

ALLIANCE HOUSING WA



Alliance Housing (WA)

*Supporting Affordable Housing
in the South West*

TENANT HANDBOOK

May 2017 (Revised October 2018)

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1. About Alliance Housing.

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Please take the time to read this handbook. It has important information regarding your rights and obligations, as a tenant of Alliance Housing WA.

Alliance Housing is a 'not for profit' housing provider operating currently in the South West regions of Western Australia. We also have 10 units in Narrogin for families.

Alliance Housing was established in January 1997. Up until 2012 we operated as Bunbury Housing Association (BHA) a community based Regional Housing Association providing quality, affordable housing for people on low incomes and clients with special needs.

1.1 Customer Charter

Alliance Housing has a Customer Charter on display in the reception of our office at U2/93 Albert Rd, Bunbury.

1.2 Community Housing Standards

Alliance Housing strives to meet and where possible better the approved standards for community housing. Our aim is to provide a sound, secure, affordable long term housing service.



2. The Law and Your Tenancy Agreement

2.1 Residential Tenancies Act (RTA)

The Residential Tenancies Act (1987) and associated regulations covers rental housing in Western Australia.

All Alliance Housing tenancies are managed in compliance with the Residential Tenancies Act.

2.2 Tenancy Agreements

Tenants in Alliance Housing properties sign a residential tenancy agreement, before moving into the home. You will receive a copy of this agreement. It is an important document. Please keep it in a safe place.

3. Before Moving In

3.1 Rent Assessment

People offered accommodation by Alliance Housing have their rent assessed based upon their household income. All rents are assessed at no more than 25% of your income. This will include any part time and casual employment earnings. If eligible, 100% of Commonwealth rent assistance from Centrelink is also factored into the rent. More information on what is Assessable Income can be found in our Policy Manual, which you can read on our Website (www.alliancehousing.com.au).

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3.2 Household Income

This is the total amount of regular assessable income that the tenants residing in the property normally receive. If you start part time or casual work, you must notify Alliance Housing immediately and provide pay slips (previous 2 consecutive) to prove your income.

3.3 Rent Assistance

You may be eligible for Commonwealth Rent Assistance. You can discuss this with the Tenancy Officer or contact Centrelink for a ruling and assessment.

3.4 Rent in Advance

Tenants **must** pay two weeks rent in advance before moving in, and maintain the two weeks in advance for the duration of the tenancy.

Please see Section 4, concerning payment methods.

3.5 Bonds

Tenants are required to pay Alliance Housing a security bond which is equal to four (4) times the weekly rent. All security bonds are held by the Bond Administrator in Perth (see 7.3).

Pet bonds are discussed in section 3.6

3.6 Pets

Pets, in particular birds (including poultry), cats and dogs, are not permitted. Strata titled group development properties almost exclusively forbid pets under the strata company rules. As such, Alliance Housing will normally refuse any requests for pets in Strata Titled properties.

Only in some circumstances will Alliance Housing consider a written request to keep a pet at a non-strata titled property.

If a pet is permitted, the tenant will be required to pay a pet bond of \$260 (set under the Residential Tenancies Act Section 29), which will be held by the Bond Administrator. The tenant must also agree to sign a Pet Indemnity form, which advises the conditions the tenant must adhere to in keeping a pet at the property. The tenant will need to understand the conditions and agree to them before committing themselves to a pet.



Tenants will also be responsible to have the property professionally fumigated on vacating the property at their own expense and the receipt given to

Alliance Housing as proof of the requirement being met.
Bond refunds are covered later in the handbook (see 7.3).

3.7 Property Condition Reports (PCR)

The Property Condition Report records the condition of the property at the time you move in. This report is to protect both Alliance Housing and the

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tenant, being an accurate and agreed description of the condition of the property at the commencement of the tenancy.

Often, photos are included, as part of the PCR.

Photos and the PCR must be signed by the Tenancy Officer together with the tenant to show that they both agree on the condition. A signed copy is given to the tenant. Should significant alterations or upgrades to the property occur during the tenancy, an amended report will be completed. The PCR is an important document and should be kept in a safe place.

NOTE

Upon moving out, the report is the basis for comparisons to establish if you have a liability. The condition of the property when you move out will affect how much bond is returned.

3.8 Rights and Responsibilities

Before moving in, all tenants will receive a copy of Form 1AC Information for tenant. 'Renting a home in WA, a tenant's guide' is found on the Department of Commerce website

www.commerce.wa.gov.au/sites/default/files/atoms/files/tenantsguide/pdf, which you can download, this guide has more information on your rights and duties covered by the Residential Tenancies Act. Alliance Housing and the tenant both have duties and responsibilities.

Some of these are:

Tenant	Alliance Housing will
Pay rent, gas, water, electricity consumption or other costs punctually.	Give proper notice before entering property. AH may enter the property without notice in circumstances permitted in the Residential Tenancies Act or if consent is given.
Do not create disturbance in the neighbourhood.	Provide secure housing.
Do not damage the property.	Allow the tenant to have quiet enjoyment of the property.
Inform Alliance Housing if damage occurs.	Provide a property that is in good condition.
Do not conduct or permit to be conducted, any illegal or antisocial activity on the property.	Pay all rates, service and statutory charges.

3.9 Sub-letting

Sub-letting is not permitted in Alliance Housing properties. In the rare situation that sub-letting may be considered, the tenant must put the proposal in writing to the Alliance Housing Chief Executive Officer (CEO) and seek special written authorisation.

3.10 Visitors

Visitors do not form part of the tenancy agreement and are not permitted to stay, without the prior approval of the Tenancy Officer and then for **two weeks maximum**.

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Anyone not covered by the signed Residential Tenancy Agreement and continually staying at the premises, must have Alliance Housing permission prior to moving in and must contribute to the rent of the premises by having their income assessed.

Do not forget, the tenant is always responsible for the behaviour, actions and any damage by anyone staying or invited onto the property.

3.11 Lodgers

Lodgers are not permitted

3.12 Neighbourhood

Tenants and their visitors **must not** be a nuisance to neighbours. This could include noise, inconsiderate actions, and illegal or anti social behaviour that disturbs the neighbourhood.

If you feel your neighbours are a major disturbance, you may want to submit a complaint. Please see section 6.2, which will explain the procedure and how you can proceed. Alliance Housing will endeavour to resolve the problem, however, Please be aware that there are steps that need to be taken by Alliance Housing according to the RTA, and this is a process which takes time to execute.

Do not hesitate to contact the police immediately (see section 8.4), if you are concerned for your safety or for others or if suspect illegal activity.

Tenants also have a right to the quiet enjoyment of their home.

3.13 Insurance

Tenants are responsible for insuring their own household contents.

Alliance Housing is responsible for statutory cover and insuring the building and any contents that are the responsibility of Alliance Housing. Alliance Housing is not liable for any loss or damage to the tenant's contents.

3.14 Gas Bottles

If the property needs gas and there is no natural gas lines, AH will supply at the property gas bottle/s for your use. The number of gas bottles at the property will be recorded on the ingoing PCR and you will need to ensure that the same number of bottles remain on vacating the property.

3.15 Rent Reviews

Reviews are conducted 6 monthly or as permitted by the RTA. Where appropriate, tenants will be contacted requesting an income statement &/or wage slips. Other tenants who have completed and signed a Centrelink deduction and confirmation form will have their income automatically assessed. Rent will be assessed in accordance with a Housing Authority approved calculator.

3.16 Inspections

The RTA provides Alliance Housing the authority to carry out property inspections. The Tenancy Officer will inspect your property on a regular basis. Tenants will be given a minimum of 7 and maximum of 14 days written notice on an approved form of the intended inspection; this is in accordance with the RTA. If you are not going to be home but agree to the inspection still

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being carried out, the Tenancy Officer will use the spare key kept at the office to gain entry but asks that if you have a dog, please secure it for that period of time.

Items found during the inspection, requiring attention by Alliance Housing will be attended to in accordance with the maintenance policy.

Matters which are required to be rectified by the tenant will be advised by the Tenancy Officer. Tenants will be given a fair and reasonable time frame to rectify the matters requiring attention.

3.17 Emergency Entry

Alliance Housing has a key to all of its properties, which are not used without permission by the tenant, except of an emergency - for example:

- Someone trapped in the house
- A reported Medical emergency
- Welfare check (If it is reported that the tenant has not been seen over a period of time and we have not been advised, nor can we contact the tenant).
- Abandonment of property

4. Paying your Rent and Other Charges

4.1 Some Ways to Pay

Rents and other charges can be paid through:

- Centrepay direct deductions (which is the preferred method).
- Through employer by agreement with Alliance Housing.
- Alliance Housing Tenant Bank Identification Card.



4.2 Centrepay (direct deductions from Centrelink)

Centrepay is available for tenants who receive their payments from Centrelink. To pay through Centrepay, the Tenancy Officer will supply you with a form for you to sign which will allow them to set up payment through Centrepay on your behalf. The Tenancy Officer will also give you a Centrelink deduction and confirmation services form to sign, which can allow the Tenancy Officer to check your eligibility, download income statements or make future changes on your behalf with Centrepay, however, it is still your responsibility to ensure that your rent is correct and paid on time.

4.3 Direct Debit

To arrange a direct debit through your bank you will need the bank details of Alliance Housing, which your Tenancy Officer can supply you with a Bank ID card, which has on it your personal recognition number.

4.4 Water Consumption

Alliance Housing pays the water rates. Tenants must pay for the water consumption at the property. You will receive water invoices directly from the Water Corporation/ Aqwest. Tenants will also be liable for the final water meter reading charge upon vacating the property. Tenants with sub meters will receive their water consumption invoices from Alliance Housing WA.

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If you choose Bank deposit or Bank transfer and it is not successful and you continue to get into rent arrears, you will be asked to change your method of payment to something more suitable.

5. **Repairs and Maintenance**

'As per policy 2.2', Alliance Housing (AH) will comply with the property maintenance requirements of Section 36 of its Community Housing Agreement (CHA) with the Housing Authority. Reflecting the requirements of and in compliance with the Residential Tenancies Act (1987) and the Residential Regulations Act (1989), Alliance Housing endeavours to keep all of its properties in good order before and during any tenancy. This policy is implemented to ensure a safe, healthy and secure environment for the tenant and ensure the property maintains its value.

- The maintenance responsibilities which includes what AH is responsible for and what is a shared responsibility with Housing Authority (HA) or no responsibility if housing is privately owned
- Housing Authority is responsible for some structural repairs and removal and/or repairs if Asbestos identified. AH will follow the 'Maintenance Defects Process' as per the HA – 'Community Housing Asset Condition Standards & Guidelines Manual for Managed Premises'.
- AH follow any Statutory, regulatory and contractual requirements included but not limited to:
 - the *Housing Act 2003* and *Housing Regulation 2015*
 - The *Residential Tenancies Act 1987(RTA)*, *Residential Tenancies Regulations 1989*, *WA Building Regulations 2012*, *Fire and Emergency Services Act 1998*, *Occupational Health & Safety Act 1984*
 - HA - Community Housing Agreement
 - HA - Community Housing Asset Condition Standards & Guidelines Manual for Managed Premises.
 - the National Regulatory System for Community Housing (NRSCH) – for organisations required to be registered'

Maintenance information and Emergency information can also be found on our website (www.alliancehousingwa.com.au).

5.1 ***Urgent Repairs***

Each of the following is prescribed by the RTA as essential services and repairs will be arranged (not completed) within 24 hours after it has been reported to AH:

- Electricity
- gas
- Sewerage. Septic tank or other waste water management treatment
- Water, including the supply of hot water

5.2 ***Other Urgent Repairs***

Any event, which may affect the safety of tenants, the neighbourhood or lead to damage to the property or cause the tenant undue hardship or inconvenience, may be considered other urgent repairs and according to the RTA must be arranged (not completed) within 48 hours of being reported to AH.

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Examples:

- Tree fallen onto a building
- Fire damage
- Burst pipes or blocked drains
- Flooding



Alliance Housing reviews its service providers from time to time to ensure a high standard maintenance provision is maintained to our clients.

During office hours, please contact Alliance Housing who will issue urgent work orders promptly.

Out of office hours, if you experience an emergency at your home, you should contact the appropriate emergency service as per section 8.4 Emergency List, no matter what the time of day.

Tenants should keep receipts for any repairs to their home and if justified, Alliance Housing will reimburse where appropriate. However please note that we will only reimburse you where there has been a genuine failure of an essential function at the property requiring immediate attention.

Where tenants either lose their keys or lock themselves out it will be their responsibility to contact the locksmith and all costs associated with this is at their own expense. See section 5.9.

5.3 Day-to-Day Routine Maintenance

Repairs, which don't cause a risk to tenants or are unlikely to lead to damage to the building and/or neighbourhood, are referred to fair wear and tear repairs, which arise through normal use.

Examples:

- Minor plumbing repairs
- Repairs to doors/cupboards
- Worn fly screens
- Worn internal fixtures & fittings

For day-to-day or routine maintenance please call the Tenancy Officer at Alliance Housing during office hours.

Alliance Housing will ensure the work is completed satisfactorily.

5.4 Day-to-Day Priority Maintenance

Some maintenance will be treated as a priority and can be discussed with the Tenancy Officer. Alliance Housing will arrange to have the problem rectified as soon as a tradesman is available. You must be available for the tradesman to attend the property. As per your lease agreement, a contact phone number will be given to the tradesman so that you can be contacted to arrange a suitable time for repairs to be carried out.

You may be charged all costs incurred by Alliance Housing, if:

- A time has been arranged with you and there is no-one in attendance when the tradesman arrives.
- Access to the property is unavailable.
- Damage to the property occurs due to the length of time that access to the property has been prevented.
- Unreported maintenance has caused damage to the property.

5.5 Basic Maintenance

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Basic household maintenance is considered the tenant's responsibility, eg replacing light globes/fluros, cleaning windows and exhaust fans, dusting and removing cobwebs inside and out.

In consideration of the safety for over 55s or others at AH's discretion, Alliance Housing will employ a Contractor for anything involving heights, this will include such things as changing the light globes/Fluro but these tenants will need to provide the new globe/Fluro (or will be invoiced for the item/s by Alliance Housing).

It is the tenant's responsibility for garden maintenance, such as mowing, edging lawns, weeding and pruning. The gardens are part of the overall property inspection, therefore, if plants that are supplied in the gardens, and recorded on your ingoing property condition report and die due to neglect (eg lack of water, pests etc.), then the tenant is responsible to replace them at their own cost.

5.6 Tenant Liability

The tenant must pay for repairs to the property, which are caused by neglect, misuse, accidental or wilful damage. Tenants will be given a fair and reasonable time frame to rectify the damage.

A tenant does not have to pay for fair wear and tear. (eg. faded paint, normal wear of carpet or vinyl). Fair wear and tear means the deterioration of the property over time and through constant usage.

A tenant is not responsible for damage done by an illegal act provided they report it to the Police and provide Alliance Housing with a Police incident report number along with full details of the incident. Alliance Housing may require a written explanation. The tenant must provide the Police with full and accurate information and the name of the person(s) responsible if they are known. This is also required for any insurance claim and application for restitution.

5.7 Long Term Maintenance

Houses may need some major maintenance carried out by Alliance Housing from time to time to keep them in good order. This may include but is not limited to - repainting, renovating kitchens or bathrooms, replace floor coverings, gutters, downpipes or hot water systems.

When this type of maintenance is approved Alliance Housing will work with the tenant to minimise inconvenience.

5.8 Property Alterations

Tenants are not permitted to carry out structural or other alterations (i.e. building additions, painting etc.) or change the décor of property. Matters requiring licensed or qualified persons must not be attempted by the tenants. Minor matters which add to the comfort of the tenant may be permitted, however prior approval must be obtained from Alliance Housing.

5.9 Lost Keys

The tenant is responsible for the replacement of any lost keys. If you lose keys, during office hours, contact the Tenancy Officer who will arrange for you to pick up the spare key and have one cut at your expense.

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Where tenants either lose their keys or lock themselves out it will be their responsibility to contact the locksmith and all costs associated with this is at their own expense.

In some cases locks may have to be replaced if keys are lost. If this happens the tenant must pay for the lock replacement.

5.10 Posters, Pictures and Paintings

Approval from Alliance Housing must be gained before inserting wall hangers. Nails, drawing pins, sticky tape and blue tac (or similar) must not be used. Any damage to the walls, ceilings, doors or paintwork, caused by the hanging of posters, objects or paintings must be paid for by the tenant.

5.11 Pests and Vermin

As a general rule, any outbreak or infestation of pests such as rats, mice, possums, cockroaches, termites, ants, spiders, wasps or bees requiring attention by a pest control operator is Alliance Housing's responsibility.

Alliance Housing is not responsible for infestations caused by the tenant's activities or lack of cleanliness. The tenant is required to take basic pest prevention measures, such as storing food properly, using sprays and baits.

All other household pests are the responsibility of the tenant in all accommodation types.

5.12 How to request repairs

Tenants are advised to contact Alliance Housing as soon as possible after it becomes evident that the property is in need of repairs or maintenance as a delay in notification can often lead to more complex problems. Contact can be made in office hours by ringing the Tenancy Officer on 97915438 or calling in at the Alliance Housing office at Unit2/93 Albert Rd, Bunbury.

You can also use the online maintenance request form on our website www.alliancehousingwa.com.au.

Alliance Housing will contact a tradesman to have the work done as soon as possible and with your permission will provide your contact details to them so that arrangements to attend the premises can be made with you directly.

After work is complete, the Tenancy Officer may contact you to see if the repairs are satisfactory and, if necessary, arrange a time for inspection.

5.13 Smoke alarms & RCDs

Residual current devices

You must ensure that all residual current devices (also known as safety switches or RCDs) are tested, a minimum of every three (3) months. They can be found in the electricity box, inside or on an outer wall of the premise. They have been professionally installed to protect all power point and lighting circuits in your rental property. The Tenancy Officer will show you how to test them. Below is an example of what they look like, but there is some variation between brands, note the test button, is the small square

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one, not the lever. If there are any issues you must contact the Tenancy Officer, as soon as practical.



Smoke alarms

You must ensure that the smoke alarm/s are tested, a minimum of every three (3) months. Rental properties have smoke alarms as required by law.

All Alliance Housing properties have mains-powered (hard-wired) smoke alarms. Mains-powered smoke alarms also contain rechargeable batteries, they must be less than 10 years old (the whole alarm – not just the battery). The tenant tests them by turning off the RCDs and mains power switch and pressing the test button on the smoke alarm. This should cause the alarm sound, then stop. If you test the alarm/s and there is an issue please contact the Tenancy Officer as soon as practical.

5.14 Additional

No smoking is permitted in any building managed or owned by Alliance Housing WA.

There are consequences if it is discovered that this rule has been breached, including:

- Termination of tenancy
- Costs due to damage caused by cigarettes to the property will be charged to the tenant eg additional cleaning costs, repainting the property because of staining, burns.

No unregistered or unroadworthy vehicles are to be kept at premises, without written permission from Alliance Housing WA for a short time only.

6. Working together

6.1 Statement of Tenants Rights

Tenants have the right to:

- Fair and non-discriminatory treatment
- Be treated with respect
- Be consulted on major changes that may affect their tenancy
- A fair and equitable complaint and appeals process



6.2 Complaints and Appeals for Tenants

Alliance Housing has a detailed policy (on our website - www.alliancehousing.com.au), which outlines the steps that can be taken to deal with complaints.

- Talk to the Tenancy Officer.

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- If not satisfied, ask to speak to the CEO or Business Manager.
- If not satisfied, your complaint can be put in writing and forwarded to the Alliance Housing office, for referral to the Board of Management.
- A meeting of two members of the Board of Management may then be held, to which you may be asked to attend. Their decision will be conveyed to you in writing.

Again if the outcome does not satisfy your concerns other avenues can be investigated through the Tenants Advice Service or the State Ombudsman.

A Complaints and Appeals form will be supplied to you with your entry documents and can also be found at the reception. An email can be sent to us using through our Website.

All complaints and Appeals are treated seriously, investigated and a reply will be sent to you within 10 working days of receiving it.

6.3 Tenant Participation

Tenants are entitled to attend the Annual General Meeting. Please ask for further information from any Alliance Housing staff member at the office.

6.4 Feedback from Tenants

Alliance Housing is always interested to hear the constructive views of its tenants. Tenants may wish to make comments to the Tenancy Officer or put them in writing. Completion of our annual tenant survey form is always of importance to Alliance Housing and forms part of our Annual Report. Feedback forms can be supplied upon request and are also on display at the office reception. Tenant feedback helps us to improve our service.

6.5 Confidentiality

Alliance Housing will not give out the personal details or information of tenants to a third party, unless permission is given, or there is an obligation or legal requirement to provide the information.

However, in exceptional circumstances, if it is deemed by Alliance Housing, that non disclosure may result in a possible life threatening situation, or the consequence of non disclosure could produce an occurrence of a serious nature, Alliance Housing may, in good faith and honest belief, release information.

6.6 Referral to support agencies.

If you feel that you are in need of special support, Alliance Housing can refer you to various support agencies who could offer you assistance. If Alliance Housing feels that your personal issues and behaviour/s are liable to breach your tenancy agreement, we may with your permission include a referral to a support agency as a condition of your next tenancy agreement.

Alliance Housing maintains a stock of up to date information brochures of local housing and support agencies in the office reception at 2/93 Albert Rd.

7. Moving On

7.1 Vacating an Alliance Housing Property

If you intend to vacate your property you must give 30 days written notice, before the expiring of your fixed term Residential Tenancy Agreement (as per the RTA). If breaking the Tenancy Agreement, a minimum of 21 days notice

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must be given. This needs to be given to the Tenancy Officer, either hand delivered, posted or emailed to Alliance Housing office. The Tenancy Officer will then contact you to arrange for an inspection.

If the house is damaged, not clean, or there are other outstanding matters, money will be deducted from your bond to cover repairs and cleaning. This is also covered under the RTA.

Rent is charged until keys are returned.

7.2 Evictions

Alliance Housing administers its tenancies in accordance with the RTA. Alliance Housing is a supportive landlord that will work with tenants to help them maintain their tenancies. If any changes to your income or living arrangements occur you must contact Alliance Housing so that it will not affect your tenancy.

Alliance Housing reserves the right to proceed with evictions when all attempts to save the tenancy have failed. Alliance Housing will also invoke the "Three Strikes Policy" when dealing with tenants who do not comply with their obligations under the terms of their tenancy agreement.

If you get a Breach Notice you must treat it seriously and contact the Tenancy Officer or Business Manager immediately.

Some reasons for Breach Notices are:

- Non payment of rent (i.e. by cancelling Centrepay without notifying Alliance Housing)
- Anti-social or inconsiderate behaviour
- Damaging the property
- Conducting or permitting unlawful activities
- Permitting persons who are not on the Tenancy Agreement to live at the property.

7.3 Bond Refunds

Bond money is held in "Trust" by the Bond Administrator at the Department of Commerce in Perth.

Once you have vacated the property and the final inspection has been carried out, an application to the Bond Administrator will be made for release of the bond. The bond will be refunded to you less any money which is outstanding to Alliance Housing or Housing Authority.

Vacating tenants must sign a bond release form, available from the Alliance Housing office. Bonds can not be returned by law without a signed release.

7.4 Abandoned Goods

Do not leave any items behind. If you can't take all your items with you when you leave, please talk to the Tenancy Officer who may be able to give you contact details of storage companies.

If you leave personal items behind, they will be dealt with in accordance with the RTA.

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8. Contacts

8.1 Utility Services

Tenants with proprieties with individual meters, must put Public Utility Services, consumption charges into their own name as per the Tenancy Agreement.

Alinta Gas – 131358

Synergy – 131353

Aqwest – 97809500 (Bunbury)

Water Corporation – 131385 (Australind)

8.2 Alliance Housing

Our office is at U2/93 Albert Rd, Bunbury WA 6230

Our postal Address is: PO Box 1505, Bunbury WA 6231

Phone: 97915438

Our office hours are: **9am to 4pm Monday to Friday** except Public Holidays.

8.3 Emergencies

If you have an emergency, please read section 5.1 of this handbook.

During office hours ring 97915438.

Out of office hours, please contact the relevant number on the emergency phone list in section 8.4.

8.4 Other Emergency Contact Numbers

EMERGENCIES

S.E.S.....13 25 00

DFES Info Line.....1300 657 209

ATCO Gas.....13 13 52

Main Roads WA.....13 81 38

Western Power.....13 13 51

Water Corporation13 13 75

Aqwest faults97913272

LOCKSMITHS

Southern Lock & Safe.....9721 8200

Procure Locksmiths.....9750 5300

Eaton/Australind

Police 9797 0222

Fire 9725 2361

Ambulance 9791 4999

Manjimup

Police 9771 1000

Fire 9771 2365

Ambulance 9771 1374

Bunbury

Police 9722 2111

Fire 9726 0746

Ambulance 9791 4999

Nannup

Police 9756 3555

Fire 9756 1102

Ambulance 9791 4999

Busselton

Police 9754 9555

Fire 9752 2713

Ambulance 9752 3866

Narrogin

Police 9882 2555

Fire 9881 2944

Ambulance 9881 1322



8.5 For more information

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For further information concerning Alliance Housing, please view our Website or contact our office.
Pamphlets can also be found at our Office Reception.

8.6 Other Websites

Below is a website that you might find helpful, concerning Concession entitlements for other expenditure that you may incur in daily living.

<http://www.concessions.wa.gov.au/Pages/default.aspx>

ConcessionsWA

ConcessionsWA is an easy-to-use online resource where you can search by category, concession card type or people group to find details on more than 100 rebates, concessions and subsidy schemes provided by the Government of Western Australia.

Find your concessions...

By Category | By Card Type | By People Group

- Accommodation and Housing
- Arts and Culture
- Education, Training and Employment
- Health and Disability
- Household Bills and Appliances
- Legal
- Regional
- Seniors Card Benefits
- Sport and Recreation
- Tourism
- Travel and Transport

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