

## Renters Rights and Responsibilities

McCormack Housing (McH) provides quality, person centred supports in a respectful and non-judgmental manner. We aim to ensure that all clients have access to the information they require to understand their rights and responsibilities as a renter in a McCormack Housing or ACSO property.

### As a renter you have the right to:

- Access – having the ability to access the services delivered through ACSO and McCormack Housing or receive supported referrals to other specialist service providers.
- Respectful and culturally safe- Being respected and treated with dignity as an individual. Have my cultural, beliefs, choices respected and receive services and supports free from discrimination and judgement.
- Be informed of all decisions made about your tenancy, including rent, reviews and applications for additional occupants, relocations and transfers.
- Have your tenancy explained to you, including how much rent you will pay and if you are eligible for any subsidies.
- Enjoy your home in a peaceful and private manner.
- Receive copies of all the documents you need for your tenancy.
- Support you to fully understand McH and ACSO's policies and processes.
- Request an interpreter.
- Have an advocate or worker present throughout any interactions including at meetings, reviews, and inspections.
- Move into a clean and tidy property and have arrangements for appropriate repairs and maintenance during your tenancy.
- A home that has adequate security and a working smoke alarm.
- Have your permission sought prior to any visit and within the terms of your tenancy agreement.
- Access any information that McH or ACSO holds through the freedom of information process.
- Be fully supported to lodge any feedback including complaints and appeals.
- End your tenancy immediately if you are in circumstances of domestic and family violence and are not the offender.
- Maintain a pet that is appropriate to the premises with permission.

### We have the right to;

- Enter your property in emergencies, to do urgent repairs, check smoke alarms and address health and safety issues. Where possible, we will seek your consent first.
- Act upon pets that are a restricted breed, a nuisance to neighbours or health hazard.
- Refer child protection issues to the appropriate authorities.
- Provide the required notice of a breach of your tenancy agreement.
- Provide you notice to vacate if your tenancy is to end.

### As a renter you have the responsibility of:

- Meeting all your payment responsibilities, including paying your rent and other charges.
- Pay any rental bond payments on time.

- Cleaning and maintaining your property to a reasonable standard, including gardens, and ensure no damage is done (by you, your household members or visitors).
- Ensuring your family and visitors behave appropriately.
- Paying for electricity and gas where required.
- Provide 28 days about any change in your circumstances, such as employment, the number of people in your household and total income.
- Provide notification as soon as possible if you need any repairs.
- Ask for permission before making changes to your property within the *Residential Tenancies Act 1997* (Vic).
- Look after the security of the property, including advising us if there are any issues with your smoke alarms or locks.
- Seek permission and ensure that your pet is suitable for your home and make sure your pets are not a nuisance to neighbours.
- Treat all McH and ACSO employees fairly and respectfully in all your dealings.
- Provide information to employees where there are any issues or changes of circumstances.
- Cooperate with neighbours and, if possible, settle any disputes by talking with them.
- Maintain a good community spirit by respecting your community's right to peace.
- Cooperate with us if you need to be moved to different housing.
- Notify us if you are moving from the property. If you are on a fixed-term tenancy, you need to give 14 days' notice and 21 days if you are not on a fixed-term tenancy. The exception is when you are a victim survivor experiencing domestic and family violence.
- When ending a tenancy to ensure you leave the property as you found it and pay all outstanding charges.
- If your tenancy is terminated by the VCAT, you comply with the orders, hand the keys back and leave the property as you found it.

### **We have the responsibilities of;**

- Maintaining your privacy and confidentiality
- Providing a property that are of good repair and regularly maintained
- Providing a timely response to all requests for information and maintenance
- Working collaboratively and ensuring that your voice is heard throughout all interactions.
- Supporting the follow up of any complaints or appeals to decisions made.
- Ensuring that all information provided to you is clear, concise and understood.
- Providing services and supports within the legislative requirements.

### **Review**

Version	Date	Author	Reason	Sections
1	September 2022	Sylvia Cassar	Implementation	All