



All tenants have both rights and responsibilities under the Residential Tenancies Act SA 1995. Your Tenancy Agreement with us reflects these rights and responsibilities.

The Tenant Code of Conduct is designed to help you understand your responsibilities in a clear and simple way.

Tenant Code of Conduct

We are committed to delivering high quality, flexible and responsive services that are underpinned by our core values of Respect, Trust, Inclusion and Integrity. These values also guide what we expect from our tenants.

As a tenant of Junction Australia you are expected to:

- Read and always follow the terms and conditions in your Tenancy Agreement – call us if there is anything you don't understand
- Pay your rent and water charges on time – call us straight away if you get into difficulty with payments
- Let us know straight away if the income of your household changes
- Look after your property and keep it clean and tidy
- Let us know straight away if your property needs any repairs or maintenance
- Read letters and notices from Junction Australia, and respond promptly to any actions you are required to undertake – call us if there is anything you don't understand
- Provide us with accurate information and update us if your personal details or circumstances change
- Provide us access to your property when required by our staff and contractors
- Treat our staff and our contractors with courtesy and respect at all times, even when you don't like or agree with a decision that we have made
- Treat your neighbours with courtesy and respect, regardless of their cultural identity, race, ability, gender, sexual orientation or age
- Show respect and cooperation in common areas if you live in a unit block or complex
- Take part in shared responsibilities for common areas in your block or complex
- Not store or dump your personal items and discarded goods in the common areas of your block or complex
- Ensure that you and your visitors respect the peace and privacy of your neighbours
- Ensure that you and your visitors do not subject your neighbours to verbal abuse, harassment, aggressive behaviour, violence or threats of violence
- Ensure that you and your visitors do not use the property for any illegal purpose
- Ensure all your visitors understand and respect your responsibilities
- Leave the property in good condition at the end of your tenancy