

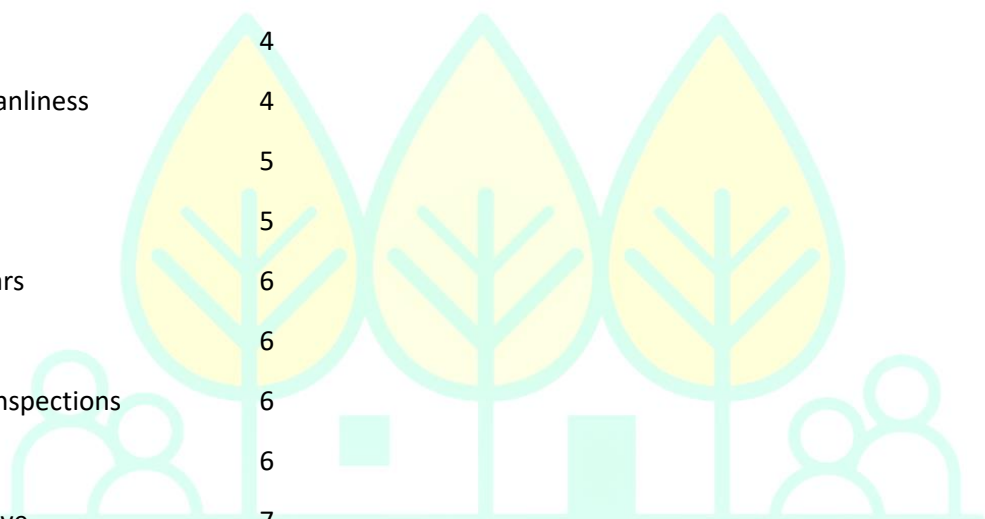


McCORMACK HOUSING

Tenant Handbook

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Welcome

Welcome to your new home.

McCormack Housing will provide you with all your tenancy needs during your time at this property. This handbook is designed to provide you with the essential tenancy related information and should be kept in a safe place for the duration of your stay to refer back to.

Throughout your stay you will be required to engage with your ACSO Worker and to comply with any mandated correctional conditions. If you have any questions about what this means, speak to your ACSO Worker at the earliest convenience.

Your supports

McCormack Housing (MH) will provide the tenancy management and property management support regarding housing matters such as rental payment, issues with your utilities and upkeep of the property.

Your ACSO Worker (AW) is your day-to-day support worker who is available during agreed hours to support you address your reintegration needs and to access supports in the community.

You will be asked to provide a consent for MH and ACSO to share information relating to your tenancy. Your consent and your engagement with ACSO are a condition of your stay.

Confidentiality

MH and ACSO collects information about our tenants/participants to ensure that we are continuing to provide service that meets the needs of program participants. ACSO and MH are strongly committed to protecting our clients' right to privacy and comply with all applicable privacy laws.

A copy of the ACSO/MH Client Privacy Policy is attached to your Handbook. You can also read more about our policy at the following web link. Please note, the ACSO Client Privacy Policy applies to MH clients also.

<http://www.acso.org.au/about/privacy-statement/>

Your Responsibilities

Your duties as a McCormack Housing tenant include:

Paying your rent on time,

Do not intentionally damage the property

If you unintentionally damage MH property, report any damage to MH staff at earliest convenience

Making sure you keep the property clean

Not using the property for an illegal purpose

Not transferring your tenancy to someone else without MH's consent

Not allowing another person to move into the property without the MH's Consent

Not creating or allowing your visitors to create a nuisance

Be a good neighbour

MH understands that the importance of having a place that is comfortable, safe and your own personal space.

Your rights

McCormack Housing (MH) will;

Ensure the rented premises are vacant and in a reasonably clean condition on the day you move in

Keep the premises in good repair

Give you a key as soon as possible after changing any lock

Let you have peace and quiet in the premises.

Provide effective communication links between MH and the tenant encouraging Tenant participation and addressing concerns effectively

Provide effective feedback and dispute resolution

Moving In / Condition Report

You will be given a Condition Report at the start of your tenancy. The report will include photos and notes on the condition of the property at the time you started your lease. It is important to go over this document to ensure we have accurately detailed how the property was when the lease began. It is also a way for you to note anything we may have missed or items that are in need of repair.

You will have three business days to get the report back to MH.

It is expected that you will keep the property in the same condition as it was when you move in.

Damages

No structural changes are to be made to the property. This includes hanging items on walls or other surfaces using any affixing tool that would damage the property in any way.

Any damage to the property or to items in the house must be reported to your tenancy officer. If the property damage is significant and requires immediate remedying (for example: burst water pipe, leaking gas) please refer to Emergencies in this Handbook.

During your stay, please do not burn candles or incense.

House cleanliness

As a tenant of this McCormack Housing property, you are responsible for maintaining the cleanliness at your own expense. Including;

Keeping all surfaces clean using cleaning products provided

Ensuring your toilet and bathroom area are kept clean

Rubbish bins are put out the night before they are due to be collected, and all rubbish items are put in a tied-off plastic bag before emptying into the bin

Residents must thoroughly clean the premises before moving out

Keys

A set of keys has been provided to you. Please make sure you look after these keys. No copies are to be made without seeking permission from MH.

If you have misplaced your keys or are locked out, please follow the below procedures:

- If keys are lost during business hours, contact your Tenancy Officer.
- If keys are lost or you are locked out outside of business hours, please contact a locksmith.

If property has been damaged due to tenant trying to gain access, tenant is liable for all repair costs and a VCAT order will be sought

If you wish to change the locks, you must notify McCormack Housing and provide us with a set of new keys within 24 hours.

Rent / Centrepay

Your tenancy Agreement will state what you must pay in rent. Tenants must pay two weeks rent before moving in and remain in advance for the duration of the tenancy.

It is recommended that you set up **CentrePay** for the payment of your rent. We will provide you with a form to complete to set up the deductions.

McCormack Housing Business Centrelink Reference Number: 555 121 587 T

If you wish to pay directly our account details are as follows:

MH Account details

Bank: CBA
Branch: Fitzroy
BSB: 063212
Account Number: 10308828

Please note we are unable to accept cash or cheque payments

Rent arrears

McCormack Housing take rent arrears very seriously. If you know that you will not be able to pay your rent on time, you should contact MH as soon as possible to notify us and make payment arrangements. We will help you set up a payment plan if you are unable to make rent.

Our Process for Rent Arrears:

If you are 3-5 days in arrears, we will contact you by phone. If we cannot contact you by phone we will send you a letter and be in touch with your caseworker.

If you are 5 to 10 days behind in your rent and have not made any attempt to pay your rent arrears we will continue to try and contact you via phone and send you a letter. We will make contact with your caseworker to advise of the ongoing arrears.

If you are 14 days in arrears we will send you a termination notice. This is a notice to vacate the property due to rental arrears. We will continue to try to contact you via phone. We will also be in touch with your ACSO or CV supports to resolve the arrears.

It is your responsibility to contact McCormack Housing and make payment arrangements to retain your tenancy.

Utilities

It is your responsibility to have the appropriate utilities connected, if not included in your lease agreement. We would recommend connecting these prior to your arrival date so you will not be left without power or gas when you arrive. If you are unsure what is included in your rent, contact your Tenancy Officer.

Property Inspections

MH will conduct a property inspection at the 3 month mark of your tenancy. We will provide you with a letter and SMS to ensure you are aware of the inspection time. It would be recommended to have your ACSO worker present at the inspection incase there are any questions.

The property inspection will take approximately 15 – 30 minutes. Inspections are a way to show us that you have kept the property in good order as well as a way for us to note any repairs or maintenance that needs to take place. Please note that if you are unable to be present during the inspection, we will use our set of keys.

Smoking

Smoking is not permitted inside any of the properties.

Please smoke outside of the house and dispose of any butts thoughtfully, especially during fire season.

Taking Leave

If you are going away, it is advisable to tell your Tenancy Officer or ACSO worker.

If you leave without notifying us and are unable to contact you for a period exceeding two weeks, we may apply to VCAT for possession or consider a welfare check with ACSO or the Police to ensure your safety.

Personal Belongings

ACSO and MH are not responsible for the safety and security of your personal belongings and we recommend that when you leave your property you ensure that you have locked your front door and secured any items of value.

You are responsible for your own insurance we recommend you take out insurance for you own belongings.

Ending Your Tenancy

Notice of Intention to Vacate

If you want to move out, you should call your Tenancy Officer to discuss your options or plans for the move.

When you move out you must remove all your belongings and leave the property in the same condition it was when you moved in.

If you do not remove all your belongings from the property when you move out, MH, under certain conditions, dispose of your goods.

If you have damaged the property or do not clean it when you leave, we may use the bond you provided at the start of the tenancy. If the damage is significant, we may require a VCAT hearing for compensation.

Notices to Vacate

If you receive a Notice to Vacate and are unsure of the reasons why you must move out, we would recommend calling your Tenancy Officer or ACSO worker to discuss. You can also refer to www.tenantsvic.org.au to give you support during this time.

Abandonment of property

Your tenancy will be end if you abandon the property. We will make attempts to contact you however if VCAT rules you have abandoned the property, we will take possession.

If you leave belongings at the property, see the Good Left Behind Charter.

Preparing to Vacate

When you move out, you should leave the property in a state that is clean, safe, fit to live in, and in the same condition as when you moved in, fair wear and tear excluded. You can ensure this by following the Exit Checklist.

You will be given an Exit Checklist by your Tenancy Officer 14 days before you are due to vacate.

You must remove all your personal possessions and rubbish and clean the property including (but not limited to) inside cupboards and drawers, skirting boards, the oven and the grill. If the property is not left in a clean state, the cost of cleaning will be deducted from your bond.

Please contact MH's tenancy officer for recommended cleaners and handymen should you need them.

Please note that you will need to pay for exit cleans and repairs.

Equal Opportunity

ACSO and MH are committed to upholding equal opportunity for all participants receiving our services. No applicant seeking services will be denied services based on age, height, weight, national origin, marital status, sexual preference, disability, gender, religion or race.

Respectful Engagement

Verbal and/or physical abuse towards ACSO/MH staff and other residents will not be tolerated on the premises or elsewhere.

If you feel that you are having difficulties managing your anger or other emotions, have a chat to your ACSO Worker as there may be available options for helping you to learn coping skills. If you feel you need help from a mental health professional, your ACSO Worker can link you into an appropriate service.

If you display abusive behaviour towards staff, tenants or neighbours this is a breach of your tenancy agreement and will put your tenancy at risk. You may be immediately evicted under the Residential Tenancy Act. If your behaviour is threatening to others safety the police will be called to have you removed from the property immediately.

Tenant Grievances - Compliments, Suggestions, Complaints and Appeals

Whether it is a compliment, a suggestion, or a complaint, we want to hear from you. Whatever the issue, MH is committed to treating your communication with us with respect, professionalism and confidentiality. Compliments and suggestions and feedback from our tenants is important to us so we know what we are doing right and what we need to improve. If you have any suggestions or compliments, please feel free to contact us and let us know.

Complaints

If you have a complaint about the quality of service, you should raise the issue with us. There are two ways of doing this:

1. Verbally - Verbal complaints are our preferred option. You can initially contact us via phone or make an appointment to visit one of our offices to discuss your issue. We will find the appropriate MH staff member to investigate the issue and where possible resolve the problem
2. In writing - A written complaint can be lodged if you are dissatisfied with the outcome from your discussions with us.

The process to lodge a written complaint is:

1. Send a letter or email to the attention of the Operations Manager to info@mccormackhousing.org.au.
2. MH will acknowledge the complaint within three days of receiving it. (please allow time for postage)
3. Your complaint will be investigated, and you will receive a written response within 28 days.



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The Good Neighbour Charter outlines ways to act as a responsible neighbour:

Common access ways and lifts are to be kept clear at all times. Please do not store bicycles and/or any other personal belongings in the Common Areas.

Furniture from your unit should not be taken to another tenant's unit or into communal areas as this is a safety hazard.

Balconies should be kept clean and nothing should hang from balcony railings.

Tenants are required to keep their gardens tidy.

Tenant's and visitors are not able to park a vehicle in areas other than designated parking spots.

Tenant/s and their visitors to keep noise to a reasonable level and make sure that the peace and quiet of other neighbours is not disturbed. This includes noise from radios, televisions, musical systems, instruments and animals.

Tenant/s and their visitor/s should attempt to discuss any issues they have calmly with neighbours. If issues cannot resolved issues may be referred to MH or Residential Tenancies Authority Dispute Resolutions Service or the Department of Justice Dispute Resolution Centre.

Do not invite illegal activities to be conducted that may put others at risk. This activity includes:

- Drug making/dealing/consumption
- Prostitution
- Dangerous weapons

Tenant/s are not to tamper with, or change, a door lock in any part of the building.

Tenant/s are not to install any lock or locking device to any access door.

Tenant/s should keep their unit and balcony/garden clean and tidy.

Goods Left Behind

If you vacate the property and leave items behind. It is recommended to contact your Tenancy Officer ASAP.

We have an obligation to keep certain items for up to 90 days however there are items with will be disposed of.

For more information; you should visit

<https://www.consumer.vic.gov.au/housing/renting/ending-a-lease-or-residency/goods-left-behind>



FEEDBACK FORM

McCormack Housing values your feedback. You can contact our office directly on 03 9413 7000 or (you can complete the below form and indicate if you would like us to contact you.

Your details

Name: _____

Address: _____

Application Number: _____

Client reference number _____

Phone _____

Email: _____

Would you like us to contact you? _____

Best time to contact you (please select) Morning.....AfternoonEvening..... Anytime

Type of feedback: (Please select): Complaint Compliment.....Suggestion

Your Feedback



McCORMACK
HOUSING

Confidentiality and Privacy

Policy Statement:

MH is committed to its legislative responsibility to protect the personal information of its Applicants and Tenants. When personal information is collected by MH, we will ensure that;

It is collected by lawful and fair means;

It is used for lawful purposes;

It is collected with clients/tenant's consent, and

The purpose for collection is made clear and explicit.

It is important that Applicants / Tenants have confidence in MH to establish and maintain the confidentiality of all tenant information.

Accordingly, MH is committed to adhering to Privacy Legislation – utilising the National Privacy Act, which outlines the extent and scope of what information can be collected, storage and security of personal information, access and correction of information, retention of information, use and disclosure of personal information, unique identifiers and conducting audits.

Objective

The MH Confidentiality and Privacy policy specifies the company's commitment and procedures in respecting and providing information to tenants, about how information provided by them is managed within stated privacy industry standards and consistent with the MH Values and generic Privacy and Confidentiality Policies

This policy specifically outlines the purposes for which MH collects specific information to assist MH to assess applications and undertake the processes of Tenancy and Property management. All prospective applicants are asked to sign the Application Form acknowledging the purposes for which information is required.

Process

Confidentiality

All personal and identifying information about an Applicant/ Tenant will be confidential and will not be given out to others, outside the agreed disclosure to the tenant or without the informed consent of the Applicant/Tenant.

MH staff will respect the confidentiality of information obtained during business. Staff will not intrude on, or be insensitive to, Applicants / Tenants when collecting information.

Applicants / Tenants have a right to be informed about staff's legal and professional obligations to maintain confidentiality and how these obligations will be implemented.

MH staff will follow clearly defined procedures to ensure that Applicants / Tenants confidentiality is maintained always.

Recorded Information

All Applicants / Tenants will be informed about the nature of information recorded and who has access to that information and why.

Clients should be informed about the limits of confidentiality in any given situation, for example shared access to files and mandatory reporting. Workers are not exempt from giving evidence in court on the grounds of confidentiality in the way that religious clerics, psychiatrists and so on are exempt. This also applies to any written material held by the service that can be subpoenaed by the authorities.

Only essential information will be recorded in accordance with the business needs of MH regarding Property and Tenancy Management.

During phone or in-person contact, staff will inform Applicants / Tenants about what they are recording, where and why the information is being recorded and who else may view the information.

Filing notes / information in an Applicants / Tenants file will be written avoiding opinions about the Applicant / Tenant or about their personal issues. Information kept will be practical, rather than interpretive or personal.

Access to Information

MH staff will only access client's /tenant's files when and in order to undertake their work/business undertakings. Reading a file without authority to do so would be considered a breach of confidentiality.

The Tenancy Manager will provide to Applicants / Tenants a publicly available list of information of what information will be shared and with who, what is kept about Applicants / Tenants, for which purpose it is kept, who has access to it, and how Applicants / Tenants can gain access to it.

The Tenancy Manager will have consent from the Applicant / Tenant if it is proposed that information about Applicant / Tenant is to be released. Applicants / Tenant/s have the right to correct or update the information. If the staff member believes that the information should not be altered, the staff member will attach reasons for this belief as well as a statement from the Applicant / Tenant outlining the changes they wished to make.

MH staff will not provide Applicants / Tenant/s address or other personal details to anyone unless the Applicant / Tenant has given direct consent. At times, discretion is called for, i.e. when asked to pass on information etc.

If police contact MH regarding an Applicant / Tenant, the staff are not deemed or required to supply police with any information unless a warrant is issued. Reasonable negotiation about information passed between the police and the service is expected, however.

Note MH staff member will not pass on any information to police without first consulting their supervisor in the above situation.

Privacy

Whether by telephone or in person, conversations with Applicants / Tenants will, as much as possible, take place in private surroundings; using an interview room, for example, or make sure the office you are using is private.

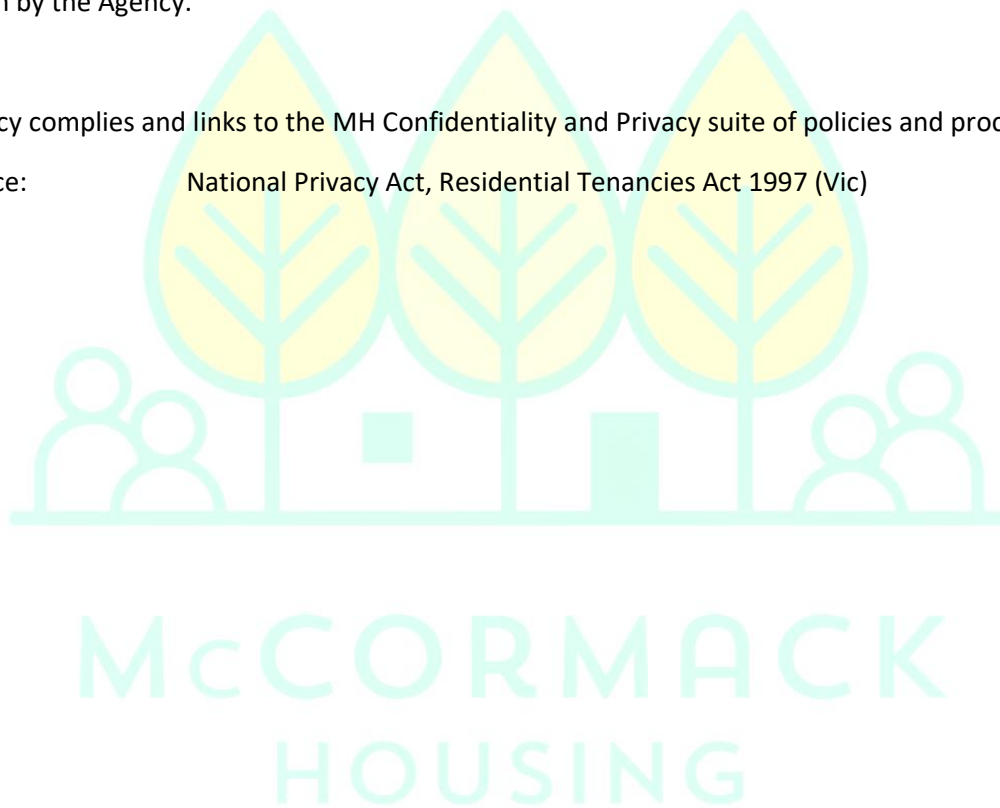
In the event of undertaking publicity, such as public speaking or promotion, MH staff will avoid using any personally identifying information about Applicants / Tenants. (Using non-identifying statistics, for example).

Applicant / Tenant files/records will be kept in a secure place and filed by numbers or codes, instead of name which can potentially identify the Applicants / Tenants address.

If an Applicant / Tenant is not satisfied with the manner and actions taken to safeguard / deal with their personal information they may make an application of Complaint as per MH policy, for follow up action by the Agency.

This policy complies and links to the MH Confidentiality and Privacy suite of policies and procedures.

Reference: National Privacy Act, Residential Tenancies Act 1997 (Vic)



Good Neighbour Charter

Social responsibility, respect for others and appropriate community behaviour are fundamental requirements of a successful tenancy. The Good Neighbour Charter outlines ways to act as a responsible neighbour including management of noise, privacy and social connections.

Liveability benefits of positive neighbour behaviours and interactions include:

- Minimising noise transference between neighbours' dwellings,
- Strengthening social relationships if desired,
- Ensuring respect for privacy.
- Common access ways and lifts are to be kept clear at all times. Please do not store bicycles and/or any other personal belongings in the Common Areas including the Common Area on your level. ☞ Fire doors and building security gates are to be left closed.
- Furniture from your unit should not be taken to another tenant's unit or into communal areas as this is a safety hazard.
- Balconies should be kept clean and nothing should hang from balcony railings.
- Tenant/s to turn off all equipment in communal areas when they are finished using it.
- Tenants are required to keep their gardens tidy.
- Tenant's and visitors are not able to park a vehicle on the property, including easements or loading bays unless prior approval has been obtained.
- Tenant/s and their visitors to keep noise to a reasonable level and make sure that the peace and quiet of other tenants is not disturbed. This includes noise from radios, televisions, musical systems, instruments and animals.
- Tenant/s and their visitor/s should attempt to discuss any issues they have calmly with neighbours. If issues cannot resolved issues may be referred to MH or Residential Tenancies Authority Dispute Resolutions Service or the Department of Justice Dispute Resolution Centre.
- Do not invite illegal activities to be conducted that may put others at risk. This activity includes:
 - Drug making/dealing
 - Prostitution
 - Dangerous weapons
 - Illegal/dangerous substances
- Tenant/s are not to tamper with, or change, a door lock in any part of the building.
- Tenant/s are not to install any lock or locking device to any access door.
- Tenant/s should keep their unit/house and balcony/garden clean and tidy.

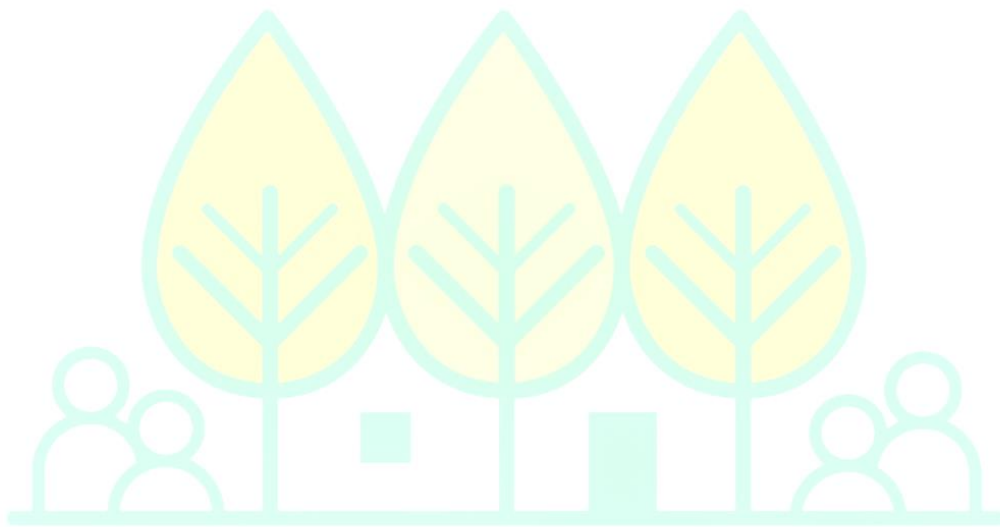
ACKNOWLEDGEMENT & RECEIPT OF MH CLIENT HANDBOOK

I _____ (Name)

of _____ (Address) understand and agree to the terms outlined in the MH tenant Hand book, the good neighbour charter and the Goods left behind policy

SIGNED: _____

DATE: ____/____/____



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