

Renter pack

Welcome to your new home! We hope you enjoy living in your Uniting VicTas housing.

This renter pack and your lease agreement provides important information that you may need during your tenancy.

The Uniting Consumer Handbook introduces you to Uniting and contains information about:

- Your rights and responsibilities
- Advocacy and support
- How we manage your private information
- How to provide feedback or make complaints.

You can also visit our website: <https://www.unitinghousing.org.au/>

If you have any questions or feedback, please contact your Community Housing Officer.

Renter engagement & community development

Renter engagement programs and initiatives encourage renters to connect with their communities and give residents access to services and supports in the wider community.

We encourage you to take part in these activities, and in decisions that affect you. We believe it creates a more positive housing experience and improves our service delivery.

Paying your bond and rent

You must pay one month rent and a bond of one month rent before you can move in.

You can choose to pay your rent each week or fortnight. You must pay your rent in full, on time and in advance. If you don't do this, you will be in breach of your lease, and we will have to take action.

You can pay your rent through the Centrepay system (for Centrelink recipients), or by automatic bank transfer to the Uniting Bank Account:

Uniting (Victoria & Tasmania)
 National Australia Bank
BSB 083 004
Account Number 631163893

Document Name: <i>Uniting Housing – Renter pack cover</i>	Policy Area: <i>Quality, Risk & Compliance</i>	
Document Number: <i>UD-UH-008</i>	Classification: <i>External</i>	
Version Number: <i>2.0</i>	Document Owner: <i>Senior Manager, Tenancy Services</i>	
Publication date: <i>11/07/2023</i>	Endorsed by: <i>Senior Manager, Tenancy Services</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 1 of 5

Please use your Family name and first name as reference when making bank payments so we can easily identify your payment. E.g.: Smith, Mary

You can make extra payments any time into this account.

If you have questions about payment options, rent reviews and what happens if you get behind in your rent, contact your Community Housing Officer.

Moving in

We will give you the keys and the condition report when you sign your lease and pay your bond.

The condition report describes the condition of the property when you move in. Check the report and return a signed copy to us within seven days (in Victoria) or 2 days after you receive it (in Tasmania).

Keep the property in good condition.

You must keep the property in the same condition as described in your condition report, except for fair wear and tear.

You are responsible for any damage caused and will have to pay for the repairs.

You are also responsible for any guests and visitors that come to the property and for anything they do there.

You mustn't make any changes to the property without our permission and let us know if the property needs maintenance or repairs.

We inspect the property every 6-12 months, and if there are any problems at the property.

Insurance

We insure the building. We encourage you to obtain contents insurance for your possessions. Ask your Community Housing Officer for more information.

Visitors and guests

You are responsible for visitors to your property. This also means you are responsible for making sure they act according to the rules of your rental agreement.

Some types of property have special rules about visitors, for example about overnight guests, or do not allow visitors. We will explain these rules if you are in this type of property.

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Pets

You must ask us if you want to keep pets at the property. Contact your Community Housing Officer for more information.

Holidays

Please let us know if you plan to go on a holiday for more than two weeks.

Tell people you've moved.

You may need to tell people or organisations that you've moved. For example:

Post Office	Electricity/Gas	Centrelink
Phone Company	The Australian Taxation Office	Medicare
Banks	Department of Transport	Schools
Doctors	Electoral Commission	Dentist
Employer	Superannuation Fund	

What happens if I fall behind in paying rent?

If you are having difficulty paying your rent, please contact your Community Housing Officer as soon as possible. The sooner we know the sooner we can help you.

We will contact you as soon as possible if a payment is late.

If you do not pay your rent, you will be in breach of your Rental Agreement. We may begin the process to end your lease with us.

What happens if I cannot pay my rent?

If you cannot pay your rent, call us on (03) 9051 3000 so that we can discuss how we can help you arrange payment.

If you do not pay your rent on time, we will contact you by telephone or text message.

If you do not respond, we will send you a request for payment letter with details of the amount of rent you owe and a copy of your current rent statement.

We will send a copy of this letter to your Community Support Worker, if you have one.

If you can't pay the rent arrears in full, contact us to discuss repaying the rent arrears by instalments.

You will be required to sign a repayment agreement.

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If you do not contact us within 14 days to arrange repaying the arrears. We will issue you with a Notice to vacate the rented premises and we will apply for a possession order for the rented premises.

Utilities and water charges

You will need to set up your utilities such as gas, electricity, internet, and phone when you move in.

Contact your Community Housing Officer if you need help.

If the property has a separate water meter, you will be responsible for water usage charges. We will notify the water company.

Keys

Your Community Housing Officer has given you the right number of keys for the property.

If you lock yourself out, you must pay a locksmith so you can get in. The locksmith must not change a lock.

You must replace lost keys. You must also pay for new locks and keys if you don't return all the keys at the end of the tenancy.

Maintenance and repairs

If the property needs maintenance or repairs, tell us as soon as you can.

We will arrange for the repairs to be carried out. We will give your details to the contractor. They will make a time with you to come to your home.

Employee and contractor safety

We ask that you help keep workers safe when they visit your home, for example through respectful interactions, restraining dogs during inspections and minimising trip hazards.

We know that some tenants may prefer that visitors remove shoes. However, for the safety of our staff and contractors, we require our workers to wear shoes at the property.

At the end of your tenancy

When you finish your tenancy, you must return all the keys and leave the property in good condition, except for fair wear and tear.

We will check the condition of the property. We will send you a copy of the final Exit Condition Report within 14 days of the end of your tenancy.

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Feedback and complaints

You can give us your feedback or make a complaint by:

- Talking to a Uniting worker
- Calling (03) 9192 8100
- Sending an email to consumerfeedback@vt.uniting.org
- Going to the Uniting website: <https://www.unitingvictas.org.au/feedback/>
- Writing to:
 - Feedback and Complaints
 - Level 4, 130 Lonsdale Street
 - Melbourne VIC 3000

Other complaints and advocacy organisations:

In Tasmania	In Victoria
NRSCH Phone: (03) 6166 3628 www.nrsch.gov.au	Office of Housing Registrar Phone: 1300 650 172 www.housingregistrar.vic.gov.au
Ombudsman Tasmania Phone: 1800 001 170 www.ombudsman.tas.gov.au	Victorian Civil and Administrative Tribunal (VCAT) Phone: 03 9628 9800 www.vcat.vic.gov.au
Consumer Affairs Tasmania Phone: 1300 654 499 www.consumer.tas.gov.au	Consumer Affairs Victoria Phone: 1300 558 181 www.consumer.vic.gov.au
Tenants' Union of Tasmania https://tutas.org.au/	Tenants Union Victoria - https://tenantsvic.org.au/