

# Almost HOME



version 2

2012

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# Introduction

The project has been initiated by Rural Housing Network Limited (RHNL) to provide training and support for young people moving into Transitional Housing.

## > The aim of the manual:

is to prepare young people for independent living and to assist them to plan for the future. Throughout the sessions they will learn how to define and pursue long term housing goals that are appropriate to their current and future needs.

## > The manual will also assist young people:

to develop essential life skills including general living, interpersonal and relationship and financial skills that are essential training for young people in gaining confidence and independence.



## Acknowledgements

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Joanne Evans  
Catherine Jefferies

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RHNL would also like to thank the Victoria Law Foundation for its generous support to revise and reprint this publication.

## BY THE END OF SESSION 1 YOUNG PEOPLE SHOULD BE FAMILIAR WITH:

Transitional housing and how this type of tenancy works

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What is required, as a tenant, when living in transitional housing, as well as the responsibilities of RHNL, who is the landlord.

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What an Initial Assessment and Planning worker is, and what their role is within transitional housing.

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The Youth Allocation Panel

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SESSION 1

# registering

WHAT IS TRANSITIONAL HOUSING | WHAT THE PROGRAM OFFERS | WHO IS INVOLVED

WHAT IS AN IAP WORKER | THE REGISTRATION PROCESS | THE YOUTH ALLOCATION PANEL

## 1. What is Transitional Housing?

- *Transitional Housing* provides young people with short term accommodation, of a 3 month period. There is an option for this to be extended depending on your housing exit plan and outcome.
- Transitional Housing properties are furnished with bedding, couch, washing machine, fridge and some other basic essentials (e.g. mop and bucket, hose)
- Whilst in transitional housing young people are encouraged to work towards a positive long term housing outcome. Your housing/agency support worker and your Initial Assessment Planning (IAP) worker will guide you in this process by assisting you to develop a housing exit plan (where you will move onto after transitional housing).
- In transitional housing, RHNL are the landlords of the properties. It is the Tenancy Administration Worker (TAW) responsibility to ensure that RHNL as landlords works within the Residential Tenancy Act 1997.
- You as the tenant and RHNL as the landlord must comply with the Residential Tenancy Act 1997.

### Residential Tenancies Act 1997 (RTA)

The RTA is the main body of law regarding tenancies. It sets out the Victorian Civil and Administrative Tribunal (VCAT) jurisdiction and provides rules relating to residential tenancies, rooming houses and caravan parks. It details the duties of landlords, tenants, owners and residents, as well as rules relating to tenancy agreements. It provides for the lodgement of bonds through the Residential Tenancies Bond Authority (RTBA).

- To be eligible for Transitional Housing, you are required to be actively engaged with a housing agency support worker.
- If you attend RHNL and you are not supported by a housing/agency support worker, RHNL will refer you to an appropriate agency to assist you with exploring and commencing the transitional housing process.

## 2. What does that transitional housing program offer?

- Housing information
- Referrals to agencies who can assist with support requests
- Access to financial assistance to support you in gaining or maintaining housing
- Assistance in gaining access to public (e.g. Office of Housing) or private rental accommodation

## Who is involved in the Transitional housing process?

- Your housing/agency support worker
- Initial Assessment and Planning worker (IAP)
- Tenancy Administration Worker (TAW) – once you have been allocated a property

## What is an IAP worker?

It is an Initial Assessment Planning worker

### What do they provide?

- General information about local housing, such as other short-term accommodation options, applying for private rental and applying for Office of Housing (OoH) properties.
- Assisting with information to explore options of long term housing
- Referral information
- Referrals to other agencies in the local area that may be able to assist with housing or other needs.

## What is an Agency Support Worker?

Someone who works with the young people in identifying accommodation options available (transitional housing, private rental, Office of Housing, family, friends etc) and provides support to access and/or maintain housing that best suits their needs. They also:

- Provide assistance in strengthening skills in working towards obtaining or maintaining accommodation and empowering independence
- Assist or provide a referral for assistance with independent living skills (cooking / cleaning, purchasing housing appliances etc.), financial skills (budgeting, savings plan etc.), completing housing application forms (private rental, Office of Housing, Community Housing etc.).
- Advocate with the young person or on their behalf where need is identified (e.g. Youth Allocation Panel at RHNL etc).
- Work with the young person in developing a service plan in order to meet their desired goals.
- Set appropriate sessions and support times with young people in order to meet the goals of their service plan
- Maintain support contact with young people (via arranged session times, phone contact, other arranged meetings etc) to be able to assist young people in accessing or maintaining accommodation, in working towards service goals.
- Provide young people with up to date and relevant information regarding services (access and referral options).

## Once you have been accepted for case management support by a support agency:

- It is important to keep your housing / agency worker up to date with your housing circumstances, by letting them know that you still need accommodation and if there are any changes to your housing circumstances. This is to occur fortnightly where possible.
- Your information collected at the intake/drop-in appointment is then put forward at the Youth Allocation Panel, by your housing/agency support worker, in advocating for you to be assigned a property
- Your information that is collected through your appointment with your housing / agency support worker will allow your housing agency / support worker to put forward a referral to the Youth Allocation Panel and advocate on your behalf for the allocation of transitional property.

## Registering/applying/signing up for THM, what to do:

- Young people are to attend an intake/drop-in appointment at RHNL with their housing/agency support worker.
- Intake/Drop-in appointments are conducted on a daily basis at RHNL.
- An IAP worker conducts the appointment.
- Information about your current and past accommodation, along with the basis for wanting to access transitional housing is talked about and documented.
- Options of exiting transitional housing are explored to identify whether further applications such as Office of Housing or long term housing are to be completed.
- A referral for housing / agency support will be made to the most appropriate service who, when a transitional housing property becomes available, will lodge a referral to the Youth Allocation Panel to advocate for your allocation of a transitional property.

## What does an IAP worker do once you are allocated a property?

- Assist in developing your housing exit plan (where you will move onto after transitional housing)
- Review your tenancy arrangements with you and your housing/agency support worker: This is done initially after the first 2 weeks of your tenancy and then on monthly intervals for the duration of your tenancy.
- Raise any tenancy issues with you and your housing/agency support worker at these meetings (e.g. being behind in rent, any complaints)

## What is the Youth Allocation Panel?

A meeting of a panel that includes staff from RHNL and 2 other members sourced from housing support agencies in the local area.

The role of the panel is to decide and place young people who have been nominated by their housing

support / agency worked, into transitional housing and where possible, to identify young people who may be able to potentially share a property.

## What happens at a Youth Allocation Panel Meeting?

- The panel looks at vacancies and the housing / agency worker nominates to decide which young person will be placed in accommodation.
- The panel also looks at the current situation of each young person that has been nominated.
- The panel also discusses any other issues relating to prospective vacancies and tenants.



# SESSION 2 Moving in

## BY THE END OF SESSION 2 YOUNG PEOPLE SHOULD BE ABLE TO:

Understand what a Tenancy Administration Worker (TAW) is and what their role is within transitional housing.

Understand what a Co-tenancy involves and how to manage such an arrangement

Understand the importance of a short –term living opportunity and what it can lead to in the future



# 2

SESSION 2

# moving in

TRANSITIONAL HOUSING | TENANCY ADMINISTRATION WORKER | WHAT IS AN AGENCY SUPPORT WORKER | WHAT IS A TENANCY | CO-TENANCIES | SHORT TERM OPPORTUNITIES

MOVING IN

6.

TRANSITIONAL HOUSING

## 1. When allocated a Transitional Housing Property

- Your agency/housing support worker will contact you to let you know you have been allocated a property.
- You and your agency/housing support worker are to make a time with a Tenancy Administration Worker (TAW) from RHNL to:
  - > Attend a pre-tenancy appointment with your TAW to review your understanding of the Almost Home manual
  - > Attend a sign up appointment – this is where you get the keys to your transitional housing property

## 2. What is a Tenancy Administration Worker (TAW)?

They are known as a TAW and are responsible for managing tenancies in the Transitional Housing program. They are your landlord.

### What do TAW's do?

- TAW's conduct the sign up for the allocated property.
- During the sign up, they provide you with information about your rights and responsibilities as a tenant

- TAW's are there to assist you in ensuring your rental payments are on time and encourage you to care for the property. They process all the rental payments
- TAW's also undertake property maintenance and repairs and complete house inspection of properties and replace any household furniture where necessary.

## 4. What is a Tenancy?

**Tenancy: an agreement where one person gives the other the right to occupy a residential property in exchange for rent**

- Transitional properties operate with a 3 month tenancy agreement.
- A tenancy is a legally binding agreement, so make sure you fully understand this agreement and if you are unsure, ask questions.

> **tip:** Make sure you understand any documents you are asked to sign. If you are not sure about the purpose of the form, just ask. Often forms can be legally binding so you need to be confident you understand their implications.

## What is a Bond?

A bond is money that the tenant pays when moving into a property as a security for the property. It covers any costs that you may be responsible for at the end of the tenancy, such as property damage or rent arrears.

**There is no bond requirement for transitional properties**

## What is Rebated rent?

A reduction off the market rental price for rent in transitional properties for approved tenants.

## RHNL condition report

Make sure you go through the property completely, from top to bottom, to check for any damage, marks on the walls, carpet stains, chips on tiles, bench tops, etc, and write these down on the report that you are given. This means you will not be responsible for any of the existing damages that are detailed on the report at the end of your tenancy.

If you disagree with any points on the condition report make sure you make a note of these. **Take time to thoroughly check the property.**

The following household items are provided in transitional housing. It is your responsibility to look after these items and keep them in good condition for the next tenants:

- Refrigerator
- Washing machine
- Lounge suite
- Coffee table
- Beds
- Fire Blanket
- Vacuum Cleaner
- Dining tables & chairs
- Wardrobes (if not built in)
- Small household items eg. dinner set, cutlery, saucepans, fry pan.

## Forms, forms and more forms...

When moving into any housing, there will always be lots and lots of forms to fill in and sign. They will vary so you must take care and make sure you understand what the form is all about.

- If you are unsure about any questions on the form ask questions.
- Once you have signed the form it means that you have agreed to the conditions and/or guidelines that it sets out. Where a form is a legal contract you are obliged by law to adhere to the conditions. Should you fail to do so there will be consequences, which may be legal.
- Make sure you know how long the agreement is valid for. This is important for forms such as tenancy agreements or consent forms which give out your details etc.
- Date and sign the forms.
- Keep your personal details altogether in a safe place so that they are easily accessible when you are required to provide information.
- Ask for a copy of the signed form.

## Consumer Consent- Property Access and Exchange of Information

This is a form, which gives RHNL permission in the case of an emergency to release the house/ room keys to any relevant support worker and/ or emergency worker. In addition this gives RHNL permission to give out your name and contact phone number or if necessary house/ room keys to any relevant contractor to carry out maintenance on the property. Make sure you understand this when you sign the form and ask for your own signed copy to keep as your record.

This consent regarding property access will only remain active for the period of the tenancy agreement. The purpose of the form is to make it more convenient for maintenance and other work to be done on the property.

This form also gives RHNL permission to exchange information with other agencies relevant to gaining access to housing or maintaining housing. The exchange of information may be via fax, email, telephone, in writing or verbally. By signing this form you agree to your information being exchanged between RHNL and any other agencies you select on the form.

**> tip:** KEEP COPIES of any documents you have signed: be sure to ask for a copy of any signed document if you are not given one.

## 5. Co-Tenancies

### ■ What is a co-tenancy?

- Sharing a property with others. Typically in transitional housing it would be with one other person.
- Within the shared property each tenant has equal rights and responsibilities.

### Managing your co-tenancy

#### ■ Do I have a say about who moves in?

If you are asked to share a property with another young person you will have the opportunity to meet with them and your support worker.

If you do not want to live with them you must have a valid reason, and it is not simply that you do not like how they dress!

After meeting with the other young person, talk it over with your support worker, and ask them any questions about the placement.

You can always say no providing you have genuine concerns about moving in with the other person.

### ■ What if I do not get along with the person?

If you are not getting along with your housemate you can discuss the problems with your Support Worker. THIS WILL ONLY HAPPEN AFTER YOU HAVE LIVED WITH YOUR HOUSEMATE FOR A PERIOD OF TIME. If you cannot resolve the problem together then you may be referred to internal or external mediation. If you still have not resolved your differences and you decide to leave, other options will be explored with you.

### ■ What is acceptable in co-tenancy arrangements?

*Boundaries* are important when living with someone else. They help you both to understand and place limits upon what is acceptable in your place. It is a good idea to talk with your co-tenant either before or as soon as you have moved in and set some boundaries.

#### Here are some suggestions for you to think about:

- > Respecting privacy- not going into each other's bedrooms
- > Respecting each other's property
- > Working out how you will use and pay for the phone
- > Leaving messages for each other- note pad by the phone, notes on the fridge etc
- > Whether you can give out mobile numbers if people call
- > Having friends and family staying over- how long can they stay?
- > Noise- talking about the loudness of music, T.V. etc, and the times when noise should be at a minimum

## Friends, friends, friends

We all like having friends. Its lots of fun hanging out with them and being around them, so no wonder you're excited to tell them about your new place...

**but!**... Sometimes these friends can cause problems by making too much noise, damaging things or causing trouble at your new place, and this will affect **YOUR** tenancy agreement **NOT THEIRS!**

**> tip:** Always remember that it's **YOUR** place and **YOU'RE** responsible for what happens to it and what goes on.

## 6. Short-term opportunity

A short-term tenancy provides the opportunity for you to grow, develop and learn about long-term housing options, and in doing so plan for the future. It will also enable you to grow personally and develop skills that will assist you in achieving your long-term housing and other goals.

### What is the benefit of a short-term tenancy?

- To build a good *rental reference*
- Gain knowledge of the *Residential Tenancies Act 1997*
- Build on independent living skills
- Purchase your own furniture and white goods
- Address support issues
- Plan for long-term housing
- Save for future housing
- Continue school or access further education
- Seek employment

## before you move in checklist:

- ☐ Make sure you understand the documents or contracts you are asked to sign
- ☐ Make a folder to keep a copy of all documents/ contracts you have signed, as well as any other necessary paperwork

## Tips on what documents to keep:

- Lease agreements
- Receipts (rent, gas, electricity, water, telephone bills)
- Letters from the landlord
- Notices
- Information from the local council
- ☐ Know who your IAP & TA workers are and how you can contact them. It may be a good idea to put their details on the fridge or next to the phone so you can find them easily.

# FORM 1 RHNL Tenancy Agreement



Rural Housing Network: 1300 55 81 81  
Access, Equity & Excellence in Delivering Housing Services

## Residential Tenancy Agreement Residential Tenancies Act 1997

### Important Information

Please read this before completing the Tenancy Agreement

- \* This form is your written record of your tenancy agreement. This is a binding contract under the Residential Tenancies Act 1997 so please read all terms and conditions carefully.
- \* If you need advice on your rights and responsibilities, please call Consumer and Business Affairs Victoria (formerly the Office of Fair Trading and Business Affairs) on 1300 55 81 81 **before signing** the Agreement.
- \* Both the Landlord and Tenant should keep signed copies of the completed Agreement for future reference. The landlord must supply the tenant with a copy of the completed agreement within 14 days of the tenant signing.
- \* If you require extra space to list additional items and terms, attach a separate sheet. All attachments should be **signed and dated** by both the landlord and tenant to show that both parties have read and agree to any attachments. Both the Landlord and tenant should keep a copy of any attachments for future reference.
- \* The Landlord must give the tenant a copy of the Statement of Rights and Duties booklet at the start of each tenancy.
- \* When a bond is paid, the landlord and tenant must complete a Condition Report and both keep a copy for their records.

MOVING IN

10.

FORM 1 RHNL TENANCY AGREEMENT

<p><b>6. Condition of Premises</b> The LANDLORD must ensure the premises are maintained in good repair.</p> <p><b>7. Damage to the Premises</b> (a) The TENANT must ensure that care is taken to avoid damaging the rented premises. (b) The TENANT must take reasonable care to avoid damaging the premises and any common areas. (c) The TENANT who becomes aware of damage to the rented premises must give notice to the LANDLORD of any damage to the premises as soon as practicable.</p> <p><b>8. Cleanliness of the premises.</b> (a) The LANDLORD must ensure that the premises are in a reasonable clean condition on the day on which it is agreed that the TENANT is to enter into occupation of the premises. (b) The TENANT must keep the premises in reasonable clean condition during the period of the agreement.</p> <p><b>9. Use of the Premises.</b> (a) The TENANT must not use or allow the premises to be used for any illegal purposes.</p> <p><b>10. Quiet Enjoyment.</b> (a) The TENANT must not assign or sub-let the whole or any part of the premises without the written consent of the LANDLORD. The LANDLORD consent must not be unreasonably withheld. (b) The LANDLORD must not demand or receive any fee or payment for the consent, except in respect of any fees, costs or charges incurred by the LANDLORD in relation to the preparation of a written assignment of the agreement.</p> <p><b>11. Assignment or Sub-letting</b> (a) The TENANT must not assign or sub-let the whole or any part of the premises without the written consent of the LANDLORD. The LANDLORD consent must not be unreasonably withheld. (b) The LANDLORD must not demand or receive any fee or payment for the consent, except in respect of any fees, costs or charges incurred by the LANDLORD in relation to the preparation of a written assignment of the agreement.</p> <p><b>12. Residential Tenancies Act 1997 (RTA 1997)</b> (a) Each party must comply with the RTA 1997 (b) For further rights and duties refer to the RTA 1997</p>	<p><b>13. Schedule: A. Items let with the premises (if any); B. Additional terms (if any)</b> This section lists any additional items and terms to this agreement. The terms listed cannot take away any of the rights and duties included in the Residential Tenancies Act 1997. If you need extra space, please attach a separate sheet. Both the LANDLORD and TENANT should sign and date any attachments.</p> <p>a) The TENANT shall not keep pets on the premises without the prior consent of the LANDLORD.</p> <p>b) The TENANT shall not keep any unregistered vehicles, boats, trailers etc. on the premises.</p> <p>c) The TENANT agrees to water all trees and shrubs on the premises.</p> <p>d) The TENANT shall give at least 2 weeks notice of intention to vacate the premises.</p> <p>e) The TENANT shall be responsible for return of any house keys to the R.H.N.L. Office.</p> <p>f) An inspection of the property shall be carried out after the first 3 months and 6 monthly thereafter</p> <p>g) All TENANTS need permission for posters or pictures to be hung.</p> <p>h) THE LANDLORD may provide a rebate on rent of 25% of the household income if an income statement is provided every 13 weeks. Where the tenant does not pay utilities a facility fee per person may be charged which shall be deemed as rent</p>	<p>This agreement is between <b>LANDLORD</b> Name RURAL HOUSING NETWORK Ltd. Address ACN (if Applicable) 085 171 428 whose agent is (if applicable) Name Business address Telephone Number ACN (if Applicable) and <b>TENANT(S)</b> Name of Tenant (1) Current address ACN (if Applicable) Name of Tenant (2) Current address Name of Tenant (3) Current address</p> <p><b>1. Pets</b> <input type="checkbox"/> YES <input type="checkbox"/> NO If Yes, please list number and type of pet.</p>	<p><b>2. Premises</b> (Includes items listed in the Schedule as forming part of the premises) Rented premises address <b>3. Rent</b> The Landlord may provide a rebate on rent of 25% of the household income. Where the tenant does not pay utilities a facility fee may be charged which shall be deemed as rent. Market Rent amount:- PER WEEK Date first payment due: Pay Period: (Weekly) (Fortnightly) please circle relevant Payment by: Centrepay (Centrepay / direct debit) <b>4. Bond</b> The tenant must pay the Bond amount specified below * In accordance with the Residential Tenancies Act 1997 the Landlord/agent must lodge the bond with the Residential Tenancies Bond Authority (RTBA) within 5 business days after receiving the bond. * If the Tenant does not receive a bond receipt from the RTBA within fourteen (14) days of handing over the bond money, they should telephone the RTBA on 9627 6143. Bond Amount \$ Date Bond payment due: / / If there is more than one TENANT and they do not contribute equally to the total bond, the amounts they each contribute must be listed here. This list is for reference only and will not be recognised by the RTBA Name of tenant Bond Amount \$ \$ \$ \$</p> <p><b>5. Period</b> Fixed Period <input checked="" type="checkbox"/> The period of the agreement commences on: and ends on: OR Periodic <input type="checkbox"/> The agreement will commence on: and continue until terminated in accordance with the RTA</p>
<p><b>Landlord:</b> Signature of Landlord: Date <b>URGENT repairs emergency contact name and number</b> Maintenance Call Centre Ph 131172</p> <p><b>Tenants:</b> Signature of tenant: Date Signature of tenant: Date Signature of tenant: Date</p>	<p>Signature of tenant: Date Signature of tenant: Date Signature of tenant: Date</p>		



## CONSUMER CONSENT

I/We.....  
Of .....

### Exchange of Information

Hereby authorise the exchange of information directly relevant to gaining access to housing/maintaining housing between:

Transitional Housing Management Program  
Long Term Housing Program  
Social Housing Advocacy Support Program  
Office of Housing

### Property Access

Further, I/We..... authorise a representative of Rural Housing Network Limited, in the case of an emergency and in compliance with policy of Rural Housing Network Limited, to release my house/room keys to any relevant support worker/tenancy worker and/or emergency personnel.

### Maintenance Access

I/We ..... also authorise a representative of Rural Housing Network Limited to release my name and contact phone number, or if necessary, my house/room keys, to any relevant contractor to carry out maintenance as required on the property.

I/We ..... agree to the exchange of information being faxed/emailed/telephoned/written or verbal.

Signature/s: \_\_\_\_\_ Date: ~insert  
date~

Witness: \_\_\_\_\_ Date: ~insert  
date~

*The above consents remain active for the duration of the involvement of the above named clients in Rural Housing Network Limited programs at the time of giving consent. Withdrawal of consent may occur at any time in writing to Rural Housing Network Limited.*

Consumer Consent: Exchange of  
Information and Property Access

# FORM 3A RHNL Condition Report

MOVING IN

12.

FORM 3 CONDITION REPORT

## RURAL HOUSING NETWORK LIMITED.

ACN 085 171 428

### RESIDENTIAL TENANCIES ACT 1997 CONDITION REPORT

The **TENANT** must sign an agreement to the inspection being completed and agree to any compliance that may result from this inspection within 14 days of receiving copies of the report.

**Address of Rented Premises:**

**Name of Tenant/s:**

**Contact Details:**

**Name of Landlord/Agent:**

RURAL HOUSING NETWORK LTD

**Date:**

#### *At completion of inspection:*

**SIGNATURE  
LANDORD:**

**Date:**

**SIGNATURE  
TENANT/S:**

**Date:**

**G = GOOD F = FAIR**

**Next page...**

**P = POOR N = NOT APPLICABLE**



# FORM 3B | 3c RHNL Condition Report



ROOM AND ITEM	CONDITION OF PREMISES									
	START					END				
	G	F	P	N	COMMENTS	G	F	P	N	COMMENTS
<b>ENTRANCE HALL</b>										
Walls/Ceilings										
Doors/Windows/Screens										
Blinds/Curtains										
Light Fit/Power Points										
Floor/Floor Coverings										
Smoke Detector										
Other										
<b>LOUNGE ROOM</b>										
Doors/Walls										
Windows/Screens										
Blinds										
Ceiling/Light Fittings										
Floor/Floor Coverings										
TV point/Power Points										
Heating										
Other										
<b>DINING AREA</b>										
Doors/Walls										
Windows/Screens										
Blinds										
Ceiling/Light Fittings										
Floor/Floor Coverings										
TV point/Power Points										
Heating										
Smoke Detector										
Other										
<b>LAUNDRY</b>										
Doors/Walls										
Windows/Screens										
Blinds/Curtains										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
Wash basin										
Taps										
Linen Press										
Cupboard										
Other										
<b>KITCHEN</b>										
Doors/Walls										
Windows/Screens										
Blinds										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
Cupboards/Drawers										
Bench Tops/Tiling										
Sink/Taps										
Stove Top/Grille/Oven										
Rangehood										
Other										
<b>BATHROOM</b>										
Doors/Walls										
Windows/Screens										
Blinds/Curtains										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
Bath/Soap holder										
Shower (Base/Screen)										
Wash Basin										
Tiling										
Mirror/Cabinet										
Exhaust fan										
Towel Rail										
Light Switch										
IXL & Tastic 4 Globes										
Door lock										
Other										
<b>TOILET</b>										
Doors/Walls										
Windows/Screens										
Toilet/Cistern										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Light Switch										
Door Lock										
Other										

MOVING IN

13.

FORM 3 CONDITION REPORT

# FORM 3D | 3E RHNL Condition Report cont.

MOVING IN

14.

FORM 3 CONDITION REPORT

ROOM AND ITEM	START				COMMENTS	END				COMMENTS
	G	F	P	N		G	F	P	N	
<b>BEDROOM (1)</b>										
Walls/ Doors										
Wardrobe/Drawers										
Windows/Screens										
Blinds/Curtains										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
TV/Phone Points										
Mirrors										
Other										
<b>BEDROOM (2)</b>										
Walls/ Doors										
Wardrobe/Drawers										
Windows/Screens										
Blinds/Curtains										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
Mirrors										
Other										
<b>BEDROOM (3)</b>										
Walls/ Doors										
Wardrobe/Drawers										
Windows/Screens										
Blinds/Curtains										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
Mirrors										
Other										
<b>BEDROOM (4) --- OR STUDY</b>										
Walls/ Doors										
Wardrobe/Drawers										
Windows/Screens										
Blinds/Curtains										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Power Points										
Mirrors										
Other										

ROOM AND ITEM	START				COMMENTS	END				COMMENTS
	G	F	P	N		G	F	P	N	
<b>ENSUITE</b>										
Doors/Walls										
Toilet/Cistern										
Windows/Screens										
Ceiling/Light Fittings										
Floor/Floor Coverings										
Light Switch										
Shower (Base/Screens)										
Mirror/Vanity Unit										
Door Lock										
Towel Rails										
IXL Tastic / 2 Globe										
Soap Holder										
Other										
<b>GENERAL</b>										
Porch/Verandah										
Garage										
Garage Windows/Doors										
Garage Roller Door										
Gates										
Fences (note which side)										
Back yard/Front yard										
Gardens										
Letter box										
Street Number										
Concrete Paving										
Driveway										
Clothesline										
Garden Shed										
Other (please list below)										

# FORM 4 RHNL Housing Exit Plan



## Transitional Housing Consumer Exit plan

<b>IAP WORKER:</b>	<b>RHNL OFFICE:</b> Shepparton
<b>TENANCY START DATE:</b>	<b>PHONE NUMBER TENANT:</b>
<b>SUPPORT AGENCY:</b>	<b>PHONE NUMBER SUPPORT:</b>
<b>SUPPORT WORKER:</b>	<b>PROPERTY ADDRESS:</b>
<b>TENANT 1:</b>	
<b>TENANT 2:</b>	
<b>CHILDREN:</b>	

### WHAT LONG TERM HOUSING OPTIONS WILL BE EXPLORED?

- ☐ Private Rental
 ☐ Office of Housing- Segment type
☐ Long Term Community Housing
 ☐ Other

HOUSING GOAL	ACTION / TASKS	RESPONSIBILITIES AND TIMEFRAME
Attend monthly appointments with IAP worker	Tenant to make and keep all appointments. Tenant to advise with reasonable notice if they are unable to attend appointment	Ongoing whilst in THM
Access support through regularly and address issues that impact on ability to gain and maintain housing	Tenant to make and keep all appointments. Tenant to advise with reasonable notice if unable to keep appointments.	Ongoing whilst in THM
Office of Housing debt	To be making regular payment of \$0 per off debt	Until debt paid in full
Work towards a rental reference	Be a responsible tenant. Eg. be respectful to neighbours, respect property, report all damage, keep your house and yard rubbish free, maintain rental in clean condition. No subletting and responsible for all visitors	Ongoing whilst in THM
Adhere to lease agreement. No lock on gates.	Read lease and adhere to it. Seek clarification if not understood	Ongoing whilst in THM

MOVING IN

15.

FORM 4 RHNL HOUSING EXIT PLAN

Pets	No pets to be kept at property without TAW permission.	Ongoing whilst in THM
Long term housing offer	Client must accept the FIRST offer of Office of Housing or Long Term Community Housing to remain eligible for THM. If client refuses a housing offer their THM lease cannot be resigned as they are no longer eligible for the property and alternative accommodation must be sourced immediately.	OOH/LTCH offer
Keys	Rent will continue to be paid after end of tenancy until keys are handed back to RHNL.	End of tenancy
Private Rental	Client to be actively seeking private rental and other long term accommodation.	Ongoing whilst in THM
Furniture/whitegoods	Client to be saving towards purchasing all required items for long term housing.	Until purchased.
Rent in advance/Bond	Client to be saving money needed to pay rent in advance and if OOH debt for a bond also.	Until suitable amount saved

Tenant's Signature: \_\_\_\_\_

Support Worker's Signature: \_\_\_\_\_

IAP's Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_.

## UNHAPPY WITH RHNL POLICY, DECISION, WORKER? YOUR RIGHTS, WHAT YOU CAN DO

1. Raise your concerns directly with the RHNL staff member you have been working with
2. If you feel you can not directly speak with your worker, or feel they have not adequately dealt with your issue, you may ask to speak with their manager or put your complaint in writing
3. If your issue is still unresolved you may speak with RHNL's Chief Executive Officer

### What RHNL will do

- Take your grievance seriously
- Investigate all concerns and complaints
- Be open to discussion to resolve your grievance
- Respect your right to raise a grievance
- Formally write to you informing of the outcome / agreement to the issues raised, within 15 days

### Other options

If you are not comfortable raising your grievance directly with the RHNL or remain dissatisfied with the decision in relation to your issue you can contact the following organisations to further your issue.

**Consumer Affairs Victoria 1300 558 181**

**Ombudsman 1800 806 314**

**Local Parliamentary Member**

**Homelessness Advocacy Service 03 9419 8699**

# Glossary of terms...

### **Bond**

A bond is money paid (usually equivalent to 4 weeks rent) as a guarantee that you will adhere to the conditions of tenancy and when the tenancy ends you will leave the property in a good state.

### **Boundaries**

Limits that you and your co-tenant have agreed on, that are acceptable in the house

### **Condition Report**

A detailed report that records the condition of the property, both inside and out, that is completed by the landlord and tenant at the beginning and end of the tenancy agreement.

### **Co-tenancy**

Sharing a residential property with another person(s), where all rights are equal within the agreement.

### **Initial Assessment & Planning Worker (IAP)**

Responsible for providing advice, assistance and referral

### **Landlord**

The owner of the leased property

### **Office of Housing (OoH)**

A Victorian Government Department – providing low cost housing.

### **Rebated Rent**

Normally between 25% and 30% of the tenant's income.

### **Rent**

A payment made by the tenant to the owner for the right to live in the property in accordance with the Residential Tenancy Agreement

### **Rental Reference**

Reference from a landlord that recommends a tenant

### **Residential Property**

Property specifically used for housing, where a person(s) lives.

### **Residential Tenancies Act 1997 (RTA)**

Main body of law relating to tenancies and tenancy issues. It provides rules and regulations for landlords, tenants, owners and residents.

### **Tenant**

The person who is legally responsible to pay rent under a residential tenancy agreement, which gives them the right to occupy the property.

### **Tenancy Administrator Worker (TAW)**

TAW, also known as a landlord, is responsible for managing transitional properties.

### **Tenancy**

An agreement where one person gives the other the right to occupy a residential property in exchange for rent.

### **Transitional Housing**

Short-term accommodation in a fully furnished property.

### **Utilities**

A service such as electricity that is provided by a company.

# notes

MOVING IN

18.

NOTES

# Managing Your Tenancy

## BY THE END OF SESSION 3 YOUNG PEOPLE SHOULD BE ABLE TO:

1. Understand the purpose and value of tenancy reviews and working with your HIR worker.
2. Know how and where to pay your rent and what other options are available for paying rent.
3. Understand what Centrepay is and how you can apply, and what to do if your income changes.
4. Understand responsibilities as a tenant in a transitional property, including the role of the Victorian Civil and Administrative Tribunal and local council.
5. Understand what you need to do when your property needs maintenance or there has been damage to the property.





SESSION 3

# managing your tenancy

TENANCY REVIEW WITH HIR & TA WORKER | PAYING RENT | ABOUT CENTREPAY

YOU THE TENANT | MAINTENANCE AND DAMAGES | YOUR TENANCY: A SUMMARY

YOUR TENANCY

20.

TENANCY REVIEW WITH YOUR HIR & TA WORKER

## 1. Tenancy review with your IAR & TA Worker

Tenancy reviews are pre-set and occur initially after 2 weeks, and then monthly throughout the tenancy  
The reviews will:

- Monitor and discuss the tenancy
- Continue to work on the exit plan
- Occur either at the RHNL office or at the property
- Measure progress and re-negotiate extensions to the tenancy as required

### Two Week Review

- The initial review is about how you have settled into the tenancy, and whether you are feeling safe and secure. It is up to you to express how it is all going and whether there are any problems or things that need to be addressed.

- *The Housing Exit Plan* is reviewed and ensures that you are achieving your housing goals.
- The condition report is returned

### First Monthly Review

- *Housing Exit Plan* reviewed to make sure that you are achieving your housing goals
- Rental reference discussion regarding the requirements for rental references from RHNL
- Information is provided on financial assistance
- Housing Establishment Fund (HEF) and Bond Assistance

## Third Monthly Review

- Once the initial 3- month tenancy ends a second tenancy may be negotiated at the review
- *Housing Exit Plan* is reviewed to make sure you are on the way to achieving your housing goals

## 2. Paying Rent

### Rent is to be paid in advance.

- This is to assist you if you get into any unexpected financial difficulties and you can afford to skip a rental payment and then negotiate to repay
- It also helps you to budget
- Should you leave the rental property you will be refunded any rent paid beyond the date on which you leave

### Where?

Rent is to be paid to RHNL during normal office hours, or alternatively it can be paid by other means, if previously negotiated, for instance by Centrepay, Deposit Book or Direct Debit

**RHNL Office Opening Hours: 9am- 5pm**

**Monday to Friday**

### How much rent do I pay?

AGE	RENT	UTILITIES
18 & Under	\$30 per fortnight	\$40 per fortnight
18 & Over	25% of income per fortnight	\$40 per fortnight



### What if your *income* changes?

It is important to notify your TAW as soon as possible if your income changes, as it may affect your rental payments. If you are unable to get in contact with her/him directly call the RHNL office and let them know that your income has changed and you have not been able to talk to your TAW.

- You will need to provide RHNL with a new income statement; your rental payment will then be calculated according to your income changes.
- You will also need to inform other people, such as Centrelink. Make sure you tell them as soon as possible.
- Remember to contact your TAW if you have any questions or problems about your rent.
- If you have any questions or problems about your income or payments call or make an appointment to see someone at Centrelink.

**> tip:** You should tell RHNL of your income change immediately. If you do not tell them and they discover your income has changed you will be required to pay back any money that is owed.

### 3. All about “centrepay”

- Centrepay is a free direct bill paying service for people who receive Centrelink payments
- Centrepay allows you to pay for services such as rent, gas, electricity, water and telephone
- Centrepay will allow you to allocate \$10 and above, towards your bill/s to any registered Company. Centrelink will transfer the money, directly from your fortnightly/weekly payment.
- You can change or stop Centrepay at any time by telephoning Centrelink or by visiting a Centrelink office

### 4. You the tenant

When you sign the tenancy agreement you will be given a booklet entitled “*Renting a home: A guide for tenants and landlords*”. The booklet is produced by Consumer Affairs Victoria and details the rights and duties of a landlord and tenant under the Tenancy Agreement, in accordance with the RTA (1997).

#### A | responsibilities as a tenant

- ❖ **NO PETS** are to be kept on the property, inside or outside
- ❖ You need to **water all trees and shrubs** on the property
- ❖ You need to get permission from RHNL to hang pictures or posters on the walls
- ❖ **You are responsible for any damage / breakages** to the property if you or someone you invited over causes them
- ❖ **Noise levels**- you must be considerate of not only your housemates but also your neighbours
- ❖ You must **get rid of all rubbish** including recyclable rubbish according to local council guidelines
- ❖ You must give two weeks notice if you want to end the tenancy
- ❖ You must notify RHNL of any **changes to your income**
- ❖ You must check the smoke detectors regularly and make sure they work
- ❖ You must **respect the rights of neighbours**, their privacy and peace
- ❖ You cannot assign or sublet the whole or any part of the property to any other person
- ❖ You **must not use the property for any illegal purposes**

## B | Neighbours

When you move into your new place it is important to:

- Be respectful of their property and remember they have a right to privacy
- Be mindful of noise levels as your neighbours have the right to quiet enjoyment

## C | Victorian Civil and Administrative Tribunal (vcat)

Victorian Civil and Administrative Tribunal (VCAT)

- VCAT is the body that deals with a range of disputes, including residential disputes.
- VCAT hears and determines applications made under the RTA 1997

### CONTACT VCAT:

55 King Street

Melbourne

Victoria 3000

PH: (03) 9628 9800

FREECALL: 1800 13 30 55

FAX: (03) 9628 9822

EMAIL:  
vcat@vcat.vic.gov.au

WEBSITE:  
www.vcat.vic.gov.au

POSTAL ADDRESS:  
GPO Box 5408cc  
Melbourne  
Victoria 3001

## D | Local Councils

*Local Council* is responsible for representing the interests and needs of the local community and the enforcement of council by-laws.

- Local councils are responsible for rubbish collection, so you will need to check with your local council when rubbish collection is in your area. Be sure to ask about both hard rubbish and recyclable rubbish.
- Councils also set restrictions on noise levels to residential premises during certain hours.

## E | Co-Tenants Friends and Family

It is important that you are considerate when sharing a property with someone else. There are a few things to always keep in mind:

- Respect your co-tenant's family and friends when they come over to visit
- Respect your co-tenant's property and that of friends and family
- Respect their right to privacy

## 5. Maintenance and Damages

For any maintenance you will need to contact your:  
**TAW at the closest RHNL office**

Make sure you have the following information ready when you call:

- Your address
- Your name
- Your contact number
- What maintenance you require or repair you need - give as much detail as you can

### urgent repairs

for urgent repairs after hours  
(after 4:30pm & weekends)

**call the MAINTENANCE CALL  
CENTRE on 13 11 72**

### Damage

- Any damage(s) to the property must be reported to your TAW as soon as you become aware of the damage
- Explain to them the exact damage and how it happened
- If you cannot get in contact with your TAW call RHNL and explain to them what has happened
- Always give them your name and address!

### Always Remember...

If friends and family trash your place you will be responsible. It's **your** problem, and not theirs and you may get kicked out or be sent the bill to pay!!!

> **tip:** Don't delay reporting damage right away, because the longer it is left, the more it may cost, and the longer it will take to repair.

## your tenancy: a Summary

### Checklist of responsibilities

- ☐ Rubbish night
- ☐ Paying the phone bill
- ☐ Paying Rent
- ☐ Next of kin/ support person
- ☐ Report any maintenance
- ☐ Damages- report them to your TAW as soon as possible

# FORM 6 Centrelink - Cenrepay deductions

YOUR TENANCY

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FORM 7 CENTRELINK - CENREPAY DEDUCTIONS

**Centrepay deductions**  
Pay your bills the easy way

Centrepay is a free direct bill paying service available to customers who receive a Centrelink payment. Contact Centrelink if you would like a copy of the Centrepay brochure or visit the website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

**You can arrange for your deductions to be started, changed or cancelled over the phone.**  
Simply contact Centrelink who will process your deduction request and assist you with any questions you have concerning Centrepay. Please call your normal Centrelink payment number:

Newstart/Employment Services	13 2850	Age Pension/Retirement Services	13 2300
Family/Parenting Payment	13 6150	Youth and Student Services	13 2490
Disability, Sickness and Carer Services	13 2717	ABSTUDY	13 2317

**NOTE:** Calls to '13' numbers can be made from anywhere in Australia for the cost of a local call. Calls from public pay phones or mobile phones will be charged at a higher rate. For more information in a language other than English call Centrelink on 13 1202.

☐ You can arrange for your deductions to be started, changed or cancelled by completing and returning this form to Centrelink. Please use the reply paid envelope provided or address a stamped envelope to:

Centrepay  
GPO Box 689  
HOBART TAS 7001

This form **cannot** be used for government housing authority deductions.

**PART A — Your details (MUST be completed)**

Centrelink Customer Reference Number (CRN) \_\_\_\_\_ Family name \_\_\_\_\_ Given name(s) \_\_\_\_\_

Date of birth \_\_\_\_\_ Telephone number we can contact you on during the day \_\_\_\_\_

**PART B — Type of request (For more than one deduction a separate form needs to be completed)**

Do you want to:

1. **START** a new deduction ☐ You must complete **PARTS C, D and G**
2. **CHANGE** a current deduction ☐ You must complete **PARTS C, E and G**
3. **CANCEL** a current deduction ☐ You must complete **PARTS C, F and G**

Do not attach any bills to the Centrepay form.

**PART C — Service provider's details (MUST be completed to start or change a deduction)**

Service provider's name \_\_\_\_\_

Service provider's address \_\_\_\_\_

Postcode \_\_\_\_\_

Service provider's phone no. \_\_\_\_\_

**Service provider's Centrepay Reference Number**  
NOTE: You will need to get the Centrepay Reference Number from the service provider you are making payments to. This number always starts with 555. If unsure please contact your service provider.

5 5 5 \_\_\_\_\_

Your account number with the service provider \_\_\_\_\_

Type of bill (e.g. private rent, electricity, gas, water) \_\_\_\_\_

**NOTE: For TELSTRA deductions — you must provide your account number (above) AND your bill number (below)**

**TELSTRA deductions only**  
NOTE: If your bill number starts with T311 you cannot use Centrepay. Please contact Telstra about your billing arrangements.

Telstra bill number \_\_\_\_\_

54325 0410

**PART D — to START a new deduction**

From which Centrelink payment do you want the deduction to be taken?  
e.g. Pension, Newstart Allowance, Family Tax Benefit.

What amount do you want deducted each fortnight?  
The minimum amount for most Centrepay deductions is \$10 per fortnight. If unsure ask your service provider what their minimum deduction amount is.

Which payday do you want the deductions to start from? Your next available payday ☐ OR future payday \_\_\_\_/\_\_\_\_/\_\_\_\_

Do you want to specify a target amount?  
Regular deductions will be made until the target amount is reached or this Centrepay deduction is cancelled.

No ☐ Yes ☐ Target amount \$ \_\_\_\_\_

Now go to **PART G**

**PART E — to CHANGE your current deduction**

CHANGE your current deduction amount

You have the option to change a deduction amount for a temporary period by providing an end payday.  
Your deduction will revert back to your regular amount on the payday after the end payday nominated has been reached.

SUSPEND your current deduction amount temporarily  
You have the option to stop your regular amount for a temporary period.  
Your deduction will restart on the payday after the end payday nominated has been reached.

Start payday \_\_\_\_/\_\_\_\_/\_\_\_\_ New deduction amount \$ \_\_\_\_\_

End payday \_\_\_\_/\_\_\_\_/\_\_\_\_

NOTE: The period you specify can only be for a maximum of 13 weeks.

Start payday \_\_\_\_/\_\_\_\_/\_\_\_\_ End payday \_\_\_\_/\_\_\_\_/\_\_\_\_

NOTE: The period you specify can only be for a maximum of 13 weeks.

CHANGE your current TARGET AMOUNT for deductions  
Deductions will continue until the amount has been reached, or less than \$2 remains. Centrelink will send you a letter to let you know your target amount has been reached and your deductions will stop.

New target amount \$ \_\_\_\_\_

Do you want to change your deduction amount?  
No ☐ Yes ☐ New deduction amount \$ \_\_\_\_\_

Now go to **PART G**

**PART F — to CANCEL your current deduction**

From which payday do you want the cancellation to take effect? Your next payday ☐ OR \_\_\_\_/\_\_\_\_/\_\_\_\_

**PART G — Authorisation — please read and sign the statement (MUST be completed)**

I authorise Centrelink to:

- make the nominated deduction,
- change or suspend the nominated deduction from my current Centrelink payment directly to the service provider stated on this form,
- the information provided on this form to be given to the relevant service provider stated on this form.

I give permission for:

- the service provider I have nominated on this form to provide my correct account or billing number to Centrelink if required.

I understand that:

- if I transfer to another eligible Centrelink payment in the future that my deductions will continue,
- it is my choice to have this amount deducted from my Centrelink payments, and I can change my Centrepay deduction at any time,
- if I stop using the service provider but do not stop my Centrepay deduction, the service provider may instruct Centrelink to stop the deduction.

Your signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**Privacy**  
Your personal information is protected by law. Centrelink may give your information to the service provider that you have nominated for the purpose of:  
• checking your account number and the amount you want to pay; and  
• reconciling your payment deduction details.  
Limited personal information may be used to conduct customer surveys run by Centrelink, its client departments or by research organisations on their behalf (see factsheet Customer Research and You). Centrelink can give your information to someone else in special circumstances where Commonwealth legislation allows or requires or where you give permission. You can get more information from the factsheet Your Right to Privacy.

## SESSION 2 MANAGING YOUR TENANCY

# Glossary of terms...

### Centrelink

A government agency that delivers a range of Commonwealth services to the Australian community.

### Centrepay

A free direct bill paying service offered to customers receiving payments from Centrelink. You can choose to pay bills by having a regular amount deducted from your Centrelink payment.

### Income

Amount of money one receives whether through employment or government allowance

### Local Council

Local Councils are responsible to ensure the best outcomes for the local community that they represent.

### Maintenance

Keeping something in its proper condition and/ or repairing something so that it is in good working order

### Next of Kin

A person's closest relative(s) or friend that may be contacted in emergency situations

### Victorian Civil and Administrative Tribunal

VCAT is the body which deals with a range of disputes including residential disputes. It is guided (VCAT) by the Residential Tenancies Act 1997

# notes

## YOUR TENANCY

**26.**

NOTES

**BY THE END OF SESSION 4 YOUNG PEOPLE SHOULD BE ABLE TO:**

1. Understand what "reasonably clean" means and what your responsibilities are in keeping the property clean
2. Understand what a good tenant is and what a good tenancy leads to; Understand what a bad tenant is and what a bad tenancy leads to
3. Understand what is required of you when sharing a property with someone else
4. Have an idea of the cost of living and understand how to budget and why it is important.
5. Know where to go for financial help and what you can do when you find yourself getting into debt

&gt;4

# 4

SESSION 4

# living skills & budgeting

CLEANING AND HOUSEHOLD REQUIREMENTS | THE GOOD VERSUS THE BAD | CO-TENANTS  
BUDGETING | STRATEGIES FOR PLANNING YOUR BUDGET

LIVING SKILLS

28.

REASONABLY CLEAN

## 1. "Reasonably Clean"

Caring for your property and keeping it clean is a requirement! You must ensure that you regularly clean and tidy your property, avoiding deliberate and intentional damage to the property and informing RHNL immediately of any damages or repairs that need to be carried out.

**There are many reasons why care and cleanliness are so important. They include:**

- Good hygiene to maintain good health
- Good housekeeping to keep away ants, cockroaches and other pests
- Care of the property and the contents which do not belong to you, so that
- At the end of your tenancy you will not be held responsible for any damages or maintenance costs

**Below is a list of what you should be doing daily, weekly and fortnightly to keep your place "reasonably clean"!**

### why?

- Cleaning prevents ants or cockroaches, and keeps the place hygienic and keeps you healthy!
- Spot cleaning the carpet as you go- prevents long term stains

### daily...

- Keep bedroom tidy and make your bed
- Wash any dirty dishes

- Clean as you go - wipe the bench tops, eating areas and make sure you put things away in sealed containers or in the fridge otherwise they may go off.....

### weekly...

- Vacuum all carpeted areas
- Sweep and mop all non-carpeted floors in wet areas (kitchen, laundry, bathroom, toilet, dining room)
- Disinfect toilets when mopping floors
- Water any trees, shrubs, plants

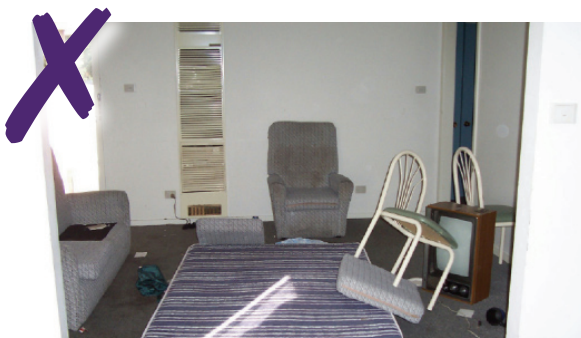
### fortnightly...

- Put out the rubbish bins for collection
- Tidy any rubbish in the yard that is lying around
- Wipe any spills in the fridge
- Clean oven, grill and stovetop (if it's been used!)

### Cleaning checklist

- ☐ Bathroom/ toilet
- ☐ Laundry
- ☐ Kitchen, including oven, grill, stovetop and fridge
- ☐ Hallways
- ☐ Living Areas
- ☐ Bedroom(s)
- ☐ Outside areas including lawn, gardens and driveway





## 2. The Good versus The Bad- making your tenancy work

THE GOOD TENANT	ADVANTAGES	THE BAD TENANT	DISADVANTAGES
<b>Pays rent and bills on time</b>	<ul style="list-style-type: none"> <li>&gt; Shows able to move on to private rental</li> <li>&gt; Achieves good financial record, good credit rating, no hassles with Centrelink payments, opportunity to apply for loans, or a credit card.</li> <li>&gt; Achieves positive rental reference</li> </ul>	<b>Is late with rental and other bill payments</b>	<ul style="list-style-type: none"> <li>&gt; Financial difficulties, such as debt, rent arrears, poor credit rating, trouble with Centrelink payments</li> <li>&gt; Difficult to obtain a positive rental reference</li> </ul>
<b>Keeps the property clean and tidy</b>	<ul style="list-style-type: none"> <li>&gt; Shows able to move on to private rental</li> <li>&gt; Achieves positive rental reference</li> </ul>	<b>Keeps the property dirty and messy</b>	<ul style="list-style-type: none"> <li>&gt; Difficulty in obtaining housing in the future.</li> </ul>
<b>Follows the boundaries and house rules</b>	<ul style="list-style-type: none"> <li>&gt; Shows good interpersonal skills</li> <li>&gt; Demonstrates an ability to follow rules</li> </ul>	<b>Disregards the boundaries and house rules</b>	<ul style="list-style-type: none"> <li>&gt; Demonstrates disregard for rules</li> <li>&gt; Shows a lack of respect for others</li> </ul>
<b>Respects the neighbours and their rights</b>	<ul style="list-style-type: none"> <li>&gt; Builds good relations with others</li> <li>&gt; Builds good standing in the community</li> </ul>	<b>Disrespects the neighbours and violates their rights</b>	<ul style="list-style-type: none"> <li>&gt; May get into trouble with local authorities</li> <li>&gt; Difficult to keep current property</li> <li>&gt; Difficult to obtain accommodation in the future</li> </ul>
<b>Is friendly to others family and friends</b>	<ul style="list-style-type: none"> <li>&gt; Creates a positive environment in which to live</li> <li>&gt; Creates opportunity to share in the future</li> </ul>	<b>Is rude to others family and friends</b>	<ul style="list-style-type: none"> <li>&gt; Makes the living environment negative</li> <li>&gt; Creates difficulties between co-tenants</li> <li>&gt; Chance of sharing a property or being recommended for properties is diminished</li> </ul>
<b>Respects the personal space of others in the household</b>	<ul style="list-style-type: none"> <li>&gt; Builds a good reputation with others</li> <li>&gt; Demonstrates sound interpersonal skills</li> </ul>	<b>Disrespects the personal space of others in the household</b>	<ul style="list-style-type: none"> <li>&gt; Shows lack of concern for others</li> <li>&gt; Poor interpersonal skills</li> <li>&gt; Poor reputation with others</li> </ul>
<b>Is having a positive go at achieving housing goals</b>	<ul style="list-style-type: none"> <li>&gt; Is recommended for employment and/or education</li> <li>&gt; Demonstrates willingness to grow and change</li> </ul>	<b>Is lazy and unmotivated to have a go at achieving housing goals</b>	<ul style="list-style-type: none"> <li>&gt; Shows lack of self-motivation</li> <li>&gt; Demonstrates unwillingness to make positive steps to change</li> </ul>
<b>Turns up to appointments on time</b>	<ul style="list-style-type: none"> <li>- Shows strength of character</li> <li>- Shows respect for others' time</li> </ul>	<b>Is continually late to appointments</b>	<ul style="list-style-type: none"> <li>&gt; Shows lack of self-motivation</li> <li>&gt; Shows disregard for others time</li> </ul>

## Good & Bad tenancy: a Summary

### What does a good tenancy lead to?

- Opportunity for *Private rental*
- A good financial record, which is essential for future financial matters, such as applying for a loan or credit card
- Rental references
- Character references
- Recommendations for employment and education

### What does a bad tenancy lead to?

- Financial difficulties, such as *debt, rent arrears*, trouble with Centrelink payments
- A poor rental reference, which will make it extremely difficult to obtain further accommodation and/or housing
- Personal difficulties, with other tenants now and in the future

- Who is responsible for watering and looking after the garden?
- Are you going to share food or have your own shelves?
- If so, who does the cooking and on which nights?
- What are the rules for keeping the kitchen clean?
- How long can friends and family stay without contributing to living costs?
- Can you give out each other's mobile numbers if people call and ask for them?
- Can you go into your co-tenants room, or is this strictly off limits?

There are no set rules or regulations for sharing with others but it is important to work out what works for you and your co-tenants. It may be a good idea to reconsider some of the rules or agreements that have been made along the way, as things can and do change.

Whilst there is no ABC for living with others, there are a few things that will certainly help you keep the peace and happiness in your household, such as:

- Communication with your co-tenant(s)
- Respect for your co-tenant
- Sticking to the agreements you make at the beginning of your tenancy
- Understanding that housemates can get on your nerves

**> tip:** Be careful who you give your address and phone number to- make sure you trust them.

## 3. Co-Tenants

### What are your duties when you share with others?

When you live with other people you need to work out at the beginning of the tenancy how you will get along together in the house. This means talking about everything that will assist you to live happily in the house. **So to begin with you need to consider things such as:**

- How are you going to share household chores?
- How often are you going to clean the house and will there be weekly, fortnightly and monthly chores?
- Who is responsible for putting the bins out for collection?

### Strategies for resolving conflict

- Talk to your co-tenant face-to-face about the problem and make sure you explain it clearly and calmly
- Listen to the response of your co-tenant and wait for your turn to respond
- Refer to any house rules that may relate to the issue
- Talk together about what could be done to resolve the issue/ problem
- It may also be a good idea to ask a third person such as your support worker to mediate or just be present when you talk to your co-tenant
- Agree on the best way to resolve the problem and what each of you need to do

### House Inspections; An important reason to keep your house reasonably clean

House inspections are every 6 months, so you typically will not have any formal inspection whilst in transitional housing. However if RHNL gets a notification about your property they are allowed to inspect the property provided they have given you 24 hours notice.

### 4. Simple approaches to budgeting

Budgeting is an important part of everyday life; it helps you to manage your finances so that they do not control your life. It is a way of keeping check of the money that comes in and then when it goes out, either through spending or saving.

To start a budget you need to look at how much money you actually receive This is called an *income*. So if you get paid weekly then work out your weekly expenses. Likewise, if you get paid fortnightly or monthly, work out your fortnightly or monthly expenses. This will help you work out how much money you have to put aside for savings and for your own spending.

#### Income:

	Weekly	Fortnightly	Monthly
<b>Income</b>	<b>\$225</b>	<b>\$450</b>	<b>\$900</b>

<b>Costs</b>	<b>Amount</b>	<b>Weekly</b>	<b>Fortnightly</b>	<b>Monthly</b>
Rent	\$100	\$50	\$100	\$200
Utilities	\$60	\$30	\$60	\$120
Food	\$110	\$55	\$110	\$220
MobilePhone	\$40	\$20	\$40	\$80
Other:	\$60	\$30	\$60	\$120
<b>Total</b>	<b>\$370</b>	<b>\$185</b>	<b>\$370</b>	<b>\$740</b>

#### Spending Chart:

The above total indicates all required spending, plus an additional amount for "other" spending. The total amount is then deducted from your total income to work out what you are left with on a weekly, fortnightly and monthly basis. You can then work out how much you can put aside for savings and other wants.



A good way to keep your money in check is to work out what you actually **need** and what you just **want**. We often see things we like or want to spend money on, like going out or buying things we do not really need which is fine - but you need to be careful that you still have enough money to pay for essentials, like rent.

**Needs: essential things you need to live  
a healthy lifestyle  
Vs.  
Wants: things you would like to have**

As you can see in the table above needs are things that you must have to live, for instance food, money to pay your bills and rent, whereas wants are things that you would like to have, like a new CD to listen to, or some new clothes. A good way to keep these things in balance is to allow for spending money in your budget. It may be that each fortnight you will put aside some money to spend on your wants.

**Another way to check your spending is to think about what you want to buy by asking questions like:**

- Do I really need this?
- Will I still like it in a week, month, or year?
- Do I just want it because it's fashionable?
- Will I actually use it...a lot?
- If I really, really, like it could I lay-by it?
- If I spend this money will I be short on money for my rent, bills, food, etc?

## Savings!

It is always a good idea to get into the habit of saving regardless of what your income looks like, whether it is a lot or a little, you can always put aside some money.

**Ask yourself these questions:**

- What are my main reasons for saving?
- What am I saving for?
- What are my short-term saving goals?
- What are my long-term saving goals?

**> tip:** Think of something you want to save for and start the saving process NOW!

## 5. What do you do when you find yourself getting into debt

- Contact your Support Worker: they will explore options for you to manage your debt. Below are a few options that might be considered:
  - Learning to budget
  - Seeing a financial counsellor
  - Assistance to negotiate with companies to whom you owe money
- Your support worker will assist you in deciding on what the best option is for your circumstances
- Together with your support worker you can then work out how you will achieve your goals

# Budget Planner

Category	Expense	Money Out \$
Housing	Rent Utilities	
Groceries and Household Products	Food Cleaning products Bathroom, toilet needs	
Leisure/entertainment	Mobile phone Eating out Movies Rental movies Hobbies Sport/Gym Other: .....	
Personal expenses	Health & Medical: (Doctor's bills, prescriptions) Clothing & Shoes: Grooming: (Toiletries, hair care, footwear) Transport: (Car service, petrol, public) Personal: (Cigarettes, CDs, DVDs)	
Savings	What are you saving for? ..... ..... .....	
<b>Total</b>	<b>Add up all money spent</b>	<b>\$</b> .....

The budget planner is a more itemised and detailed account of where you are spending your money. It can be used on a weekly, fortnightly or monthly basis so you can accurately account for your money and spending.

## SESSION 3 Living Skills & Budgeting

# Glossary of terms...

### **Budgeting**

Plan that allocates money for specific purposes

### **Debt**

Something that is owed, such as money

### **House Inspections**

An inspection of the property carried out every six months by the landlord to check the property is being looked after in accordance with the tenancy agreement

### **Private Rental**

Residential property that is leased in return for rent, by a person other than the owner

### **Reasonably Clean**

Making sure that the property is maintained in a neat and tidy condition by regular cleaning and care

### **Rent Arrears**

Rent that has not been paid or has not been paid on time

# notes

Handwriting practice lines consisting of 15 horizontal dotted lines.

LIVING SKILLS

36.

NOTES



## BY THE END OF SESSION 5 YOUNG PEOPLE SHOULD:

1. Understand your responsibilities at the end of the transitional tenancy and what you need to do once the tenancy has ended.
2. Understand what is needed to enter the private rental market and how to look and apply for rental properties.
3. Understand the purpose of having a Rental Folder and know how to get one together.
4. Understand what you will need when moving into private rental, and be aware of services that can assist you with furnishing your property.
5. Have adequate links with support services to maintain on-going successful independent living.

>5

# 5

## SÉSSION 5 moving on

ENDING THE TRANSITIONAL TENANCY | PRIVATE RENTAL | RENTAL FOLDER | MOVING OUT: THE OFFICIAL STUFF | CONNECTION TO UTILITIES

MOVING ON

38.

PRIVATE RENTAL - WHAT TO DO; WHERE TO GO

### 1. Ending the Transitional Tenancy

**On exit : Leaving the place “reasonably clean”**

**You must ensure that the place is clean and tidy. Remember the Exit Condition Report is very detailed and comprehensive, so:**

- Vacuum all carpeted areas
- Mop all floors in wet areas (where there is no carpet)
- Make sure all dishes have been cleaned and put away
- Empty the bins inside
- Clean the bathroom, including the shower and bath
- Disinfect and clean the toilet
- Clean the fridge, inside and out
- Make sure all curtains are clean
- Wipe windowsills and ledges
- Remove any marks you made on the walls
- Make sure the house is locked and secure
- Check that the RHNL *inventory* is in the property

### Ending the transitional tenancy

- Arrange a time with RHNL to complete a **final condition report**
- **Return the property keys** to RHNL

- Make sure you take **all your personal belongings**, and double check that all RHNL property is left as you found it when you moved in!
- Cancel **phone line**
- **Rental payments**- make sure you are up-to-date with your payments and check your Centrepay status. You may need to change some details or cancel the payments.
- **Housing Exit Plan**- the Exit Plan will be reviewed at the end of the tenancy through an exit interview. This involves a discussion about your personal achievements within the housing plan and the ending of your tenancy.

### 2. Private Rental- what to do & where to go Looking for a rental property

You should have already been exploring the option of private rental before commencing your transitional housing tenancy, however if not you'll need to ask a few questions:

**Location:** Where do you want to live?

Is the location convenient for you; is it close to work, school, etc.?

**Price:** How much can you afford to pay for rent?

What price range would be affordable for you, remembering you have to pay for utilities as well? Remember that you can access rent assistance through Centrelink.

**Size:** How many bedrooms do you need? Are you planning on sharing with someone else or do you need a spare room, etc?

**Type:** What type of property are you looking for?

Do you have a preference for the type of property?  
Are stairs okay, what about a big yard or no yard, do you want to be in a block of flats?

When you look at rental property advertisements they will give you the;

- price per week for rent
- the address of the property
- how many bedrooms it has
- the type of property it is (i.e. house, unit, flat, apartment, townhouse etc).

There will be other information about the property as well but these are the essential things you will need to look for:

You will be able to tell from the advertisement whether the property is suitable for you and you can then call the Real Estate Agent for more details.

It is a good idea to highlight or make a list of the properties you think might be what you are looking for:

### Where to look for rental properties:

The Border Mail (Wodonga)  
The North Central Review (Seymour)  
Seymour Telegraph (Seymour)  
The Shepparton News (Shepparton)  
The Advisor (Shepparton)  
Border Mail (Wangaratta)  
Wangaratta Chronicle (Wangaratta)

- Rental lists are available at **Real Estate Agents**
- **Internet**, if you do not have access to the Internet check out your local library
- **Community Notice Boards @ School, TAFE, University, Youth Services**

## Contacting the Agent... Go On Make the Call

**1.** Firstly you need to call the Agent, give your name and ask if the rental property you are interested in is still available to rent.

**2.** You need to ask the Agent about the property. You want to gain as much information as you can about the suitability of the property for your needs.

When will the property be available?

Is that too long to wait?

Will you have enough time to organise to move in when the property becomes available?

What type of lease is being offered?

Does this suit your current and future needs?

### Types of Leases

**Periodic Leases**- the periodic agreement is set from month-to-month. It is still necessary to give 28 days notice to leave the property.

**Fixed Term**- a fixed term agreement is for a set period of time. Even though the agreement will have an end date, it is still necessary for the tenant to give notice in writing, or in the case of the landlord, to give a 'Notice to Vacate to Tenant/s of Rented Premises' when a tenant is required to leave at the end of the agreement.'

Consumer Affairs Victoria- Lease Agreements,  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**If you think the property may be suitable you need to ask if you can make a time to look at the property.**

**> tip:** Turn up on TIME to the appointment to look at the property. You do not want to do anything that may put the Agent off renting you the property or properties in the future.

## How do I present myself to a Real Estate Agent?

**A | Dress is important!** You want to make a lasting first impression, and it shows that you are serious about getting a rental property

**B | Interpersonal skills:** Introduce yourself...  
Hi my name is \_\_\_\_\_  
Make eye contact when speaking with an Agent.  
Be polite and listen when the Agent speaks to you.  
Have some questions in mind to ask the Agent about the property.

**C | Below are some questions to consider when looking for a rental property**

- Is the weekly rent within your budget?
- Is the location of the property suitable for your needs?
- If you have a car, is parking available?
- Is there enough wardrobe/ hanging space in the bedrooms?
- Is there a laundry and if not will you need one?
- Is the property in good condition, i.e. is there mould on the walls?

### D | What identification do I need?

When applying for private rental, Agents require that you provide them with appropriate identification before they will give you the keys to look at the property. The form of identification and how much you will need may vary from one Real Estate Agent to another; depending on how they calculate the "100 points".

### As a general rule you may need to provide

At least one form of ID that includes your photo eg. driver's licence, passport.

At least two other forms of ID that includes Centrelink card, student ID from University or TAFE, Medicare card, motor vehicle registration, tax assessment notice, credit or bank account card, utilities account in your name (telephone, gas/ electricity, water etc), bank statement, electoral enrolment statement, lease agreement or rental receipts

**If you are unsure if you will have enough ID, check what the Real Estate Agent needs first.**

### E | How do I get a rental reference?

- Contact your TAW and ask for a rental reference
- It is a good idea to ask them in advance so they have time to write it up
- Be sure to tell them how you want to receive it, whether you are going to pick it up, or whether it needs to be sent?

### F | What does it provide?

It confirms to Real Estate Agents that you are a responsible tenant and will provide the following information, that

- Your rental payments were on time
- You kept the property in a neat and tidy condition, both inside and outside
- Upon exiting the property it was left in the same condition as when you first moved in

### 3. "Rental Folder"

This is a folder that contains all the appropriate documents, references, identification that you will need when applying for private rental.

Make sure you take this along with you when looking at properties or meeting with a Real Estate Agent.

#### Have You Got These Documents?

- Rental Reference
- Photocopy of identification- These could include drivers permit, school ID card, school reports, passport, utility bills, paid Doctor's bill, Centrelink statement
- Copies of rental receipts from previous tenancies
- Character reference from youth worker/ school teacher/ welfare coordinator
- Employment reference from previous or current workplace

### 'Residential Tenancy Application'

Sometimes when you are interested in a rental property a landlord or agent may ask you to fill in a 'Residential Tenancy Application'. This helps them decide who will rent the property.

#### **It is NOT a tenancy agreement!**

You should contact the agent two business days after you have lodged your completed application to see if you were successful.

### Housing Establishment Fund (HEF)

HEF aims to provide you with financial assistance to help you pay part of the cost of moving into private rental as a one-off grant.

#### **It is used for three main purposes:**

1. Rent in advance on private rental accommodation. This cannot be used for public housing
2. Rental arrears in private rental
3. Temporary accommodation

**Applications can be made through RHNL. For further information contact your closest RHNL office**

### 4. Moving Out- the official stuff

**If you have any questions about your rights and responsibilities call the Consumer Affairs Helpline on 1300 55 81 81 before you SIGN any forms!**

#### 1. Residential Tenancy Agreement

The Residential Tenancy Agreement is a contract and is legally binding under the *Residential Tenancies Act 1997*, for both the tenant and landlord.

Double check that all details on the form are correct and you have not missed any questions. Remember this is a *contract*.

Make sure you thoroughly read through all the conditions of the *contract* so that you are fully aware of your obligations and responsibilities.

The form provides a copy for both the tenant and landlord so make sure that both copies are signed and dated by the landlord and yourself.

#### 2. Bond

When you move into private rental, agents require that you pay a bond. In Victoria if the rent is \$350 a week or less, the bond cannot be more than one-month's rent.

The Residential Tenancies Bond Authority (RTBA) is the body authorised to look after the bond during the tenancy. Once the landlord takes the bond they must give you a completed and signed 'Bond Lodgement' form to sign. The RTBA needs these details and signatures so they can pay out the bond at the end of the tenancy.

### ‘Bond Lodgement’ Form

The form has three layers, so that when you fill it out it will produce three copies. Once the form is signed and completed the purple (original) copy will be sent with the bond payment to the RTBA, the blue copy is for the landlord to keep and the yellow copy is for the tenant, and **must** be given to you.

The landlord is required by law to provide you with the yellow copy of the signed and completed Bond Lodgement form and should they fail to do so they will be fined \$500.

Bond receipt- the RTBA must send a receipt to the tenant and landlord or agent for the payment of the bond.

#### Residential Tenancies Bond Authority (RTBA)

Office Hours: Monday to Friday 8:30am- 5pm

T: 1300 13 17 64

(Local call cost)

F: (03) 9627 6277

E: rtba@justice.vic.gov.au

Postal Address:

Locked Bag 3040

GPO MELBOURNE

VIC 3001

Website: [www.rtba.vic.gov.au](http://www.rtba.vic.gov.au)

### The Bond Agency

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If you want to apply for a bond loan or have any further questions or queries about bonds please contact your:

IAP worker at 

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On telephone: 

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### 3. Condition Report

When the bond has been paid, both the tenant and landlord must fill out a Condition Report. If you do not fill out the Condition Report accurately and comprehensively you may have difficulties claiming your **bond at the end of the tenancy**.

A Condition Report is **very, very important** as it provides a written record of the condition of the property at the beginning of a tenancy and may be used later as *evidence* should there be any disputes relating to the condition of the property.

The Condition Report must be filled out within 3 business days of moving into the property and **you must complete, sign and return the report** to the landlord.

### 4. Rent in advance

It is your responsibility to pay rent in full and on time, according to the landlord or agent's requirements. The amount of rent to be paid should be agreed upon before the tenancy begins and must be recorded in the 'Residential Tenancy Agreement' form.

*Rent receipts-* A receipt must provide the following information:

- the tenant's name
- the address of the property
- the date the money was paid
- the period for which rent is paid
- how much was paid
- that it is a receipt for rent

## 5. Connections to;

# Utilities

It is your responsibility to have all utilities connected in your name when you move into a property. You will need to make sure that you have arranged for connection to be on the day that you move in.

There are several providers so it is a good idea to shop around for the best deals.

### Gas

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### Electricity

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### Water

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### Phone

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## What will I need when I move in to Private Rental?

### I. Furniture and white goods

You will need furniture when you move in. This can be costly, as you usually need many items, such as white goods, a kitchen table, a couch.

However there are places you can go which may have these items at reduced prices.

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### Your household needs!

There is so much to get when you move into your own place, but you can't forget some important items that you will need to keep your place **clean!**

#### Here is a list of some of the things you will need:

- Vacuum cleaner
- Broom
- Mop and buckets
- Gloves, sponges, and washing detergent
- Washing powder, washing basket, and pegs
- Rubbish bin, recycling bin and bin bags

#### Crockery, cutlery & cookware

You will need to also think about your kitchen and what you will need to have so that you can cook and eat. Below is a list of some of the essential items that you will need:

- Plates
- Bowls
- Pots and pans
- Knives, forks, spoons, teaspoons
- Cups, glasses, mugs
- Cooking dishes
- Cooking utensils

## Linen

You may find that your new place has what is often called a 'linen cupboard'. This refers to items such as sheets, towels, and table clothes - more items that you will need to have when you move in. Again there is a list below of some of the basic items that you will need.

- Tea towels
- Bath/ toilet mats, towels, face washer
- Pillows, doonas, blankets
- Sheets, doona cover, pillow cases

## Food

You will have to go shopping as soon as you move in. The first shop you do will be expensive because you will need to buy essential items that you normally would not buy on a weekly or fortnightly basis.

You will need to get things like:

- Oil
- Spices, salt and pepper
- Spreads that you like
- Tea, and coffee
- Cereal
- Flour, eggs, sugar
- Rice, pasta
- Milk- it is always a good idea to grab a UHT milk to put in your cupboard, for those occasions when you run out!
- Toilet paper and tissues

## 5. Services to continue support

There are a number of support agencies in your area that can assist you with ongoing support needs.

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# Glossary of terms...

### **Bond Loan Scheme**

Financial assistance provided for the payment of a bond

### **Contract**

A written agreement that is made between two parties which is enforceable by law

### **Evidence**

Any statement, document, record, or other thing that proves the existence of a fact or issue

### **Housing Establishment Fund (HEF)**

Financial assistance to help you pay part of the cost of moving into private rental as a one-off grant provided through RHNL

### **Identification (point system)**

Documents that provide information about the identity of a person, such as a passport, driver's license

### **Inventory**

A record or list of items that are in a property

### **Lease**

A legally binding contract, in which one person has use of another's property in exchange for rent

### **Real Estate Agent (Agent)**

A person authorized to act on behalf of another person in the sale, purchase or leasing of property. The Department of Fair Trading must license a Real Estate Agent.

### **Rental Folder**

A folder that has all your personal details, identification and references and other appropriate documentation needed to apply for private rental

### **Rent Receipt**

A receipt from the landlord or agent that provides the details of a rental payment by a tenant

### **Rental Reference**

A reference provided by a landlord that recommends you as a tenant and provides information about your previous tenancy

### **Residential Tenancies Bond Authority (RTBA)**

Collects, pays out and invests tenants' bonds

### **Utensil**

A tool used for cooking with, for example a wooden spoon, tongs etc

# FORM 7 Residential Tenancy Application

## Residential Tenancy Application

### Important Information

Please read this before completing the Tenancy Application Form

#### Information for landlords and applicants

- This form is designed to help the landlord or real estate agent choose who will rent the nominated premises.
- This form is not, nor does it form any part of, a tenancy agreement. The rights and obligations of tenants and landlord are governed by the *Residential Tenancies Act 1997*.
- Applicants must be considered in accordance with the *Equal Opportunity Act 1995*. There must be no discrimination based on: age, sex, marital, parental or carer status, pregnancy, sexual orientation, disabilities, physical features, race, religious, political or industrial activities or beliefs or personal association with someone else who may be treated unfairly on the basis of any of the above.
- No fees can be charged for this Application.
- Information supplied on this form is strictly confidential. Landlords/agents may use it to perform a rental history check but cannot provide it to any third party unless they have written approval from the applicant.
- If this Application is unsuccessful, this form and any copies will be destroyed.
- For more information refer to *Renting a Home: A Guide for Tenants and Landlords* available from Consumer Affairs Victoria on 1300 55 81 81.

#### Information for applicants

- Each prospective tenant should complete a Tenancy Application form.
- You should contact the landlord/agent 2 business days after lodging your Application to see if you were successful.
- If the Application is successful, you will be required to:
  - produce a driver's licence or passport for identification purposes
  - pay one months rent in advance
  - pay the bond amount listed on this form
  - complete a Tenancy Agreement and Condition Report.
- Remember, it is your responsibility to have all services such as telephone, gas, electricity and water connected in your name to coincide with your date of occupation.
- It is also your responsibility to insure your possessions. The landlord's insurance policy does not cover your possessions.

#### Translating and Interpreting Service

##### Telephone Interpreter Service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

##### Arabic

إذا كان لديك صعوبة في فهم اللغة (الإنجليزية)، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكلفة مكانة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فيكتوريا على الرقم 1300 55 81 81.

**Turkish** İngilizce anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretsiz) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numaralı telefonla Victoria Tüketici İşleri'ni aramalarını ve sizi bir Danışma Memuru ile görüşmelerini isteyiniz.

**Vietnamese** Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cục gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tài Vụ Vụ Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumaada iyo Alcelinta (TIS) telefoonka 131 450 (qimaha maasha aad joogto) weydiiisana in lagu xiro Sarkaalka Maciimaasida ee Arimaha Macmiilaha Fikooriya tel: 1300 55 81 81.

**Chinese** 如果您不大懂英語，請打電話給口譯和筆譯服務處。電話：131 450 (紙花費一個普通電話費，讓他們幫您接達維多利亞消費者事務處 (Consumer Affairs Victoria) 的秘書官員。電話：1300 55 81 81。

**Serbian** Ako vam je teško da razumete engleski, nazovite Službu prevodilača i tumača (Translating and Interpreting Service - TIS) na 131 450 (po ceni lokalnog poziva) i zamolite ih da vas povežu sa Službenikom za informacije (Information Officer) u Viktorijanskoj Službi za potrošačka pitanja (Consumer Affairs Victoria) na 1300 55 81 81.

**Amharic** እንደዚሁም ብዙ ለብላጽ ትችሉ ለውጭ የሚገኙ ለጽሑፍ ትችሉ (TIS) ስልክ ቀን 131 450 (በአጠቃላይ ጥሬ ጥሬ) በምርምር ይገኛል። ለጽሑፍ ስልክ ቀን 1300 55 81 81 ይግለጹ።

**Dari** اگر شما مشکل بافهمیدن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری وشفاهی (TIS) به شماره ۱۳۱ ۴۵۰ به قیمت محلی تماس بگیرید. وبخواهید که شما را به کارمند معلومات دفتر امور مراجعین ویکتوریا به شماره ۱۳۰۰ ۵۵ ۸۱ ۸۱ ارتباط دهد.

**Croatian** Ako ne razumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje sjeleatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διαμεγείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτωρίας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

**Italian** Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il "Translating and Interpreting Service" (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essere messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.



RT 37 (13/6/06)

www.consumer.vic.gov.au

## Residential Tenancy Application

### Each prospective tenant should complete a Tenancy Application form.

#### Rental property details (To be completed by landlord/agent)

Address \_\_\_\_\_  
Postcode \_\_\_\_\_

Property rental amount \$ \_\_\_\_\_ per week \_\_\_\_\_ per fortnight \_\_\_\_\_  
Property bond amount \$ \_\_\_\_\_ per calendar month \_\_\_\_\_

Tenancy start date \_\_\_\_\_ Tenancy term \_\_\_\_\_  
/ / Periodic Fixed months

Name of property manager \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Name of estate agency (if applicable) \_\_\_\_\_

Postcode \_\_\_\_\_

Name of contact person \_\_\_\_\_ Telephone number \_\_\_\_\_

Name of previous employer \_\_\_\_\_

How long employed there \_\_\_\_\_  
Years \_\_\_\_\_ Months \_\_\_\_\_

Address of previous employer \_\_\_\_\_

Postcode \_\_\_\_\_

Name of contact person \_\_\_\_\_ Telephone number \_\_\_\_\_

References (if you have written references attach copies to this form)

1. Name \_\_\_\_\_

Relationship to applicant \_\_\_\_\_

Home telephone number \_\_\_\_\_ Work Telephone number \_\_\_\_\_

2. Name \_\_\_\_\_

Relationship to applicant \_\_\_\_\_

Home telephone number \_\_\_\_\_ Work Telephone number \_\_\_\_\_

Pets No Yes Number and type of pets \_\_\_\_\_

Declaration

I declare that the information given on this form is true and correct to the best of my knowledge.

Applicant's signature \_\_\_\_\_

Date \_\_\_\_\_

Postcode \_\_\_\_\_

How long at this address \_\_\_\_\_  
Years \_\_\_\_\_ Months \_\_\_\_\_

Name of previous landlord/agent \_\_\_\_\_

Telephone number of landlord/agent \_\_\_\_\_

Reason for leaving previous address \_\_\_\_\_

# FORM 8 Residential Tenancies Bond Authority (RTBA) Bond Lodgement



Residential  
Tenancies  
Bond Authority

## Bond Lodgement

Residential Tenancies Act 1997

Post this form to:  
Locked Bag 3040  
GPO Melbourne VIC 3001

**Important information about completing this form** (additional information for tenants appears on the back of the tenant's copy).  
The agent or landlord **must** complete this form, have it signed by each tenant who is contributing to the bond and forward the bond payment with the original copy to the Residential Tenancies Bond Authority within 5 business days of receiving the tenant's payment.

When the form has been completed, the blue copy is to be kept by the agent or landlord and the yellow copy **must** be given to the tenant. Send the original (purple) copy with the bond payment (cheque or money order payable to the Residential Tenancies Bond Authority).  
**Director of Housing (DoH) loans can only be lodged on a DoH Bond Lodgement form.**

Please complete the form in BLOCK LETTERS using a BLUE or BLACK pen. Do not use highlighter pen on this form.

### 1. Rented property details

Street address (including flat, unit, room or caravan site number)

Suburb/town/city

State

Postcode

VIC

Type of premises (X)

Separate house ☒

Terrace or semi-detached ☐

Flat or unit ☐

Rooming house ☐

Caravan ☐

Other ☐

Please specify

### 2. Tenancy details

Date tenancy starts

Day

Month

Year

☐ 2004 ☐ 2003

Weekly rental amount (whole dollars only)

\$

</

# FORM 9 Residential Tenancy Agreement

Translating and Interpreting Service  
131 450

**Telephone Interpreter Service**  
If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكلفة مكالمات محلية) واخُلب أن يوصلوك

موظف معلومات في دائرة الشؤون الحكوميات على الرقم 1300 55 81 81

**Vietnamese** Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131-450 (với giá biểu của cơ quan địa phương) và yêu cầu được nói đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Tiêu Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir **Adeega Tarjumida** iyo **Atcelinta (TIS)** telefoonka **131 450** (qilmaha meesha aad joogto) weydiiisna in lagu xiro Sar'kaalka

**Chinese** 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：  
31 450 (每天上午九時至下午五時)。實地翻譯服務處位於多利亞街老車

331 450 (祇花費一個普通電話費), 讓他們幫您接洽多利亞消費者事務處 (Consumer Affairs Victoria) 的信息官員, 電話: 1300 55 81 81。

**Serbian** Ako vam je teško da razumete engleski, nazovite

Slужбу преводилаца и тумача (Translating and Interpreting Service TIS) na 131 450 (po cenu lokalnog poziva) i zamolite ih da vas povezuje sa Službenikom za informacije (Information Officer) u Vinsotirskoj Službi za potrošačka pitanja (Consumer Affairs Victoria) na 1300 55 81 81.

[illegible]

اگر شما مشکل دانستن زبان انگلیسی دارید، با ارائه خدمات ترجمانی تحریری

وشفاهی (TIS) به شماره ۱۳۱۴۵۰ به نیتت مخابره مطبی تماس بگیریید.  
وبخواهید که شما را به کارمند معلومات دفتر امور مراجعین ویکتوریا به شماره  
۱۳۰۵۵۸۸۱ ارتباط دهد.

**Croatian** Ako ne razumijete dovoljno engleski, nazovite Službu Umeta i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje sdielatnikom za obavijesti u Consumer

**Greek:** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) αρμόδια να σας βοηθήσει να καταλάβετε το Consumer Affairs Victoria na 1300 55 81 81.

επικοινωνήστε με την Υπηρεσία Μεταφοράς και Σιμηνείας (15) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria)

**Italian** Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il "Translating and Interpreting Service".

interpreting Service" (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essere messi in comunicazione con un operatore addetto alle informazioni del dipartimento

Consumer Affairs Victoria® al numero 1300 55 81 81.

# Residential Tenancy Agreement

## Residential Tenancies Act 1997

## Important Information

Please read this before completing the Residential Tenancy Agreement

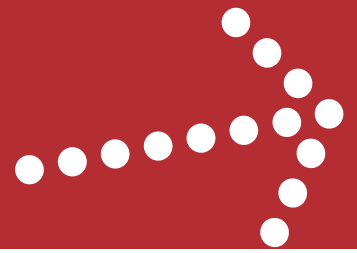
- This form is your written record of your tenancy agreement. This is a binding contract under the *Residential Tenancies Act 1997*, so please read all terms and conditions carefully.
- If you need advice on your rights and responsibilities, please call the Consumer Affairs Helpline on 1 300 55 81 81 before signing the Agreement.
- Both the landlord and tenant should keep signed copies of the completed Agreement for future reference. The landlord must supply the tenant with a copy of the completed Agreement within 14 days of the tenant signing.
- This Agreement is printed on carbonless paper and will produce copies for both the landlord and tenant. To fill out the Agreement, place on a hard surface and write firmly. Do not fold the Agreement while writing.
- If you require extra space to list additional items and terms, attach a separate sheet. All attachments should be signed and dated by both the landlord and tenant to show that both parties have read and agree to any attachments. Both the landlord and tenant should keep a copy of any attachments for future reference.
- The landlord must give the tenant a copy of *Renting a Home: A Guide for Tenants and Landlords* booklet at the start of each tenancy.
- When a bond is paid, the landlord and tenant must complete a Condition Report and both keep a copy for their records.

IT 1 (13/6/06)

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)







**Residential Tenancy Agreement**  
*Residential Tenancies Act 1997 Section 26*

This agreement is made on the day of  
Date / /

This agreement is between  
**LANDLORD**  
Name  
Address  
Postcode  
ACN (if applicable)  
whose agent is (if applicable)  
Name  
Business address  
Postcode  
Telephone number ACN (if applicable)  
and TENANT(S)  
Name of TENANT 1  
Current Address  
Postcode  
ACN (if applicable)  
Name of TENANT 2  
Current Address  
Postcode  
Name of TENANT 3  
Current Address  
Postcode  
Name of TENANT 4  
Current Address  
Postcode

**1. Premises** (includes items listed in the Schedule as forming part of the premises)  
The landlord lets the premises known as (address)  
Postcode

**2. Rent**  
The rent amount is \$ / /  
Date first rent payment due / /  
Pay period  
Weekly ☐ Fortnightly ☐  
Monthly ☒ Day of each month (eg 15th)  
Place of payment

**3. Bond**  
• The TENANT must pay the bond amount specified below.  
• In accordance with the Residential Tenancies Act 1997, the LANDLORD/agent must lodge the bond with the Residential Tenancies Bond Authority (RTBA) within 10 business days after receiving the bond.  
• If the TENANT does not receive a bond receipt from the RTBA within 15 business days of handing over the bond money, they should telephone the RTBA on 1300 13 71 64.  
Bond amount \$ / /  
Date bond payment due / /  
If there is more than one TENANT and they do not contribute equally to the total bond, the amounts they each contribute must be listed here. This list is for reference only and will not be recognised by the RTBA.  
Name of TENANT Bond amount  
\$  
\$  
\$  
\$

**4. Period**  
Fixed period ☒ The period of the agreement commences on / / and ends on / / unless the agreement terminates in accordance with the Residential Tenancies Act 1997, the agreement will continue as a periodic tenancy.  
OR Periodic ☐ The agreement will commence on / / and continue until terminated in accordance with the Residential Tenancies Act 1997.

**5. Condition of the premises**  
The LANDLORD must:  
(a) ensure that the premises are maintained in good repair; and  
(b) If the LANDLORD owns or controls the common areas, take reasonable steps to ensure that the common areas are maintained in good repair.

**6. Damage to the premises**  
(a) The TENANT must ensure that care is taken to avoid damaging the rented premises.  
(b) The TENANT must take reasonable care to avoid damaging the premises and any common areas.  
(c) The TENANT who becomes aware of damage to the rented premises must give notice to the LANDLORD of any damage to the premises as soon as practicable.

**7. Cleanliness of the premises**  
(a) The LANDLORD must ensure that the premises are in a reasonably clean condition on the day on which it is agreed that the TENANT is to enter into occupation of the premises.  
(b) The TENANT must keep the premises in a reasonably clean condition during the period of agreement.

**8. Use of premises**  
(a) The TENANT must not use or allow the premises to be used for any illegal purpose.  
(b) The TENANT must not use or allow the premises to be used in such a manner as to cause a nuisance or cause an interference with the reasonable peace, comfort or privacy of any occupier of neighbouring premises.

**9. Quiet enjoyment**  
The LANDLORD must take all reasonable steps to ensure that the TENANT has quiet enjoyment of the premises.

**10. Assignment or sub-letting**  
(a) The TENANT must not assign or sub-let the whole or any part of the premises without the written consent of the LANDLORD. The LANDLORD's consent must not be unreasonably withheld.  
(b) The LANDLORD must not demand or receive any fee or payment for the consent, except in respect of any fees, costs or charges incurred by the LANDLORD in relation to the preparation of a written assignment of the agreement.

**11. Residential Tenancies Act 1997**  
(a) Each party must comply with the Residential Tenancies Act 1997.  
(b) For further rights and duties refer to the Residential Tenancies Act 1997.

**Schedule: A. Items let with the premises (if any); B. Additional terms (if any)**  
This section lists any additional items and terms to this agreement. The terms listed cannot take away any of the rights and duties included in the Residential Tenancies Act 1997. If you need extra space, please attach a separate sheet.  
Both the LANDLORD and TENANT should sign and date any attachments.

**Signatures**  
**LANDLORD**  
Signature of LANDLORD  
Urgent repairs emergency contact name and telephone number  
**TENANT(S)**  
Signature of TENANT 1  
Signature of TENANT 2  
Signature of TENANT 3  
Signature of TENANT 4

Landlord's copy

**Residential Tenancy Agreement**  
*Residential Tenancies Act 1997 Section 26*

This agreement is made on the day of  
Date / /

This agreement is between  
**LANDLORD**  
Name  
Address  
Postcode  
ACN (if applicable)  
whose agent is (if applicable)  
Name  
Business address  
Postcode  
Telephone number ACN (if applicable)  
and TENANT(S)  
Name of TENANT 1  
Current Address  
Postcode  
ACN (if applicable)  
Name of TENANT 2  
Current Address  
Postcode  
Name of TENANT 3  
Current Address  
Postcode  
Name of TENANT 4  
Current Address  
Postcode

**1. Premises** (includes items listed in the Schedule as forming part of the premises)  
Rented premises address  
Postcode

**2. Rent**  
Rent amount \$ / /  
Date first rent payment due / /  
Pay period  
Weekly ☐ Fortnightly ☐  
Monthly ☒ Day of each month (eg 15th)  
Place of payment

**3. Bond**  
• The TENANT must pay the bond amount specified below.  
• In accordance with the Residential Tenancies Act 1997, the LANDLORD/agent must lodge the bond with the Residential Tenancies Bond Authority (RTBA) within 10 business days after receiving the bond.  
• If the TENANT does not receive a bond receipt from the RTBA within 15 business days of handing over the bond money, they should telephone the RTBA on 1300 13 71 64.  
Bond amount \$ / /  
Date bond payment due / /  
If there is more than one TENANT and they do not contribute equally to the total bond, the amounts they each contribute must be listed here. This list is for reference only and will not be recognised by the RTBA.  
Name of TENANT Bond amount  
\$  
\$  
\$  
\$

**4. Period**  
Fixed period ☒ The period of the agreement commences on / / and ends on / / unless the agreement terminates in accordance with the Residential Tenancies Act 1997, the agreement will continue as a periodic tenancy.  
OR Periodic ☐ The agreement will commence on / / and continue until terminated in accordance with the Residential Tenancies Act 1997.

**5. Condition of the premises**  
The LANDLORD must:  
(a) ensure that the premises are maintained in good repair; and  
(b) If the LANDLORD owns or controls the common areas, take reasonable steps to ensure that the common areas are maintained in good repair.

**6. Damage to the premises**  
(a) The TENANT must ensure that care is taken to avoid damaging the rented premises.  
(b) The TENANT must take reasonable care to avoid damaging the premises and any common areas.  
(c) The TENANT who becomes aware of damage to the rented premises must give notice to the LANDLORD of any damage to the premises as soon as practicable.

**7. Cleanliness of the premises**  
(a) The LANDLORD must ensure that the premises are in a reasonably clean condition on the day on which it is agreed that the TENANT is to enter into occupation of the premises.  
(b) The TENANT must keep the premises in a reasonably clean condition during the period of agreement.

**8. Use of premises**  
(a) The TENANT must not use or allow the premises to be used for any illegal purpose.  
(b) The TENANT must not use or allow the premises to be used in such a manner as to cause a nuisance or cause an interference with the reasonable peace, comfort or privacy of any occupier of neighbouring premises.

**9. Quiet enjoyment**  
The LANDLORD must take all reasonable steps to ensure that the TENANT has quiet enjoyment of the premises.

**10. Assignment or sub-letting**  
(a) The TENANT must not assign or sub-let the whole or any part of the premises without the written consent of the LANDLORD. The LANDLORD's consent must not be unreasonably withheld.  
(b) The LANDLORD must not demand or receive any fee or payment for the consent, except in respect of any fees, costs or charges incurred by the LANDLORD in relation to the preparation of a written assignment of the agreement.

**11. Residential Tenancies Act 1997**  
(a) Each party must comply with the Residential Tenancies Act 1997.  
(b) For further rights and duties refer to the Residential Tenancies Act 1997.

**Schedule: A. Items let with the premises (if any); B. Additional terms (if any)**  
This section lists any additional items and terms to this agreement. The terms listed cannot take away any of the rights and duties included in the Residential Tenancies Act 1997. If you need extra space, please attach a separate sheet.  
Both the LANDLORD and TENANT should sign and date any attachments.

**Signatures**  
**LANDLORD**  
Signature of LANDLORD  
Urgent repairs emergency contact name and telephone number  
**TENANT(S)**  
Signature of TENANT 1  
Signature of TENANT 2  
Signature of TENANT 3  
Signature of TENANT 4

Tenant's copy

# FORM 10 Condition Report

## Condition Report

Residential Tenancies Act 1997

### What the landlord/agent has to do

Before the tenant moves into the premises the landlord/agent must:

1. Complete the landlord/agent section of this form.
2. Sign and date the form. You may wish to photocopy the form for your records before giving to the tenant.
3. Give the form to the tenant to complete. Inform the tenant they have 3 business days to complete, sign and return the landlord's/agent's copy of this report.
4. At the end of the tenancy, complete the exit report on the back of the landlord's copy.

### What the tenant has to do

1. You must complete and sign this form and any attachments and return it to the landlord or agent within 3 business days of moving into the premises. If you fail to complete this report accurately you may have difficulty claiming your full bond back at the end of the tenancy.
2. Inspect the premises and complete the tenant section of this form. Make a comment where you disagree with the landlord's/agent's description of an item.
3. Sign and date the form.
4. Tear off the top copy and return it to the landlord or agent.
5. Keep the tenant's copy as a record.

### Important information for landlords and tenants

- This form is printed on carbonless paper and will produce copies for the landlord and tenant. To fill out the form, place on a hard surface and write firmly.
- If a bond is taken, you must complete a Condition Report at the start of each tenancy. If a bond is not taken it is strongly recommended you still complete a Condition Report.
- This report is an important written record of the condition of the premises. Both the landlord or agent and the tenant should keep signed copies for future reference. It may be used as evidence in any dispute about cleaning, damage, safety or missing items. It is vital that you complete the report comprehensively and note anything which seems unsafe or insecurely fixed. For examples of unsafe situations, see the section on Condition Reports in *Renting a Home: A Guide for Tenants and Landlords*.
- If you do not have enough space to list all items you want covered in this report, attach a separate sheet. All attachments should be signed and dated by both the landlord or agent and the tenant to show that both parties have read and agree to any attachments. Both the landlord or agent and the tenant should keep copies of any attachments for future reference.
- If you need advice on your rights and responsibilities, then ring the Consumer Affairs Helpline on 1300 55 81 81 before completing and signing the Condition Report.

RT 38 (19/07/05)

www.consumer.vic.gov.au



## Exit Condition Report

To be completed by the landlord/agent at the end of tenancy

Each item has been given a column description of 'clean', 'undamaged', 'working'. Tick each column that applies to the item and make any necessary comments. Attach separate page(s) with comments if you need extra space.

Room and item	Clean	Undamaged	Working	Comments	Room and item	Clean	Undamaged	Working	Comments
Entrance Hall					Bedroom 2				
Doors					Walls				
Walls					Wardrobe/drawers				
Windows/screens					Windows/screens				
Blinds/curtains					Blinds/curtains				
Ceiling					Ceiling				
Light fittings					Light fittings				
Floor coverings					Floor coverings				
Power points					Power points				
Built in cupboard									
Loungeroom					Bedroom 3				
Doors					Walls				
Walls					Wardrobe/drawers				
Windows/screens					Windows/screens				
Blinds/curtains					Blinds/curtains				
Ceiling					Ceiling				
Light fittings					Light fittings				
Floor coverings					Floor coverings				
TV/power points					Power points				
Kitchen/Meals					Main bathroom				
Doors					Doors				
Walls					Walls				
Windows/screens					Tiling				
Blinds/curtains					Windows/screens				
Ceiling					Blinds/curtains				
Light fittings					Ceiling				
Floor coverings					Light fittings				
Power points					Floor coverings				
Cupboards/drawers					Power points				
Bench tops					Bath/taps				
Tiling					Shower/screen/taps				
Sink/disposal unit/taps					Wash basin/taps				
Hot plates/stove top					Mirror/cabinet				
Griller					Towel rails				
Oven					Toilet				
Exhaust fan/rangehood					Exhaust fan/heating				
Dishwasher									
Bedroom 1					Laundry				
Doors					Doors				
Walls					Walls				
Wardrobe/drawers					Windows/screens				
Windows/screens					Blinds/curtains				
Blinds/curtains					Ceiling				
Ceiling					Light fittings				
Light fittings					Floor coverings				
Floor coverings					Power points				
Power points					Wash trough/taps				
Ensuite					Balcony/porch				
Doors					Staircases				
Walls					Garage/car port				
Tiling					Gates/fences				
Windows/screens					Grounds				
Blinds/curtains					Street no./letterbox				
Ceiling					Paving/BBQ				
Light fittings					Hot water system				
Floor coverings					Security system				
Power points					Keys				
Bath/taps					Intercom/security phone				
Shower/screen/taps					Telephone				
Wash basin/taps					Heating/Air conditioning				
Mirror/cabinet					Smoke detectors				
Towel rails					Clothes line				
Toilet					Front garden				
Exhaust fan/heating					Back and side garden				
					Number of picture hooks				

Landlord's or agent's signature

Date

Please print neatly

Address of premises

Name of landlord

Name of tenant(s)

Postcode

Name of agent (if applic)

Landlord/agent section

Each item has been given a column description of 'clean', 'undamaged', 'working'.  
Tick each column that applies to the item and make any necessary comments.  
*Tick if applicable*

Room and item

Landlord/agent comments

Tenant section

If you disagree with the landlord's/agent's report of an item, make a comment in this section. You should also note here anything which seems unsafe or may be an injury risk.

Room and item

Landlord/agent comments

Tenant comments

Entrance Hall

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Built in cupboard

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
TV/power points

Lounge/room

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Cupboards/drawers  
Bench tops  
Tiling  
Sink/disposal unit/taps  
Hot plates/stove top  
Fridge  
Oven  
Exhaust fan/rangehood  
Dishwasher

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Kitchen/Meals

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Cupboards/drawers  
Bench tops  
Tiling  
Sink/disposal unit/taps  
Hot plates/stove top  
Fridge  
Oven  
Exhaust fan/rangehood  
Dishwasher

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Cupboards/drawers  
Bench tops  
Tiling  
Sink/disposal unit/taps  
Hot plates/stove top  
Fridge  
Oven  
Exhaust fan/rangehood  
Dishwasher

Bedroom 1

Doors  
Walls  
Wardrobe/drawers  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Bedroom 2

Doors  
Walls  
Wardrobe/drawers  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Bedroom 3

Doors  
Walls  
Wardrobe/drawers  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points

Main bathroom

Doors  
Walls  
Tiling  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Bath/taps  
Shower/screen/taps  
Wash basin/taps  
Mirror/cabinet  
Towel rails  
Toilet  
Exhaust fan/heating

Doors  
Walls  
Tiling  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Bath/taps  
Shower/screen/taps  
Wash basin/taps  
Mirror/cabinet  
Towel rails  
Toilet  
Exhaust fan/heating

Laundry

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Wash trough/taps

Doors  
Walls  
Windows/screens  
Blinds/curtains  
Ceiling  
Light fittings  
Floor coverings  
Power points  
Wash trough/taps

General

Balcony/porch  
Staircases  
Garage/car port  
Gates/fences  
Grounds  
Street no./letterbox  
Paving/BBQ  
Hot water system  
Security system  
Security keys  
Intercom/security phone  
Telephone  
Heating/air conditioning  
Smoke detectors  
Clothes line  
Front garden  
Back and side garden  
Number of picture hooks

Balcony/porch  
Staircases  
Garage/car port  
Gates/fences  
Grounds  
Street no./letterbox  
Paving/BBQ  
Hot water system  
Security system  
Security keys  
Intercom/security phone  
Telephone  
Heating/air conditioning  
Smoke detectors  
Clothes line  
Front garden  
Back and side garden  
Number of picture hooks

Landlord's or agent's signature

Tenant's signature(s)

I agree with the landlord's/agent's report except where I have commented.

When complete, return this copy to landlord or agent

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ALOMOST HOME 2012.indd 55

7/6/12 12:13:49 PM

51. MOVING ON  
CONDITION REPORT

# notes

MOVING ON

52.

NOTES