



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 Rights Charter is designed to help you understand your rights in a clear and simple way.

Tenant Rights Charter:

As a tenant of Junction Australia we recognise your right to:

- Safe, secure and affordable housing
- Security of tenancy in line with your Tenancy Agreement
- Housing that meets basic standards and is in a reasonable state of repair
- The peaceful enjoyment of your home
- Be treated and communicated with in a fair, open and transparent way
- Be treated with respect regardless of cultural identity, race, ability, gender, sexual orientation or age
- Respect for the privacy and confidentiality of your information (unless you give permission for your information to be shared, or we are required to share your information by law)
- Have our policies and procedures applied to your situation fairly and consistently
- Have your housing needs responded to as they change over time, within the guidelines and resources of the organisation
- To appeal or complain if you do not agree with a decision or service delivered by Junction Australia, and to be kept informed of the outcome
- Have an opportunity to comment on the way we deliver services and manage your tenancy

For more information about your rights you can contact the Tenant Information & Advisory Service on 1800 060 462

