

Tenant Guide

A guide for existing and potential tenants of Centacare Housing Services.



Privacy

When you are a client of Centacare Housing Services we will keep information about your tenancy or application on file so that we can assist you in the best way possible.

For Housing applications on the Victorian Housing Register your personal information will be stored in the Victorian Housing Register and may be disclosed to the Department of Health and Human Services in accordance with the Housing Act 1983 (Vic).

Please refer to the Centacare Privacy Policy for further information.

Centacare Housing Services Policies and Procedures

- Rent Setting
- Complaints
- Allocations
- Tenant Engagement

Can be accessed at www.centacareballarat.org.au or copies can be requested by calling (03) 5337 8935.

Applying for a property

Enquiries can be made by calling (03) 5337 8935 or email info@cchousing.com.au

An application form must be completed by all prospective tenants. Assistance can be provided to complete Centacare Housing Services forms, Centrelink Rent Assistance applications and National Rental Affordability Scheme (NRAS) Income questionnaires.

Bonds

Bonds & Bond Loans

- Centacare Housing Services do not charge a Bond for Director of Housing owned Properties
- All other properties are charged a Bond in accordance with the Residential Tenancies Act.
- Prospective Tenants can be assisted to apply for a Bond Loan through DHHS or other relevant organisations.



Rent and other charges

Rents

- Centacare Housing Services will calculate the rent and rental rebate with the successful applicant prior to the time of signing the Residential Tenancy Agreement.

Rent Review

- Centacare Housing Services undertakes an annual review of rents payable.
- Tenants will be notified in writing each year of any increase (or decrease) to their rent payable.

Rental Arrears (overdue rent)

- Centacare Housing Services will ring you immediately if your rent is not paid by the due date.
- Centacare Housing Services has the right to issue you with a Notice to Vacate if your rent is 14 days in arrears (overdue).

What to do if your circumstances change

Call Centacare Housing Services on (03) 5337 8935 if your circumstances change.

It is important you stay in touch and advise us if your circumstances have changed. This may include:

- If your income level changes (decrease or increase)
- If the number of people living at the property changes
- If you have any concerns in relation to financial hardship and the ability to pay your rent or utilities
- If your contact details change

Additional Information

Information relating to tenancies (including your rights and responsibilities) can be found at www.consumer.vic.gov.au (and is available in different languages)

Information relating to Public Housing
www.housingregistrar.vic.gov.au

Information relating to rental rebates and the National Rental Affordability Scheme
www.housing.vic.gov.au/national-rental-affordability-scheme

Information relating to Centrelink (including Rent Assistance) and other benefits.
www.humanservices.gov.au/customer/dhs/centrelink

Maintenance and Urgent Repairs

Please contact (03) 5337 8935 for maintenance issues. Calling this number will ensure that your maintenance request will be dealt with in a timely manner.

In the event of urgent after-hours repairs please contact:

**Ballarat Emergency Plumbing:
0408 342 300**

**Ballarat Electrical Service:
0418 508 967**

**As well as notifying the CHS
Rental Officer the next business
day on (03) 5337 8935**

Urgent repairs include:

- Burst water service
- Blocked or broken toilet
- Serious roof leak
- Gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious fire or storm damage
- A breakdown of the water, gas or electricity supply to the premises
- Failure or breakdown in any essential service such as hot water service, stove/oven
- Any fault that causes the premises to be unsafe or not secure

**For all non-tenancy related
emergencies always call 000**

Please be aware that if the fault or damage is caused by you the tenant, as evident to the tradesperson, you will incur the cost of the 24 hour contact attending and any work performed.

Feedback

We encourage you to share your compliments, suggestions and complaints with us. This allows us to continually improve the quality of the service we provide.

You can lodge feedback in a number of ways

- Verbally, via email, our website or by using the feedback form located in each of our reception areas
- Speak with a staff member or Manager
- Contact the Centacare Feedback and Privacy Officer email feedback@centacareballarat.org.au
- Write a letter containing your feedback to the Centacare Housing Manager or the Chief Executive Officer
- Ask someone you trust to advocate on your behalf or call an external advocate

What we do with your feedback if it is a complaint

- We will acknowledge receiving your complaint
- Your complaint will be investigated in line with Centacare's Feedback Procedure
- We will keep you informed on the progress of the investigation and its outcome

Centacare Housing Services

(03) 5337 8935

info@cchousing.com.au

Centacare Feedback & Privacy Officer

Ballarat

PO Box 2537, Bakery Hill, Victoria 3354
(03) 5337 8999

Email

feedback@centacareballarat.org.au

External Complaints

Housing Registrar

(03) 9651 1402

housingregistrarcomplaints@dtf.vic.gov.au



centacare

Housing Services

Centacare acknowledges the history, culture, diversity, and value of all Aboriginal and Torres Strait Islanders, and pays respect to their Elders past and present, as well as acknowledging future generations.