities, heating or laundering
- Any fault or damage that causes the premises to be unsafe or unsecure.

Priority repairs – Inspection required

NRH will respond within **7 days**:

- A minor water leak
- A minor roof leak
- Minor flood, storm, fire or impact damage
- A failure or breakdown of a non-essential service or appliance on the premises
- A light fitting or power point that is not working
- A faulty stove where no elements are working
- No power to part of the property

Non-Urgent repairs – Routine repairs

NRH will respond within **21 days**:

- Doors jamming
- Water hammer
- Faulty internal door locks
- Slow dripping taps
- Servicing of sliding doors and windows
- Replacement of common area light globes
- Hard to turn off taps
- Tightening of door hinges for cupboards such as kitchen and bathroom cupboards
- Tightening of clothes lines
- Uneven hard paving in common areas

Tenant charges for repairs

A tenant may be charged the cost of any repair if the problem has been caused by the tenant and is not fair wear and tear.

SMOKE ALARMS

Smoke alarms save lives and they are there to protect you and your household members. All properties have smoke alarms and different properties have different smoke alarm systems in place.

For NRH capital properties

- All smoke alarms are hard wired.
- We are responsible for maintaining these alarms.
- A contractor of NRH will assess your smoke alarms every 12 months.
- Tenants are responsible for changing the batteries of the smoke alarms installed.
- NRH will check the function of every smoke alarm at every property inspection of your home.

Leasehold properties

- Leasehold properties are properties which NRH leases from the private rental market.
- Owners of these properties are required by law to have smoke alarms fitted.
- You are responsible for changing the batteries throughout your tenancy.

Safe practices for all tenants

- Ensure your smoke detectors are working correctly
- Ensure fire exits are left clear
- Do not leave cooking on your stove or in your oven unattended
- Do not overload power points or piggyback power leads
- Do not leave electrical equipment such as laptops, Ipads, Tablets on beds/sofas etc. as they overheat
- Ensure candles and cigarettes are appropriately extinguished when leaving a room
- Do not use gas cylinders or portable gas stove tops inside your property or on your balcony
- Ensure heaters are correctly installed and serviced regularly
- Think about and have a fire plan for your household and know your emergency exits if there was a fire
- It is a breach of your tenancy to remove any smoke alarms from your property.



If you have a non-working smoke alarm please call the NRH repairs hotline immediately as this is an urgent repair. If you have taken down a smoke alarm, NRH will replace this and it will be a tenant charge.

PROPERTY INSPECTIONS



- NRH staff will regularly inspect your home up to four times per year.
- We will provide you with 7 days written notice of each inspection.
- Property inspections are to ensure that the property is in good working order and that the property is in a similar state to the start of your tenancy.
- Please report any maintenance or repairs needed to our repairs hotline.
- Please ensure all pets are restrained for the duration of the inspection.
- We seek the co-operation from all tenants that all homes are smoke free whilst our staff are in your home.
- We will take photographs during inspections to record the condition of the property.
- If you live in a headlease, the owner or real estate agent may attend the property inspection, along with NRH staff.

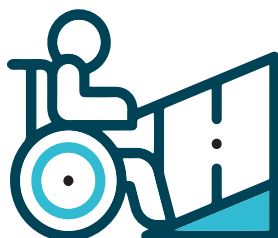
Modifications, Alterations, Additions, and changes to properties

- You must not make any changes to the property, yard or garden without written consent from NRH.
- If there are improvements to the property that you would like to make you must contact your Tenancy Manager and we will reply in writing whether your request to make the requested change has been approved or not. The letter will also stipulate any conditions an approval may have.

Request for modification due to disability or mobility issues

Some tenants require some modifications in their property to support them to continue to live independently at home. If you require modifications to your home:

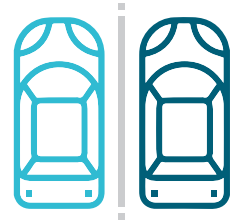
- Contact a home modification service and have an Occupational Therapist assess your home for any modifications that you may need for your home.
- Once this has been completed, please provide the report to NRH.
- You will need to have written permission from NRH to have the modifications carried out at the home.
- NRH may be able to help with some of the costs of the modifications in some circumstances.
- Please make contact with our Assets team to discuss the process further.



Common areas in complexes

PARKING

- Only park cars in designated car parking area.
- Do not park on common property such as grass strips or lawn areas.
- Do not block other people's car spots or garages.
- Do not park in visitor car parking spaces.



GARBAGE

- Check with your local council or neighbours on which days your garbage is collected.
- Rubbish must be placed in the proper bin.
- Please familiarise yourself with the bins at your complex and what recycling can be done.
- If your bin goes missing during a tenancy, you must contact the Police Assistance Line on 131444 to report it lost/stolen and obtain an event number. You will need to phone NRH's repairs hotline and supply them with the event number and details of the missing bin.



DRYING AREAS

- If you share a common clothesline, please ensure that you remove your clothes once they have dried to allow others to use the line.



SMOKING

NRH bans all tenants, including their visitors, from smoking in any common areas.

LAWNS AND GARDENS

If you have yard areas with gardens and lawn you are responsible for:

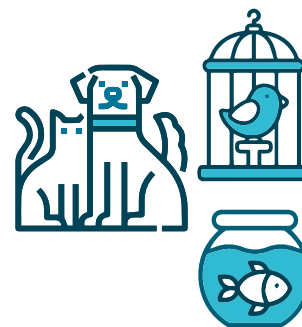
- Keeping gardens free of weeds.
- Keeping lawns mown and edges trimmed regularly.



FREE-STANDING HOMES

- You must use bins provided and remove rubbish regularly.
- You must keep your gardens free of weeds and lawns mown with edges trimmed regularly.

PETS



- Tenants are not allowed to keep pets at the property unless NRH have provided you with written permission.
- Tenants are not allowed to keep animals that are prohibited under local council or other legislation.
- You must complete a pet application to have your pet considered for approval to have at the property.
- If your pet is approved, you will be required to conduct a pest spray at the end of your tenancy.
- If NRH receives complaints about an approved pet, it will be investigated and in some cases the approval may be withdrawn and the pet may need to be removed.

NRH will take into account the following when considering a pet request from a tenant:

- Is the property suitable for having a pet?
- Will the pet interfere with the peace and comfort of neighbours?
- If the requested pet complies with NRH and local government area rules
- You are meeting your obligations as a tenant.

For Leasehold properties, NRH would need to refer the pet request to the owner of the property, and they will make the decision if the pet is approved and will provide written consent.

FACT: Most lease agreements for leasehold properties have clauses added by the property owners and real estates that prevent tenants from keeping cats, dogs or other larger pets at the premises, other than assistance animals.

Assistance Animals

Assistance animals are animals that are specially trained, and usually certified by a training organisation to provide assistance to people with special needs. These can include people with sight or hearing impairment and those susceptible to seizures. You must provide evidence if requested demonstrating that the animal is an assistance animal, as defined in the Disability Discrimination Act 1992 of the Commonwealth. Examples of evidence could include:

- Accreditation from a recognised assistance animal training body, or
- A signed statement that the animal has been trained to assist a person with a disability and meet hygiene and behaviour standards for an animal in a public place.
- We may also request a letter for evidence such as a letter from a medical practitioner, psychologist or support worker.

TRANSFER TO ANOTHER PROPERTY



Tenants can apply for a transfer based on changing housing circumstance. A needs-based assessment will be applied to all tenants requesting a transfer. Each transfer application will be assessed, and you will be notified in writing of the outcome.

To be accepted to go on the transfer list:

- Your rent and non-rent accounts must be up to date; and
- There must be no current NCAT orders or serious complaints against you; and
- You must have established a need for alternative housing under the relevant Housing guideline; and
- Your current home has been kept in good condition; and
- You meet the pathways criteria and have provided the necessary evidence to support your need to move.

To be considered for a transfer you are normally required to meet at least one of the following criteria:

- Your safety is at risk.
- You need to live in a different location in order to:
 - Access essential services
 - To secure or maintain employment
 - To meet cultural obligations
 - To gain access to your children or
 - For family/informal support.

What happens if you are accepted onto the transfer list?

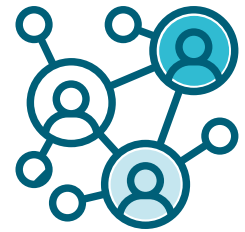
- You will be placed on the transfer list, this may include internal and external depending on your selection.
- You will need to wait for a suitable property to become available, which may take some time.
- When a suitable property becomes available you will be made an offer.
- If you do not accept the offer, you are eligible for one more offer, unless the first offer is considered unreasonable.
- You will only be made two reasonable offers.
- Tenants who are being transferred must meet their removal costs.

What are your options if your transfer was declined?

- If your transfer application is not approved, we will notify you in writing and let you know the reason your transfer application was declined. If you wish to appeal the decision we will tell you how to appeal the decision within the rejection letter.

Tenancy Succession (Taking over another tenancy)

Succession of a tenancy is the situation where a household member applies to continue to live in the property in circumstances where the head tenant is no longer residing at the property. This can be due to death, ill health or disability.



When deciding whether to approve a succession of tenancy, NRH will balance the rights of access to social housing through succession of tenancy against the need for social housing to clients on the register.

If the person is approved for succession (but the property is not suitable because of the size or special needs), another property may be offered. If you would like more information on our succession policy, please contact your local NRH office.

Visitors and additional occupants

- An additional occupant is someone that stays at your home for more than 3 weeks.
- You must notify us of any changes in your household. This means if anyone moves into the property with you.
- If you would like your partner to move in, you will need to notify your Tenancy Manager and complete the required documents to request approval for an additional occupant.
- If others move in with you and are approved, you will remain the legal tenant, meaning you are responsible for the total rent payment and you will keep your housing if you no longer wish to live with the additional occupant.



NRH takes matters of households failing to declare all current residents and their true income seriously. We have processes in place to undertake formal investigations where allegations are made about rental subsidy non-disclosure or fraud matters.



MOVING OUT OF YOUR HOME



- If you are moving out of your home, please give us as much notice as possible.
- Depending on your lease agreement you must give us a minimum of either 14 days or 21 days' notice in writing.
- If you have not given the correct notice, NRH will charge rent for the applicable notice period.
- You must leave the property in a clean and tidy condition.
- Repair or replace anything that you have damaged.
- Remove all rubbish, both inside and outside.
- Remove all personal goods, including unwanted furniture and electrical equipment .
- Make sure your rent is paid up to the end of your tenancy.
- Ensure all your rent and non-rent accounts are paid and up to date.
- You must return your keys into your local NRH office, rent will be charged until all keys are returned.
- Please provide your new address to enable us to finalise your bond.



NRH will charge you for costs incurred if you have not left the property in a satisfactory condition.

Your Responsibilities

Your responsibilities as a tenant include:

- To pay your rent on time.
- To pay your non-rent charges such as water/repairs on time.
- To notify NRH of any damage to the property or any repairs.
- To mow your lawns and maintain the gardens.
- To ask permission before making any alterations or having any repairs done. For example, putting hooks in the wall, painting, putting up shelves, installing air-conditioners or pay-tv.
- To change light globes and fuses as needed.
- To use your property for residential purposes only.
- To be a good neighbour and not to cause a nuisance to the people living near you (people visiting your home must also do the same).
- To keep the property in a similar condition to the way it was when you moved in, except for fair wear and tear. You are required by law to leave it in the same condition (except for fair wear and tear) if you end your tenancy with us.
- To notify us if you leave the property for more than four weeks.
- To treat NRH staff and contractors with courtesy and respect.

Our Responsibilities

Our responsibilities include:

- To keep your home in good repair.
- To speak to you if we have to change your agreement or any of our policies that may affect you.
- To complete reported repairs within a reasonable time.
- To treat you with courtesy and respect.

Please note that there are limits to what we can do and we ask for your understanding on this. There are many things that we can help with and there are also things that are outside of our control that we are unable to assist in the way that you may like. We must abide by the Residential Tenancies Act 2010, therefore with things like neighbourhood disputes we are guided by the act and are required to work within it.



Need more help or information?

If you need any more information about NRH or your tenancy with us, please contact any of our local offices.



Regular Newsletters

NRH Provides regular Newsletters throughout the year with up-to-date information. These can be found on our website at **www.nrh.org.au**



Giving us feedback

We welcome and really value your feedback.

You can give NRH feedback by using the following methods:

- Via our **website**: <https://www.nrh.org.au/complaints-compliments-and-feedback/>
- **Email** your Tenancy Manager or email info@nrh.org.au
- **Phoning** NRH on **02 6627 5300** or your **NRH local branch**
- **Visit** our office at any of our local branches
- **Write** to us, P.O. Box 145 Lismore NSW 2480.



Making a Complaint

There is a process for letting us know if you are concerned about our service or about your home.

Here's how else to lodge a complaint or otherwise appeal a decision made on a complaint already registered:



By filling out the feedback form below



By email complaints@nrh.org.au



By telephone **(02) 6627 5300** or direct lines or mobile numbers



In person at an NRH office or at an off-site location (for example, an event)

Of course, we encourage you to talk to NRH direct.

We encourage our tenants to discuss any concerns or problems with their Tenancy Manager.

If you aren't satisfied with the conversation you have with the Tenancy Manager or you are not comfortable talking with them, you can ask to speak with the Team Leader.



What happens once you submit a Complaint or Appeal?

NRH will acknowledge the complaint or appeal within two (2) business days of receiving it.

A team leader or manager will read your complaint or appeal and review any records we have about the matter. The investigation will be completed within 28 business days and a written response will be provided.

To respond and take action, we ask that you include detailed information. For example, a property address if the feedback is about a property.



Independent help with your tenancy

Our tenants are always welcome to seek independent advice from other organisations.

- Northern Rivers Tenancy Advice and Advocacy Service – **1800 649 135**
 - This service is a free service and can assist you with matters relating to your tenancy.
- Housing Appeals Committee – **1800 629 794**
 - In matters where an appeal against a decision made by NRH has not been successful.



Your Privacy

NRH will protect your privacy and we protect the information you provide to us. We make a commitment to you to keep the information that we collect from you confidential.

NRH will only disclose personal information to third parties where you have given us permission to do so. You must give this authorisation in writing.

The only exceptions to this are when we believe we have a duty of care to disclose, or we are required to as part of a law enforcement process.

All information about your tenancy is kept in your local branch office either in your tenant file and/or in our electronic filing systems.

You have a right of access to any personal information held about you by our Company (provided supplying it to you does not breach the privacy of others).



Further Information

IN AN EMERGENCY

Police, Fire, Ambulance Phone **000**

Police Link Phone **131 444**

SUPPORT SERVICES

My Aged Care - www.myagedcare.gov.au

Phone: **1800 200 422**

National Debt Helpline - www.ndh.org.au

Phone: **1800 007 007**

St Vincent de Paul - www.vinnies.org.au

Phone: **13 18 12**

Wesley Mission - www.wesleymission.org.au

Phone: **1300 541 626**

Lifeline Crisis Support and Suicide Prevention - www.lifeline.org.au

Phone: **13 11 14**

National Domestic Family and Sexual Violence Counselling Service - www.dvnsw.org.au

Phone: **1800 737 732**

Northern Rivers Community Gateway - www.nrcg.org.au

Phone: **02 6621 7397**

GROW (Mental Health wellbeing support) - www.grow.org.au

Phone: **1800 558 268**

The Buttery – Drug, alcohol and mental health support - www.buttery.org.au

Phone: **02 6687 1111**



Community Housing and Social Housing Information

Community Housing Rent Policy

https://www.facs.nsw.gov.au/__data/assets/pdf_file/0003/333282/NSW-Community-Housing-Rent-Policy.pdf

Social Housing Eligibility

https://facs-web.squiz.cloud/__data/assets/pdf_file/0019/333253/NSW-Community-Housing-Eligibility-Policy.pdf

Tenancy Advice information

Residential Tenancies Act 2010

legislation.nsw.gov.au/view/html/inforce/current/act-2010-042

Northern Rivers Tenants' Advice & Advocacy Service

www.tenants.org.au

Phone: **02 6621 1000** or **1800 689 889**

Department of Fair Trading

www.fairtrading.nsw.gov.au

Phone: **13 32 20**

Legal Advice

Legal Aid

www.legalaid.nsw.gov.au/contact-us/our-offices

Phone: **02 6621 2082**

New South Wales Civil and Administrative Tribunal (NCAT)

www.ncat.nsw.gov.au

Phone: **1300 006 228**

Local Councils

Lismore City Council - www.lismore.nsw.gov.au

Richmond Valley Council - www.richmondvalley.nsw.gov.au

Tweed Shire Council - www.tweed.nsw.gov.au

Clarence Valley Council - www.clarence.nsw.gov.au

Kyogle Shire Council - www.kyogle.nsw.gov.au

Ballina Shire Council - www.ballina.nsw.gov.au

Byron Shire Council - www.byron.nsw.gov.au



TENANT HANDBOOK

LISMORE BRANCH

29 Molesworth Street
(PO Box 145)
Lismore NSW 2480
Ph: (02) 6627 5300

tenancy.lismore@nrh.org.au

TWEED BRANCH

42A Wharf Street
(PO Box 413)
Tweed Heads NSW 2485
Ph: (07) 5523 5800

tenancy.tweed@nrh.org.au

GRAFTON BRANCH

119 Pound Street
(PO Box 948)
Grafton NSW 2460
Ph: (02) 6642 9100

tenancy.grafton@nrh.org.au



Visit our website at: www.nrh.org.au

