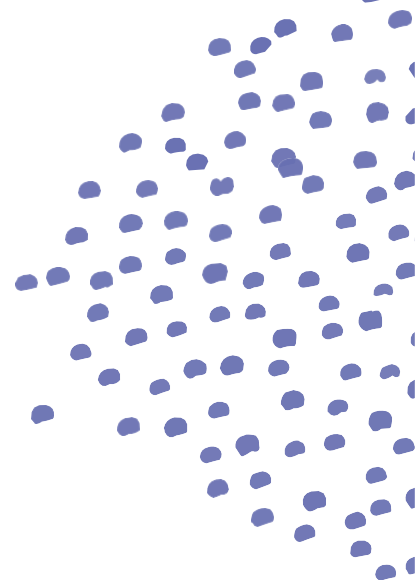


**Rise**



it's a good day for it



# TENANT HANDBOOK

September 2023



**RISE COMMUNITY HOUSING**



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## Contacting Rise Community Housing

You can visit us at:

41a Great Northern Highway MIDDLE SWAN, WA 6056

Our office hours are between 8:00 AM and 4:00 PM Monday to Friday.

Please also post all property and tenancy correspondence to the above address.



Our contact Phone Number is: 6274 3700.

To speak to us, just ask for the Property Department.

Maintenance After Hours Emergency Phone Number: 6274 3784



Email us at the following addresses:

General enquires -

[communityhousing@risenetwork.com.au](mailto:communityhousing@risenetwork.com.au)

Maintenance issues -

[maintenance@risenetwork.com.au](mailto:maintenance@risenetwork.com.au)



Rise was founded in 1973 to support people in the hills and surrounding areas. The Rise Community Housing team manage more than 150 properties.

Rise also provides support services for over 1000 people including people with physical disabilities, intellectual disabilities, and people with a diagnosed mental illness. Our services fall into two main types: Housing Services and Support Services.

Rise Community Housing is a not-for-profit community housing provider within Rise. Rise Community Housing provides people with specialised housing tailored to their individual needs enabling them to live independently within the community.

Our Housing Services include:

- Tenancy Management
- Property Management

Our Support Services include:

- Long Term Housing - support provided in-home. In certain cases, support can be provided up to 24 hours a day.
- Support Services - a tailored and flexible support service for people living in their own homes, to both tenants that are part of the Community Housing Program and tenants who are not.

The level of support can be varied as an individual's needs change. All our services are designed to enable people to enjoy the five key components of independent living-

Privacy,

Dignity,

Choice,

Respect and

Participation.

### Promoting Independent Living

Rise provides affordable housing options and tenancy support services that promote independent living.

Our pursuit of this aim is underpinned by the following values:

- **Integrity** - being transparent and accountable in our business operations.
- **Respect** - listening, understanding and responding to people's needs and aspirations.
- **Honesty** - being open and truthful about the contributions and difficulties for clients.
- **Trust** - believing an individual can be empowered to make life decisions that affect them.

We aim to be:

- **Prudent** - managing the Community Housing Program to ensure long-term efficiency and growth.
- **Professional** - working with others to achieve benefits for tenants and service users.
- **Responsible** - ensuring all services comply with performance standards set out by the Federal and State Governments, and the Department of Communities.

### **Promoting Independent Living in the Community**

The standards below apply to how services are delivered to you by the Community Housing Program, and our contractors:

- We will treat people equally and fairly, with courtesy and respect.
- We will provide clear and accessible information on the services we provide.
- We will communicate swiftly and effectively in an appropriate manner.
- We will consult with our service users and providers to ensure that our services meet their needs.
- We will keep all personal information confidential.
- We will make and keep mutually convenient appointments with our service users.
- We will deal with all complaints promptly and positively.
- We will have enough staff properly trained to provide high quality service.
- We will ensure all our staff and contractors can identify themselves as representatives of Rise Community Housing

Rise Community Housing will be responsible for the following in relation to your home:

- Creates cleanliness standards and completes property inspections and maintenance.
- Charges rent and tenant liability invoices.
- Works within the Residential Tenancies Act (1987).

If you have a support provider attached to your property, they will be responsible for:

- Promoting a collaborative relationship between the tenant, themselves and Rise Community Housing.
- Provides support for the tenant to maintain their tenancy by linking the tenant to other support agencies and program specific professionals.

# Your Tenancy Agreement



Your Residential Tenancy Agreement (Lease) will be supplied to you during your lease signing.

Below are some Frequently Asked Questions about your tenancy agreement. Most Community Housing tenants have a periodic tenancy which continues indefinitely, but some tenants do have a fixed term tenancy agreement- it depends on your individual situation. Please contact the Property

Department if you have any questions about your tenancy agreement.

Q. What is a Residential Tenancy Agreement?

A. Your Residential Tenancy Agreement is a legal contract between you and Rise. It sets out the rights and responsibilities of both you as a Tenant, and Rise as your Landlord. When you sign your tenancy agreement, you agree to the terms and conditions set out in that agreement. The Residential Tenancy Act 1987 (RTA) outlines your legal rights. You will be provided with an RTA Tenant Information sheet at the signing of your lease.

Q. Do we offer everyone the same type of tenancy?

A. No. Some tenants have periodic leases (indefinite), while others have fixed term leases.

Q. What happens if I do not keep to the terms of my Residential Tenancy Agreement?

A. If you break the terms and conditions of your tenancy agreement, you will be issued with a breach notice outlining the breach, and you will have 14 days to rectify the situation. If you continue to breach your tenancy agreement, Rise Community Housing may start the eviction process.

Under your tenancy agreement you are responsible for the actions and omissions of everyone in your household, this includes your visitors when they are in or on a property managed by the Rise community housing program.

Q. What is the difference between “Sole” and “Joint” tenancies?

A. You are a sole tenant if only one tenant is named on the Residential Tenancy Agreement. If two or more people are named on the residential tenancy agreement, then they are part of a Joint Tenancy.

Joint tenants both have all the rights, and responsibilities, set out in the residential tenancy agreement -even if one leaves. If one joint tenant formally terminates the tenancy, then the tenancy will end, even if the other joint tenant did not know about it.

- Q. Can I pass my tenancy to my partner, or to anyone else, when I die?
- A. When a tenant dies, the tenancy continues in the name of any surviving joint tenants if the eligibility of the housing program continues to be met.
- Q. What if I am experiencing Family and Domestic Violence (FDV)
- A. Your residential tenancy agreement includes various points relating to FDV, these points are in the following sections: 33A; 33B; 41A and the Residential Tenancies Act section: 45(2) (A, B & C)
- Q. Can I run a business from my home?
- A. You do not automatically have the right to run a business from your home, but you can request permission. You must write to us to ask permission and have received written approval before you set up your business.
- Q. Am I allowed to Sub-Let?
- A. No. Subletting is not allowed under the residential tenancy agreement you have signed.
- Q. Am I allowed to take in a lodger?
- A. A lodger is someone that pays to live in your home but does not have private use of any part of it and will not be on the residential tenancy agreement. You can take in lodgers only with prior written permission from Rise Community Housing. We will reassess the rent to include the lodger. You must make sure that you do not overcrowd your home. You will also need to inform Centrelink of any changes to your personal portion of the rent.
- Q. What does "Security of Tenure" mean?
- A. Security of Tenure means that you can stay in your home provided it is your only principal home and you keep to the terms of your residential tenancy agreement. If you do not keep to your residential tenancy agreement Rise may take legal action against you, this could include action to terminate your tenancy and take back the house. This would only occur if Rise has a valid reason, and the law allows it.
- Q. If you evict me from my home, would you offer me somewhere else to live?
- A. No, in some cases the Department of Communities might consider you to have caused your own homelessness by breaking the residential tenancy agreement terms. In this case, they also may not consider finding you alternative housing.  
However, in some cases the court would only grant an order of possession if we can offer you suitable alternative accommodation. This would only apply if:



- We need your home to be empty to carry out the necessary or major repair works or redevelopment.
- You live in a house or flat that has special adaptations, features or services that are no longer needed by anyone living there.
- Your home is overcrowded.

In these cases, the Department of Communities may help you find suitable housing.

Anyone who has a previous debt with Rise Community Housing will not be considered for a property until the debt has been paid in full.



To ensure that moving into your new home goes smoothly, you need to consider the Gas, Electricity, Water and Phone Services to your property. Advise the suppliers of these services that you are a new tenant. You will need to make arrangements to have these services connected. Even if the services are connected, contact the supplier so you don't end up with a big bill to pay later. The Rise Community Housing team can assist you when you sign your residential tenancy agreement.

If you receive a support service from Mental Health Services, your Support Worker can assist you with the arrangements.



### **Electricity-**

Synergy 13 13 53

- If all the power goes off, check with the neighbours to see if it is just your home that has lost power. If your home is the only one to have lost power, check the main power metre-the Residual Current Device (RCD) may have tripped due to an earth leak in an electrical appliance within the house.
- All Community Housing homes will have RCDs. These are switches that will automatically go to the OFF position if tripped. If you have an RCD in the OFF position, switch off all electrical devices at the wall and unplug them. Switch the RCD to the ON position. One at a time, plug your appliances back in and turn them back on. This will allow you to determine if one of your appliances is causing the RCD to trip.



### **Gas -**

Alinta energy 13 13 58

or Kleenheat 13 21 80

- It is dangerous and illegal for you to try to fit, repair or service your gas fire, hot water system or stove yourself. If there is a problem with a gas appliance supplied by Rise Community Housing, inform the Rise Property department. They will organize repairs by a qualified gas

plumber. If you own the item, it is your responsibility to organize repairs with a qualified professional.

- Your gas stopcock is within the gas metre. You may need to turn it off in an emergency.
- Gas appliances require fresh air to work safely. This is usually provided by ventilators in the wall, windows or doors. They must not be blocked off in any way.



### **Water-**

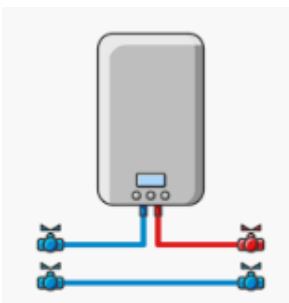
Water Corporation 1300 659 951

You can contact the Water Corporation to supply your pension concession details. You cannot change the name of the account, or the mailing address for invoices.

- Your water stopcock is likely to be at the water metre at the front of the property. Please regularly check that it is working properly, and not covered by sand or weeds.
- Cold water storage tanks and toilet cisterns are fitted with overflow pipes to prevent flooding. If the overflow is running and you cannot stop it yourself (usually by releasing the ball float), you must report it to the Rise Property department.

In the event of a burst water pipe, you should:

- Turn off the water supply at the metre immediately.
- Turn on all taps to drain the system.
- Find where the water leak is coming from.
- Tie a rag around the leak and put a bucket underneath it.
- Contact Rise Community Housing's main number, or the afterhours number, to report the leak.



### **Heating and Hot Water**

Make sure you understand how the heating and hot water system at your property works. Ask a Community Housing staff member to explain them to you if you are unsure.

### **Change of Address**

- Make a list of people and organizations that should know you have moved. This could include your employer, benefit office, banks and building societies, credit card companies, the Department of Transport, your GP, or libraries.

- You can use Australia Post to redirect mail from your old address to the new one for a small fee.



### **Keys**

Rise Community Housing keeps spare keys to your home at our office. If you lose your keys, you may borrow the spare keys during office hours to have another set cut at your own expense. You will be charged for an extra set, if you do not return our set back to the office. Outside of office hours Rise will organise for a locksmith to gain entry to your house, this will be at your own expense.



### **Insurance**

We strongly advise you to take out insurance for your possessions against fire, flood, theft and accidental damage. Insurance is not expensive compared with the cost of replacing the contents of your home.

- You should also insure yourself against accidental damage to other properties (e.g. if you leave a tap running and flood a neighbour's home).
- You are liable for the cost of replacing or repairing fixtures or fittings or any part of the property that you or your family or friends damage.



### **Security**

The harder you make it for burglars to break into your home, the more likely they will not. Simple steps to avoid break-ins include:

- Close all windows when you go out, lock all external doors and leave a light on.
- Never leave a key under your doormat or in the garden; these are the first-place thieves look.
- Lock up, even when you are at home. 80% of break-ins are through an unlocked door or window.
- Check the identity of all visitors before you let them in. Most officials, and all Rise Community Housing staff, carry identity cards which you can ask to see. If in doubt, call the company the visitor is from to check.



## Smoke Alarms

Your home is fitted with at least one smoke alarm that will give you an early warning if fire breaks out.

You must never:

- Disconnect the alarm.
- Paint or put tape over the alarm.
- Move or remove the alarm or remove the backup battery, except to replace it.
- Check your alarm regularly to make sure it is still working properly. You can do this by pressing and holding the test button until the alarm sounds. The alarm should stop sounding after you take your finger off the button. If your alarm is not working properly, report it immediately to the Rise Community Housing team.
- Replacing the battery for the smoke alarm at your property is your responsibility. There will be instructions detailing how to do this on the cover of the smoke alarm.



## Fires

Fires can start easily and spread quickly. Please do not remove internal doors in your home; they can help stop fires from spreading.

If a fire does start, you must:

- Evacuate the building as quickly as possible. If your house is full of smoke, crawl on your hands and knees, as the air is fresher closer to the floor.
- Close doors behind you if possible to stop the spread of flames and smoke.
- **Phone 000** and give full details to the Fire Service.
- Warn your neighbours.
- Inform Rise Community Housing as soon as practicable.



## Anti-Social Behaviour

Anti-social behaviour is defined as ongoing actions of individuals which adversely affect the lives of those around them and are a breach of the Residential Tenancy Agreement. Such actions may include:

- Aggressive, threatening or obscene language and behaviour.
- Drunkenness.
- Illegal drug use or dealing.
- Physical violence.

- Intentional or reckless damage to the property, adjoining premises, or common area.
- Loud noise, including music.
- Harassment or victimisation.
- Rowdy parties.
- Rise Community Housing will work closely with local authorities, tenants, the police and other agencies to prevent and manage incidents of anti-social behaviour in or near its properties.
- Tenants are responsible for their own conduct and the conduct of other occupants, and visitors to their property.
- Complaints against tenants relating to anti-social behaviour or any other breach of the Residential Tenancy Agreement will be promptly dealt with.
- If a Rise Community Housing tenant causes serious and persistent disturbances of peace, privacy and comfort of neighbours, we may consider formal action under the terms of the lease to end the tenancy.
- Generally, eviction is a last resort. Rise Community Housing may take this step if a tenant continues to fail to comply with the Residential Tenancy Agreement. In cases of extreme anti-social behaviour which may cause injury to people or serious damage to the premises, immediate action will be taken to terminate the tenancy.



## Inspections

A detailed Ingoing Property Condition Report will be completed when you move in. You will be sent two copies of this report; one with photos for your records, and one to return to Rise Community Housing with your comments.

- A property inspection is carried out after the first 6 weeks, and then every 6 months.
- You will receive written notice of not less than 7, or more than 14 days, prior to the inspection.
- During the inspection, we will record the condition of the property. The condition report will ask 3 questions:
- Is the item clean?
- Is the item undamaged?
- Is the item working?

The report will then state that the property is either at an acceptable or unacceptable standard.

- Acceptable standard, or 'Passed inspection' will relate to the Ingoing Property Condition Report, and the minimum requirements list. If all cleaning and tenant maintenance items on the list have been attended to, the property will be at an acceptable standard.
- Unacceptable standard, or 'Failed Inspection' is because of cleaning and tenant maintenance items that have not been completed, we will fail an inspection if more than 20% of the items inspected don't pass.
- Should tenants fail a routine inspection, the tenant will move to a Breach inspection.
- Should the tenant not pass the Breach inspection, they will be offered at the Property Officers discretion an option to complete a Cleaning support plan with the tenant's service provider. (this option is only available to tenants in the Independent Living Program)
- The support plan will be for a period between 3 and 12 months and will outline the remedial requirements to pass an inspection.
- Should the tenant fail the support plan inspection a termination of tenancy may apply.
- Changes to the property condition outside of the tenant's responsibility since the last inspection will be indicated.
- During the inspection, we will discuss any maintenance issues that may need attention.
- Following the inspection, we will only send you a copy of the report plus a letter outlining any tenancy issues and maintenance items to be completed if you have failed the inspection. A pass report will only be sent on request.

## Minimum Inspection requirements

The minimum requirements for a Routine Inspection are:

### **Interior:**

- All floors are to be vacuumed and/or swept, and mopped clean
- All walls, doors and door frames are to be free of marks including scuff marks, handprints and drawings
- Light switches and power points are to be clean and free of marks
- Skirting boards are to be wiped and free of dust
- Ceilings and cornices are to be free of cobwebs in all rooms
- Light fittings are to be dust and bug free. All light fittings must have a working globe
- Windows, window ledges and flyscreens are to be dust free and clean
- Window treatments (e.g. blinds or curtains) are to be clean and dust free
- Kitchen and bathroom exhaust fans are to be clean (grease and dust removed)
- Toilet bowl, cistern and surrounds to be cleaned
- All mirrors and shower screens are to be clean and soap scum free
- Kitchen tiles, pantry, cupboards (including internal and external) and benchtops are to be clean
- Stove top and oven are to be clean and grease free
- Bathroom vanity, tiles, shower and bath are to be clean and soap scum free
- Heaters, ceiling fans and air conditioners are to be clean and free of dust
- Property should be pest and vermin free (e.g. cockroaches)

### **Exterior:**

- Lawns to be mowed and garden beds weeded
- Shrubs to be pruned
- Paving, patios and driveways to be free of debris and leaf build up
- Eaves to be free of cobwebs
- Windows and flyscreens are to be clean, and free of dust and cobwebs
- Carports, garages and sheds are to be swept and tidy





If you want to move from your current home, we will try to help you. Your reasons for wanting to move may be because:

- You are living in housing with support and would like to become more independent.
- You are living in shared housing and would like a home of your own.
- Your circumstances have changed, and you need a smaller or larger home.

We may be able to help you by:

- Arranging for you to transfer to another one of our properties.
- Helping you find someone to exchange homes with or finding a home which suits you better with another housing provider.

Please note that, although we will attempt to assist you where possible, if you choose to vacate or your tenancy is terminated, it is your responsibility to find alternative housing.

### **Transfers**

Rise Community Housing would like every tenant to have a home that best meets their needs. As your circumstances change, there is the opportunity to apply for transfer to another Rise Community Housing property. You will need to complete a transfer request form, which will be kept on file until a suitable property becomes available.

Rise Community Housing gives a high priority to people moving from shared housing, or housing with support.

You are unlikely to be considered for a transfer if:

- You are behind on your rent or have active arrears.
- You have damaged or neglected your home, making it unfit for someone else.
- You are at risk of losing your present home by being in breach of your Residential Tenancy Agreement.

Rise Community Housing reserves the right to move you to another property within the program for a variety of reasons, which could include but are not limited to:

- Your current property becoming too big if less people are living there (e.g. a family member moves out)
- A dispute with neighbours that cannot be resolved.

## **Property Exchanges**

Rise Community Housing, in conjunction with Rise Mental Health, keeps a list of tenants that are interested in moving homes within the program. If you wish to move, let the Rise Property department know and they will let you know if you are eligible for a transfer. You will need to fill out a transfer request form, which will be kept on file until we find someone suitable for you to swap with.

## **Moving Out**

Before you move out, you must give Rise Community Housing 21 days' notice in writing.

On the handover date, we will inspect the property to ensure it has been maintained in a satisfactory manner and is in a fit condition for the next tenant.

You must meet Rise Community Housing Staff at your property address to hand back the keys on the day the notice expires. You will be charged rent until the keys have been returned. During the notice period, you will need to contact various people and advise them you are moving out. It is your responsibility to ensure all payments are cancelled in relation to the tenancy.

## Repairs and Maintenance



Both Rise Community Housing and the tenant of the property have responsibilities in looking after the property. Rise Community Housing has a legal duty to keep your home in good repair, but we also expect that you will take reasonable care of the property. We make sure that urgent repairs are attended to before those that are less of a priority. We work

with carefully selected contractors to ensure repairs and maintenance are carried out properly within a reasonable time frame, at a reasonable cost. If a repair is your responsibility, we can organize a contractor that will bill you directly for the cost.

### Reporting a Repair

If you need repair work done, you can tell us by:

- Telephoning us on (08) 6274 3700
- Visiting our office at 41A Great Northern Highway Middle Swan, WA 6056
- Emailing us at [maintenance@risenetwork.com.au](mailto:maintenance@risenetwork.com.au)
- Completing a maintenance request form on the Rise Website.

When reporting maintenance, please advise us of:

- Your full name, address, and telephone number.
- What is wrong, and what part of the property is affected.
- How and when it happened.
- When you will be available to provide access to your property for contractors or Rise Community Housing staff to inspect the issue.

Please make sure to tell us immediately if there is a problem that affects your safety or security.

Please note that if no fault is found, or no repair needed, you will be liable for the cost of the callout. You will also be liable for the cost of a call out fee if you tell a contractor, you will be home and are not there to meet them.

### Emergencies

Emergency repairs must be immediately reported to:

Our office during normal office hours (Monday to Friday, from 8:00AM to 4:00PM)

- a) The after-hours On-call number any time outside of normal office hours.

You should minimise further damage or danger. For example:

- Turn off the water meter tap for plumbing emergencies.

- Keep people away from broken glass, or other hazards, until the repair is completed.
- Use torches if your lights have failed.

In some circumstances, we can only “make safe” the damage until full repairs can be completed later. For example:

- Boarding up a broken window until it can be re-glazed.
- Taking down a dangerous fence or wall until a new one can be erected.

## **Gas Leaks**

If you smell gas, you must:

- Put out cigarettes immediately, and do not use matches, lighters, or any other naked flames.
- Open windows and doors.
- Stop using electrical equipment.
- Do not turn any light switches, or power points, on or off.
- Check if a pilot light has blown out or if a gas tap or stove has been left on.
- Turn off the gas at the meter.
- Call your gas provider immediately.

You must **never** use a gas appliance if you think it isn't working properly. Signs of a faulty appliance include yellow or orange flames, soot, or stains around the appliance, or pilot lights that frequently blow out.

## **Remember:**

- NEVER cover a gas appliance or block any air vents.
- NEVER block or cover any outside flues.

## **Response Times**

Your tenancy agreement outlines two types of repairs, these being urgent and non-urgent. The response times indicated for these are:

- Urgent repairs – within 24 hours
- Non urgent repairs – within 48 hours.

Rise has set a goal to complete these in the following timeframes.

- Emergency or Urgent repairs are those that cause an immediate risk to safety, security, health or property and should be completed within 8 hours.
- Priority repairs including structural are those that are serious but do not cause immediate risk to safety, security, health or property. These should be completed within 48 hours.

- Routine repairs are less serious and can wait without causing major damage or inconvenience. These should be completed within 10 – 14 days.

## **Tenant Responsibilities**

Rise Community Housing has a legal obligation to keep your home in good repair, you will also need to take reasonable care of it, you are also responsible for some works inside your home. These include:

- Replacing light bulbs.
- Replacing smoke alarm batteries (if required).
- Clearing blocked toilets, sinks, baths, basins or shower drains. \*\*Under no circumstances should cooking oil be emptied down drains.
- Re-lighting hot water systems and setting heating controls.

You are responsible for any repairs or damage resulting from misuse or carelessness by you, your family, or your visitors.

## **Before Works Begin**

For some repairs and upgrades, Rise Community Housing will need to assess what needs to be done.

If a visit is needed, we will arrange it within a few days of our office being contacted. If our visit indicates that a large, expensive or complicated repair might be needed, there may be a delay while a specialist contractor is asked to inspect the problem and report to us.

## **After Works are Complete**

In many cases, we carry out an inspection to make sure the work has been done to the correct standard before we pay the contractor. The work we inspect is often selected at random, although we will always visit where a complaint has been made about the quality of the work.

## **Planned Maintenance and Adaptations**

As well as carrying out reported repairs, we also complete a wide range of larger projects. These include cyclical works such as external and/or internal painting, gutter cleaning, general work to maintain the properties in good condition, and major improvements such as renovating or renewing kitchens, bathrooms, window treatments and hot water systems.

If you request maintenance that is due to be completed in one of these larger projects, we may ask you to wait for the scheduled project. This will ensure that the work is carried out to an agreed standard and style, and that better value for money is achieved.

If someone in your household is elderly, disabled or has a long-term illness that effects mobility, we are happy to consider adaptations individually on request.

You can often have improvements or alterations to your home completed yourself, although you will need to request permission in writing first. We will not refuse permission without a good reason. To get permission, please write or email Rise Community Housing describing what you wish to do, and a member of staff will contact you to discuss. As some work requires Building Regulation Approval or Planning Consent, carrying out alterations or improvements without permission could result in you being charged for the cost of us returning the property to its original condition. All work must be completed by a qualified professional.

### **Contractor Code of Conduct**

Rise Community Housing expects those that carry out works on our behalf to adhere to a code of conduct when in your home. This means that they should:

- Contact you to arrange a convenient time to carry out repairs.
- Introduce themselves to you, show proof of their identity and explain what they will be doing.
- Carry out the works between 8:00AM and 5:00PM, Monday to Friday, unless it is an emergency.
- Not smoke in your home or play radios.
- Treat you politely at all times.
- Protect your belongings from damage while they are carrying out their work.
- Keep your home secure while completing the works.
- Work safely.
- Leave you with all essential services in place (Water, Electricity, Gas etc.) at the end of each day, regardless of whether they have finished their work or not.
- Clean up and remove all rubbish and materials at the end of each day.

Please let Rise Community Housing know if you feel the person carrying out the repairs have not met these standards of behaviour or workmanship.



### Rent

Rise Community Housing charges a reduced rent to cover our costs. Rent charges are based on:

- The rental value of your home, as determined by the Australian Taxation Office.
- Your **total** gross household income.

Rise Community Housing is required to set rent at not more than 74.99% of the full rental value of your home, or 25% of total gross household income plus 100% of your eligible Commonwealth Rent Assistance - whichever is lower.

### Paying Your Rent

It is your responsibility to pay your rent in full and on time. Rise Community Housing staff can assist you with:

- Claiming Commonwealth Rent Assistance.
- Setting up a Centrepay deduction to have your rent paid directly to us.

### Rent FAQ

Q How do I pay my rent?

A There are several ways in which you can pay your rent:

- Directly from your Centrelink pension (Centrepay).
- Via internet banking.
- By standing order from your bank or building society account

Q What should I do if I am having problems paying rent?

A If you have problems, or think you are going to have problems, with paying your rent you should contact Rise Community Housing immediately on (08) 6274 3700.

You are expected to:

- Contact Rise Community Housing or your Support Provider as soon as you start having problems.
- Keep us informed of any changes in your circumstances (e.g. starting a new job, changing jobs, employment ending, benefits changing, people leaving your household etc.). Don't assume someone else has told us, or that it won't make a difference.
- Keep agreed appointments.
- Adhere to any payment arrangements that are put in place.

You can request a rent statement at any time.

### **Money Saving Tips**

Check the way you pay your bills. Some service providers give discounts for paying direct debit, whilst some charge extra for paying this way. Some give a discount for annual payments in full. You can also pay most utility bills through Centrepay, which makes it easier to manage your budget. Delaying payments for utilities could result in interest charges, and loss of concessions.

### **Water Charges**

Water rates and consumption are charged to Rise every 2 months. You will be invoiced for the water consumption portion only; you will need to pay Rise Community Housing before the due date on the invoice.

Failure to pay the account may result in a breach and possible termination of your tenancy.

If you are struggling to pay your bill by the due date, please contact our office on 6274 3700 as soon as possible to arrange a payment arrangement. The arrangement will only be a maximum of 6 weeks in duration to ensure the invoice is paid by the next issued water invoice.





At Rise, we are committed to providing high quality services to tenants and service users. While we strive to achieve this goal, there may be times when things go wrong, and you feel dissatisfied. If this happens, we're keen to put things right and improve our service. We also appreciate your feedback when we send out our annual client or tenant satisfaction survey.

If you have a positive experience with our staff, or have enjoyed our services, we would also love to hear about it.

### **Our Commitment to You**

We will work with you to resolve problems as quickly as possible. We will be fair and will listen carefully to what you have to say. You will not be treated less favourably because you have made a complaint.

Examples of complaints could include;

- You believe we have not delivered high quality customer service.
- You are unhappy with a particular policy, procedure or service we provide.
- You've asked for something to be repaired but it hasn't happened within the timeframe it should have, or the repair is not completed to a satisfactory standard.

By telling us early we can make changes before the issue becomes too worrying or frustrating. We'll always treat complaints confidentially and be open and honest in our discussion with you if something goes wrong. If you need help to submit feedback you have the choice to involve your family, a friend, an advocacy service, or any other person you trust to support you in this process.

### **How to make a complaint**

1. You can make a complaint via email, phone or in person. You can also ask for a Complaint Form, or complete an online feedback form via our website.
2. We'll acknowledge your complaint within one business day.
3. After acknowledging your complaint, we aim to resolve your complaint within 10 working days and will let you know any actions we have taken, or intend to take, to resolve your complaint.
4. Some investigations take a little longer. We will advise you of any delays and keep you updated on the progress of your complaint.
5. If your complaint has not been resolved to your satisfaction, raise the complaint with the Property Manager or Corporate Director.

At any point in the process, If your complaint is not resolved to your satisfaction, you can contact the Department of Commerce and request the Commissioner for Consumer Protection look at and offer advice to help settle the complaint.

Consumer Protection Division  
Department of Consumer and Employment Protection  
219 St Georges Terrace  
PERTH WA 6000

Locked Bag 14  
Cloisters Square  
PERTH WA 6850

*Telephone (advice & complaints) -1300 30 40 54*  
*TTY (for people with hearing impairment) - (08) 9282 0800*  
*Administration – (08) 9282 0777*  
*Fax – (08) 9282 0850*



If you are unhappy with a decision we have made, you may be able to appeal that decision. Appealing a decision means you don't agree with the outcome and want the decision to be reviewed. You may feel we haven't

considered all the information you provided, we haven't been fair, or we've been influenced by irrelevant information. When you appeal a decision, Rise Community Housing undertakes a process where we review the decision and how it was made.

## **What decisions can I appeal?**

Some examples of decisions you can appeal against are:

- You want to transfer to another property but have been refused.
- You've been charged for a repair that you feel you are not responsible for.
- You've been accused of breaching your Tenancy Agreement, but you believe you haven't.

There are, however, some decisions you cannot appeal against:

- You cannot appeal against our policies. For example, you cannot appeal against our rent setting policy (but you can appeal against information we have used to calculate your rent).

## **Before you make an appeal**

If you are unhappy, first talk to the Rise Community Housing staff member that made the decision and let them know why you are unhappy. They will explain why the decision was made and what it was based upon. If you prefer, you can request an appointment with the Property Manager to discuss the decision.

If you are still unhappy, you can lodge an appeal to have the decision formally reviewed. Lodging an appeal does not affect your tenancy in any way.

## **How to appeal**

To appeal a decision, you will need to send us a written letter or email to Rise Community Housing outlining your reasons for your appeal.

## **The appeals process**

When you lodge an appeal, a review of the decision will be carried out.

Appeals are investigated by a manager who was not involved in the original decision-making process, this is called Tier 1 of the process.

If you still believe the decision is wrong, you may request a Tier 2 appeal. A Tier 2 appeal is carried out by the Director of Corporate Services, their decision will stand.

You should make your appeal within 6 months of the unfavourable decision being made.

An “urgent” appeal related to the following circumstances, is to be lodged within 5 business days of the unfavourable decision:

- breach notice being issued
- notice of termination issued
- where a fix term lease has not been renewed

“Urgent” appeals are fast tracked by Rise Community Housing and an outcome will be determined within 10 Business days. You will be advised of the outcome in writing.

We aim to resolve Tier 1 appeals within 21 business days.

If your appeal is unsuccessful, you can request a Tier 2 Appeal.

We aim to resolve Tier 2 appeals within 28 business days. You will be notified of the outcome. The Tier 2 decision is final and the end of the appeal process.


## My notes and things to remember


During your lease sign up you may want to make some notes of important things you need to complete, please utilize the space below.

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10. \_\_\_\_\_



41a Great Northern Highway  
Middle Swan 6056

 Where to get more information

 6274 3700

 [risenetwork.org.au](http://risenetwork.org.au)

 [communityhousing@risenetwork.com.au](mailto:communityhousing@risenetwork.com.au)