



RISE PROPERTY STANDARDS



Rise provides a comprehensive tenancy and landlord service for you as a tenant. Your allocated property Officer will complete inspections up to 4 times per year, most are completed on a 3 or 6 month basis.

To help you understand both your obligations as a tenant, the below Property Standard definitions will provide a useful guide for you.

When you moved into your home, Rise made sure that it was safe and reasonably clean. You were asked to review the property standard against the Ingoing Property Condition Report. Rise will expect you to maintain the property to this standard during the lease period.

PROPERTY STANDARDS

What are Rise Property Standards?

Inside your home.

Please make sure that the following is completed regularly:

- Clean all doors and door frames, removing any marks.
- Clean all walls and wall tiling, removing any marks.
- Clean all windowsills, skirting boards, removing any marks and dust.
- Clean all windows, window tracks and fly screens regularly.
- Clean all light switches and power sockets, dust the smoke alarms.
- Clean all light covers, ceiling fans, air conditioners (if accessible and applicable).
- Sweep and wash all hard floors, vacuum all carpets, and remove any stains.
- Clean all cupboards and built-in robes and fixtures.
- Check for and treat any pest infestations.
- Remove any cobwebs from ceilings and around your home.

Kitchens.

Please make sure you regularly:

- Clean all benches and keep them free from scratches, cuts, burn marks and chips.
- Clean the internal and external of all drawers and cupboards and make sure they are in good working order. Keep drawers and cupboards free from damage.
- Keep sinks and taps clean, keep plugs and in the sink area.
- Report any leaking taps and sinks, report any blockages.
- Clean the stove and oven regularly, removing all grease and grime, this includes cleaning the exhaust fan and or Range hood stack and filters.

Bathrooms.

Please make sure you regularly:

- Clean all toilets, baths and basins and keep them free from limescale, and undamaged.
- Regularly clean all fixtures, including mirrors, bathroom tiling, shower screens, hand and towel rails, shower heads and taps. Keep any plugs provided.
- Clean the exhaust fan cover.
- Always use the exhaust fan in the bathroom to reduce the risk of mould.

Outside and around your home.

Please make sure you:

- Prevent the lawns and garden beds from becoming overgrown.
- Prevent the build-up of household rubbish and personal items within the property boundaries.
- Water any lawns and gardens if required.
- Trim hedges and bushes and remove weeds from garden beds.
- Report any overgrown or fallen trees.
- Repair any damage caused by any pets, regularly clear away pet droppings and place in rubbish bins, please ensure droppings are placed in a plastic bag.
- Remove all cobwebs from outside areas.
- Repair any damage caused to sprinklers, sprinkler pipes or reticulation if required.
- Don't allow your letterbox to overfill, particularly if you are away for a few days.
- Report any maintenance issues to your property Officer as soon as possible.
- Take out your general and recycling bins on your designated bin days.

Gutters, down pipes, and drainage.

Please make sure:

- Report any problems with gutters not draining properly or other issues with drainage.
- Remove any toys or balls from gutters (Only if safe to do so).
- Ensure the drain covers remain intact and in place, no objects or toys have been put down any drains.

Fences, gates, carports, and garages.

Please make sure:

- Ensure the fencing around your home is not damaged and is intact. Report any fences that have been blown down in a storm as soon as possible.
- All gates are working and can be closed securely.
- Keep the garage door, garage area or carport clean and tidy, remove any oil stains from the driveway.
- Do not store any furniture or other personal items in open carports.

Be sure to.

- Report all maintenance issues as they occur, particularly any plumbing or electricity.
- No alterations or additions are to be completed on the property without first applying to Rise Network for approval.


Please note.

If during the period of your tenancy your home does not continue to meet the above property standards, you could have broken your tenancy agreement, this could risk a breach notice being issued during an inspection assessment that could result in you losing your tenancy.

For further advice or information on Rise Property Standards, please contact your Property Officer. They will be able to help you.

Your Property Officer can also help to refer you to appropriate supports if you are unable to maintain these standards due to a disability or vulnerability.

If you have any questions in regards to cleanliness standards and preparing for an inspection, please contact your Property Officer.

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