



Tenant Handbook

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Junction Australia's registered community housing provider is Junction and Women's Housing Ltd
ABN 50 160 344 712

junctionaustralia.org.au

Telephone Directory

Junction Australia (JA)

- Head Office (168 Greenhill Road, Parkside SA 5063) (08) 8210 7000
- Tenancy Team Hub – Marion (Level 1, 838 – 842 Marion Road, Marion SA 5043) (08) 8275 8700
- Maintenance Team (08) 8210 7010

Emergency Numbers

FOR EMERGENCY FIRE, POLICE OR AMBULANCE ASSISTANCE DIAL TRIPLE ZERO - 000

- State Emergency Service (SES) 132 500
- Poisons Information Service 131 126
- Crisis Care, Adelaide - 4:00pm – 9:00am Monday – Friday, 24 hours weekends and public holidays 131 611
- Lifeline - 24 hour telephone counselling service 131 114
- Rape and Sexual Assault Service – After Hours Emergency Line (08) 8226 8787
- Women’s and Children’s Hospital - 72 King William Road, North Adelaide (08) 8161 7000
- Domestic Violence Gateway- 24 hour service 1800 800 098
- 1800RESPECT (National sexual assault, domestic family violence counselling service – information and support 24/7) 1800 737 732

Other Useful Numbers

- SA Police (for emergency police attendance, dial 000) 131 444
- Rape and Sexual Assault Service – Yarrow Place (free call) 1800 817 421
- Women’s Information Service (08) 8303 0590
- Women’s Health Information and Counselling 1300 882 880
- Telephone Interpreter Service 131 450
- Legal Services Commission (9:00am – 4:30pm Monday – Friday) 1300 366 424
 - Adelaide (08) 8111 5555
 - Elizabeth (08) 8463 3555
 - Holden Hill (08) 8207 9292
 - Port Adelaide (08) 8369 1044
 - Noarlunga (08) 8686 2200
 - Whyalla (08) 8207 3877
- Officer of Consumer and Business Affairs - Tenancies Branch (08) 8204 9544
- Country Callers 13 18 82
- Tenants’ Information and Advisory Service (TIAS) 1800 060 462
- Available Mon-Fri 9am – 5pm
- South Australian Civil and Administrative Tribunal (SACAT) 1800 723 767

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Welcome Home

Welcome to Junction Australia (JA). We hope you enjoy living in your new home!

This handbook is a general guide to living in a JA property, including your responsibilities as a JA tenant. These responsibilities are in addition to those set out in your **residential tenancy agreement** ('Lease') and the *Residential Tenancies Act 1995*. If you are unclear about anything in this handbook, you may wish to contact our Tenancy Team. For independent information and advice you may wish to contact the Tenants' Information and Advisory Service. Telephone numbers for both are included in the '*Telephone Directory*' section of this handbook.



Your Information and Privacy

JA respects your right to privacy and implements applicable legal requirements and guidelines that relate to confidentiality.

We make every effort to ensure that your information is collected accurately and stored in accordance with our internal controls.

We will not release your personal information to other parties unless permitted by law, and otherwise only if we have your permission. Usually your contact details will only need to be provided to other parties for operational reasons, such as organising maintenance for the property.

Moving In – Tips

Before you leave your current property

Arrange for the disconnection of services

If necessary, have final readings of the electricity, gas and water meters taken at your current property by contacting your suppliers. Have your electricity and gas services disconnected after the final readings are taken.

Arrange for the connection of new services

Arrange for the connection of electricity and gas for your JA property before you leave your current property, so your service providers can ensure supply is available when you move in.

Water should already be connected to the JA property. Further information about services is listed under '*Energy, Utility and Entertainment*' in this handbook.

Arrange insurance for your personal property

We strongly suggest that you take out an insurance policy for your belongings and the contents of the property, such as furniture, appliances, clothing and other personal effects or valuables. You are responsible for arranging your own insurance.

We recommend that you insure your belongings against loss, damage, and circumstances such as fire, water damage and theft. Some policies can protect against loss from broken windows and other items which you are responsible for. You should discuss policy coverage with your insurance agent.

Once you move into a JA property

Who to notify of change of address

We suggest you notify the following people and organisations about your change of address:

- Parents, relatives, friends
- Centrelink
- Medicare
- Services SA (driver's license and vehicle registration)
- Service providers, such as electricity, gas, water, telephone
- Bank or credit union, or your finance company
- Insurance company (life, contents, car)
- Private health fund

- Doctor, dentist, support agencies
- Post Office (re-direction of mail)
- Employer
- Childcare or school
- Department of Veterans Affairs (pension)

Energy, Utility and Entertainment Services

As stated in our tips for moving in, it is your responsibility to arrange the connection of electricity, gas and telephone services to the property. It is also your responsibility to meet the costs of connection and the ongoing service costs.

Electricity and Gas

Please contact the Tenant Services Team if you do not know if a gas connection is available for your property.

Tenants receiving Centrelink or other government benefits should contact the concessions hotline on 1800 307 758 or www.sa.gov.au for information regarding available concessions and eligibility. Concessions can be considerable if you are eligible, so we strongly recommend you do so as soon as possible.

Telephone and Pay Television

The installation of some telephone and pay television services may require modifications to be made to the property. Any modifications require our prior approval. Please refer to the *Modifications & Alterations to Property* section of this handbook for information about seeking our approval for any modifications.

Water

Water is already connected to your JA property. Please contact the Tenancy Team as soon as possible if there are any issues with your water supply, as you are responsible for excess water consumption.

Your lease with us sets out your responsibility for payment of water rates and or charges. Please refer to your lease.

Water conservation

SA Water sometimes places water restrictions on its customers. To check if water restrictions are in place in your local area, contact SA Water on 1800 130 952.

Rent

How your rent is calculated

This depends upon which JA program covers the house you are living in. Your Lease with JA sets out all of these details, including how your rent is calculated and, if applicable, how and when it is reviewed. Please contact the Tenancy Team if you would like more information about the calculation of your rent.

Paying your rent

It is your responsibility to pay your rent to JA at the correct time on the correct day. **Rent must always be paid two weeks in advance of the next rent period.**

How to pay your rent

Rent can be paid by:

- **Electronic funds transfer (EFT) from your bank account to ours** – you need to set this up yourself, with your bank. Remember to quote your payment reference number on each transfer.
- **Automatic deduction from your Centrelink benefit (if applicable) to us** - You need to set this up through Centrelink – we are happy to help you to do this. Once you complete the appropriate forms and give permission for JA to electronically download your income statements directly from Centrelink, your rent can be automatically deducted from your benefits on a weekly or fortnightly basis.
Cash deposit at any Westpac branch in South Australia - Remember to quote your payment reference number with each deposit.
- **By bank card over the phone to us** – call the Marion Tenancy Team or head office.
- **By EFTPOS in person** - at our Marion Tenancy Team office or head office.
- **By cheque or money order delivered or posted to us.**

Our bank account details

Bank: Westpac

Account name: Junction and Women's Housing Ltd

BSB: 035-053

Acc No: 298 277

We do not accept cash at any of our offices.

Your unique **Payment Reference Number** is given to you at the start of your lease. It **must** be quoted on electronic funds transfers, cash payments at Westpac bank and cheques/money orders. Your unique payment reference number can be provided to you by our Tenancy Team on request.

Difficulty paying rent

If you are experiencing difficulty in paying your rent for any reason, please contact the Tenancy Team as soon as possible. If you do not pay your rent when it is due, you are breaching your Lease (unless you are still at least two-weeks in advance of all rent due).

When rent is not paid, we generally take the following steps:

- Attempt to contact you to discuss the situation and agree to a reasonable repayment plan
- Consider your rent payment history
- Consider how well you have been meeting your other responsibilities as a tenant and your history of earlier breaches of your lease
- Speak to your Support Worker (if applicable)
- If we decide to give you a Form 2 breach notice – you have at least 7 days to fix the breach before we pursue termination of your tenancy

There may be serious consequences for falling behind in your rent and failing to contact us to discuss your situation, including eviction and taking legal action to recover your rent arrears. Please refer to our **Breaches & Evictions fact sheet** for more information.

Rent reviews

Refer to your lease for information about how the rent for your property is calculated (e.g. based on household income or a percentage of market rent), if, how and when it is or may be reviewed, and your obligations.

Household occupancy changes

If your rent is based on household income or your eligibility for the property relates to income, the rent payable or ongoing eligibility may be affected if there are changes to who is living in the property. Please refer to your lease for more information about your obligations to notify us and seek approval for occupancy changes.

If a new child is born in the household or comes to reside in the household for other reasons, this may also affect payments or income you are entitled to and therefore the calculation of your rent.

There may be serious consequences for failure to notify us or seek approval for occupancy changes, including taking legal action to recover any rent owed.

Maintenance of the Property

We provide planned and responsive maintenance to ensure that your home is secure, is in good repair and meets the community housing standards. We will respond promptly and courteously to your maintenance requests and will always send qualified, insured

and competent contractors to undertake work. All JA contractors are required to have current police-check clearances.

Responsive Repairs & Maintenance

We undertake all requests for repairs and maintenance (responsive repairs and maintenance) according to a priority system. For information about our priority system (including examples) and responsibility for costs of repairs and maintenance, please refer to our **Repairs & Maintenance Priority Guide fact sheet**. A copy is provided to all new tenants with this Tenant Handbook.

Life-Threatening Emergencies

For life-threatening emergencies, please contact the appropriate Emergency Service **before** contacting us:

- For emergency attendance by Police, Fire Department, Ambulance or State Emergency Service, phone **000**
- For emergency flood and storm response by the State Emergency Service, phone **132 500**

If you require emergency services due to a break-in at your property, please make sure to report the matter to police and get a police report number. Please provide the police report number and any other details to the Tenancy or Maintenance Teams.

Reporting or Requesting Repairs or Maintenance

You can report issues or request repairs and maintenance by phone, email, in person or online through our website. Please refer to our **Repairs & Maintenance Priority Guide fact sheet**.

Undertaking Repairs and Maintenance – Our Contractors

We will send appropriately qualified and skilled contractors to undertake any necessary repairs and maintenance at your property, after giving you notice of the day and time they will attend. Contractors may attend the property at a time that suits you between 8.00am and 8.00pm on any day other than a Sunday or public holiday (referred to as '**normal hours**' in section 72(6) the *Residential Tenancies Act*). Refer to your lease for more information.

When repairs or maintenance are required urgently or in an emergency, including to undertake Priority 1 urgent repairs or maintenance at your request, the 48 hour notice period does not apply and we and/or our contractors may need to attend at your home outside of normal hours.

Our Contractors will contact you directly to make the appointment. If you cannot keep the appointment, please call the Maintenance Team well in advance of the appointment day and time on (08) 8210 7010.

If a contractor attends your property at an agreed day and time to undertake repairs or maintenance work and no one is home, you may be charged a call-out fee.

You are required to ensure that the contractors that attend have a safe environment in which to undertake the work. Ensure the area around the job is cleared and accessible, that any pets are secured and that children are kept well away from the workspace.

Your Repairs and Maintenance Responsibilities

The Lease you have with us and the *Residential Tenancies Act* 1995 set out your responsibilities in relation to the condition of your rental property. **You are required to cover the cost of all repairs and maintenance that you are responsible for, even if we agree to undertake the work.**

You can also refer to the **Tenant Code of Conduct fact sheet** for a quick overview of your responsibilities, including maintenance and repairs, as a JA tenant.

Keys

You are responsible for the keys we provide to you at the commencement of your lease.

You must return these keys to JA when your tenancy ends. If the keys are not returned you may be charged for any costs associated.

If you are locked out of your JA property, it is your responsibility to arrange for the attendance of a locksmith and any associated costs (e.g. call out fee and replacement keys). If you are locked out after standard business hours and no service is available, you may contact our Maintenance Team (calls are taken by our out-of-hours service) who can supply a locksmith at your expense.

Please refer to your lease for further information about responsibilities related to keys.

Smoke Alarms

Smoke alarms have been installed in all JA properties for safety reasons. Some are battery operated and others are hardwired into the property. **Never:**

- remove the smoke alarm from the ceiling
- remove the cover or batteries (unless the batteries are flat and you are immediately replacing them with fresh batteries)

To ensure your smoke alarm works when needed, **always** follow the tips in the ‘*Smoke Alarms; what you need to know*’ brochure published by the SA Metropolitan Fire Service. A copy is provided to you at the start of your tenancy. Our Tenancy Team can also provide you with a copy on request.

If a smoke alarm starts beeping for no apparent reason, or you have reason to believe it is not working properly, contact our Maintenance Team immediately on (08) 8210 7010.

Modifications & Alterations to Junction Australia Property

You may not modify or alter a JA property without the prior written permission of JA.

For more information about your rights and responsibilities in relation to modification and alternations, please refer to your lease.

If you wish to make any changes to the property, you must send a completed Property Modification Request form to the Maintenance Team for approval. You can obtain this form by calling the Tenancy or Maintenance Teams. We will then assess your request and provide you with a written response detailing our decision.

If you make modifications or alterations to a JA property without our prior permission, we may treat the changes as damage you have caused and charge for the cost of returning the property to its prior and/or safe condition.

Occupancy of the Property

Only people named in the Lease, or subsequently approved by JA in writing, can reside in the property. Please refer to your lease with JA for further information about your rights and responsibilities in relation to occupancy of the property, including in relation to guests/visitors.

There are serious consequences for breaching the occupancy provisions of your lease, including **eviction** from the property.

Visitors are **not** to use the car parking spaces provided for tenants living in units.

Partners

If your partner is not named on the lease, it is your responsibility to ensure your partner abides by the occupancy requirements set in your lease with us.

Holidays or Absence from the Property

If you wish or need to leave the property unoccupied for **any longer than two weeks** for any reason, you must notify us. Except in an emergency situation (e.g. hospitalisation or incarceration), you must provide this notice to us before you leave and make satisfactory arrangements with us to ensure payment of your rent during your absence. Rent will continue to be due and payable by you as normal while you are away from the property.

The following tips are suggested for any periods of your absence:

- Secure all external doors and windows before you leave
- Cancel all deliveries to the property, e.g. newspapers
- Have a trusted person check on the property regularly & clear your mailbox
- Leave JA's telephone number with a friend, neighbour or family member in case of an emergency

Subletting the Property

You are not permitted to sublet or assign your lease to someone else without our prior written consent. As a community housing provider, JA has absolute discretion to withhold consent to subletting/assigning your rights as a tenant. Please refer to your lease with us for more information.

Using the Property for Commercial Activities

You must have JA's written permission before you use the property for commercial activities. This includes running a business or any operation that allows you to make an income from the property, such as Family Day Care, making jewellery, doing office work or typing. Please refer to your lease with us for further information.

Moving Out

Before you leave the property

Terminating your lease

For information about terminating your lease with us, please refer to your lease.

Notice period

Fixed term tenants must give JA **at least 14 days' notice**, while **periodic tenants** must give **at least 21 days' notice** that you intend to vacate the property.

If you leave the property before this you must still pay rent up to the final date of the notice period. For more information about notice periods, please refer to your lease.

Final inspection

You **must** leave the property in the same condition that it was in when you arrived (except for fair wear and tear).

When you vacate your property, we will perform a final inspection to:

- compare the condition of the property with the Inspection Sheet from when you moved in; and
- Determine what damage (if any) is your responsibility and what is fair wear and tear.

Following the final inspection, you may be charged for the cost of any repairs and maintenance that fall within your responsibility, in addition to any additional cleaning or removal of rubbish that is required to restore the property to a reasonable condition for new tenants.

Please refer to your lease for more information about your obligations when vacating.

Keys

You must return ALL keys for the property to us at or before the final inspection. If you do not return your keys you may be charged for replacement costs.

You must pay all rent up to the date of vacating and any outstanding debts to JA which you have accrued.

Feedback (Compliments & Complaints) and Appeals

JA welcomes your feedback about our services, properties, staff, policies and procedures. We also welcome you to provide us with any feedback if your rights under your lease are being compromised by other tenants of ours. There are a number of ways you can provide us with your feedback, including by phoning us, writing to us by email or post, or via our website. Please refer to our Housing Compliment and Complaints brochure for more information.

If you believe we have not followed proper policy or procedure in relation to a decision we have made, you may wish to contact the Tenant Information & Advisory Service (TIAS) for independent information and advice, and/or send us your request for an internal appeal of our decision and/or apply to the South Australian Civil & Administrative Tribunal (SACAT) for an external appeal of our decision. Please refer to our Housing Appeals Information brochure for more information.



Contact Us – Housing & Urban Development

Head Office	168 Greenhill Road, Parkside SA 5063 Office hours 9am – 5pm (08) 8210 7000
Maintenance	(08) 8210 7010
Postal	168 Greenhill Road, Parkside SA 5063
Email	housing@junctionaustralia.org.au
Online	junctionaustralia.org.au