

Commencing a Tenancy Policy

National Operations

Document Owner

1.0

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30/11/2026

Next Review Date

1/12/2023

Published Date

3 Years

Review Period

1 Purpose

Housing Choices Australia would like to ensure that your experience commencing a new tenancy is positive and informative. We aim to do this by supplying clear and useful information to ensure you understand your rights and responsibilities as a resident and how we can support you moving into your new home.

2 Scope

This policy applies to all applicants and former or existing residents entering into a tenancy agreement for a Housing Choices property. This policy applies to management of regulated community housing within HCA.

3 Scheduled Review

This policy will be reviewed every three years, following any significant restructure, or in response to legislative or regulatory changes. Consultation will be undertaken across service areas and input welcomed from persons who have been involved in the process of commencing a tenancy.

4 Policy Statement

We want to ensure your transition into your new home is smooth so we will meet with you in person to sign you up for your new property. You will need to attend your sign-up appointment.

Your Housing Officer will provide you with a sign up pack and explain all the information you need to know about your tenancy, moving in, your rights and responsibilities, and any other resources you may need.

You can choose to bring along a support person to help you during the process.

If required, we can arrange interpreting services so we can communicate effectively.

4.1 Information we need from you

We will let you know what information you need to provide. This will generally include:

- proof of identity documents, current household income, up to date contact information, your preferred method of communication and details about any other people such as carers, advocates or supports you would like to give us consent to talk to about your tenancy.

4.2 Information we will provide you

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Your sign-up pack will include the information you need to understand your tenancy. This will generally include:

Tenancy Agreement

The Tenancy Agreement is a written contract between you and Housing Choices stating the rights and responsibilities of each party. The terms of the agreement are in line with state based legislation.

So that you can feel secure in your tenancy, we will generally commence you on a lease which does not have a set end date. Certain programs may require a fixed term lease and we will make you aware of the reasons why.

We will give you a copy of your tenancy agreement and explain the key terms before you sign it. Your agreement will be written in English, and we will provide assistance with other languages if you need it.

Property Condition report

The property condition report includes photos and describes the condition of the property at the start of your tenancy.

We will give you two copies of the property condition report. You should check the report and if anything is not right you can request to change it by returning an updated copy (keep one copy for yourself) within the required timeframe specified in the Residential Tenancies Act.

The report will be used as evidence if there is any dispute about returning your bond at the end of your tenancy.

It will be your responsibility to ensure the property is maintained to a reasonable standard. You may be held liable for any property damage beyond reasonable wear and tear. An information sheet about maintaining your property will be provided in your sign up pack.

Rent

We will explain to you how your rent amount has been calculated, let you know methods for how you can make your rental payments and when they are due. We will also explain how we will manage rent arrears should your payments fall behind, and on what basis rent reviews will be conducted during your tenancy. You can find more information about rent management on our website.

Customer service, feedback, and complaints

At Housing Choices, we are committed to supplying quality housing services and an exceptional resident experience. You will be provided with a copy of our National Housing Service Standards which details the customer service you can expect to receive from Housing Choices.

We value your feedback – both compliments and complaints. When you tell us about your experiences with us it helps us understand what you need from our services and how we can improve them. If you feel that we have not dealt with things properly or we have not provided you with the service you expected, you can make a complaint. You can find more information in our Feedback and Complaints Brochure which will be provided to you at sign up.

4.3 Finalising your sign up

Payment of rent in advance and a bond will be required to commence your tenancy.

A bond acts as a security deposit in the event that you do not meet the terms of your tenancy agreement and is held by an external bond authority for the duration of your tenancy. The bond will be returned to you when you move out unless, there is a dispute over things like the condition of the property.

The bond amount is generally equivalent to four weeks rent. If you are unable to pay the full bond, we can provide you with information about applying for bond loan assistance (subject to eligibility).

Bond and rent are separate payments. Bond cannot be used to pay rent.

4.4 MOVING IN

- 5 We will organise a convenient date and time with you to move into your home, particularly if there are any specific requirements around the property i.e. use of lifts in an apartment building.

Before moving in, you will need to make arrangements for utility services to be connected, such as electricity, gas, water, and internet.

5.1 FIRST HOME VISIT

During your sign up appointment, we will schedule with you a suitable date and time to visit you at your new home within the first 6 weeks of moving in. The purpose of this visit is to ensure that you have settled in and gives you the opportunity to ask any questions you may have about the property, your rental payments and your neighbourhood, and any other queries you may have. Your Housing Officer can help connect you with any additional services you may need.

6 Scheduled Review

This policy will be reviewed every three years, following any significant restructure, or in response to legislative or regulatory changes. Consultation will be undertaken across service areas and input welcomed from persons who have been involved in the process of commencing a tenancy.

7 References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
• Residential Tenancies Act 1997 (Vic) • Residential Tenancies Act 1997 (Tas) • Residential Tenancies Act 1995 (SA) • Residential Tenancies Act 1987 (WA) • Housing Act 1983 (VIC) • Performance Standards for Registered Housing Agencies	National Housing Service Standards Feedback and Complaints Brochure (TBD) Page 4



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بنا **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接**Housing Choices Australia**的電話**1300 312 447**。我們的工作時間是**9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.