

### **Sign Up Fact Sheet.**

Once you've received notification of property allocation, you will be advised of a move in date. You'll be asked to come in the office so we can prepare a lease. If you cannot attend your appointment, it is appreciated to call the office on, 02 62572277, and re-schedule your appointment. Please ensure you call 48hrs days prior to your appointment.

What you'll need to bring with you:

1. Bond money – equivalent to four weeks rent, or Bond Loan Approval Letter. If using a bond loan, ensure you have the 10% difference, as bond loans only cover 90% of the total of your bond amount.
2. Two (2) weeks rent to be paid in advance.
3. \$5.00 Once off Membership fee.

### **Leases**

We recommend you read your lease carefully before you sign. This is a legal document and you'll need to understand just what you are signing.

The lease contains rights and responsibilities that must be met by both Havelock Housing Association (HHA) and tenant/occupant. New leases are usually for a period of 3 months. This can be extended provided that all responsibilities were met. You'll receive a copy of the lease for your records. A Property Manager will assist you in understanding the lease before you sign.

### **Condition Report**

You will receive a property condition report for your new premises. Look carefully at each item and write Y for yes you agree or N for no if you disagree and note the issues that you have found. This will be helpful to you if/when you vacate tenancy. If needed, a Property Manager can verbally guide you through the process.

The condition report is signed at lease sign up. At the end you will be asked to sign off at the bottom of each page. You will receive a copy for your records. A copy is kept on file at HHA's office, the original is given to tenants/occupants at the time of the condition report being filled in or within 7 days.

### **Bond**

Each new tenant/occupant will be required to pay a bond at the commencement of tenancy. This will be a total of no more than four weeks rent and will be immediately lodged with the Rental Bond Board as it is received. You will be given a signed copy.

If you are unable to pay for the bond in full at the time of sign up, assistance may be provided by Housing ACT to eligible applicants to access a Bond Loan, in order to have a full bond paid and lodged with the Rental Bond Board (ACT).

At the end of your tenancy/occupancy, you will be able to claim the bond from the Rental Bond Board if there is no money owing to HHA for rent arrears or any incidences of property damage that require repair.

### Keys

You'll be given a set of keys when you sign your lease. We will also keep a set coded to your address.

It is important that you don't change the locks. Any broken locks should be reported to HHA and a Property Manager will arrange a locksmith. If the locks are intentionally broken you will be charged for replacement.

### Sign up Package

Your sign up package should contain all of the following:

- Residential Tenancy/Occupancy Agreement
- Property Condition Report (by Property Manager who carried out condition report)
- Bond information and lodgment form
- Centrelink payment deduction form ( where applicable)
- Copy of keys received
- Special condition sheet if required (payment of water etc.)
- Renting Guide (Office of Fair Trading)
- Property Manager's contact details

### Rental Payments

There are three easy ways for you to pay rent:

1. If you are on a Centrelink benefit, you can arrange your payments to come **straight from your benefit**. We can provide you with the relevant form to give to Centrelink.
2. Direct deposit rent of fortnightly through your Bank. You can arrange to do this in person or online by setting up a Third Party Transfer. Seek advice from HHA staff if you are thinking of doing this. You'll need our BSB code and Account Number. Don't forget to use an allocated ID number.
3. Come in and pay at the office (no cheques accepted).

### Rent Enquiries

Call the office on **(02) 6257 2277** or fax **(02) 6248 0865** if you have any questions about your rent statements or other tenancy related matters.

### Tenant Participation and involvement

At HHA, we welcome tenant participation. There is a range of things they can become involved with such as a tenant reference group of Senior Residents (a group of tenants acting as a voice for other tenants and to the board representatives) or attending residents meetings and contributing to improving our service to you



as a resident. Please contact the office if you have any good ideas that would encourage greater tenant participation.

As a member, it's your Association; it's up to you how much you participate. We would appreciate receiving your ideas and welcome your input.

Each year you will receive a tenant's survey asking you questions about our service to you. Please feel free to let us know if there are any improvements we can make.