

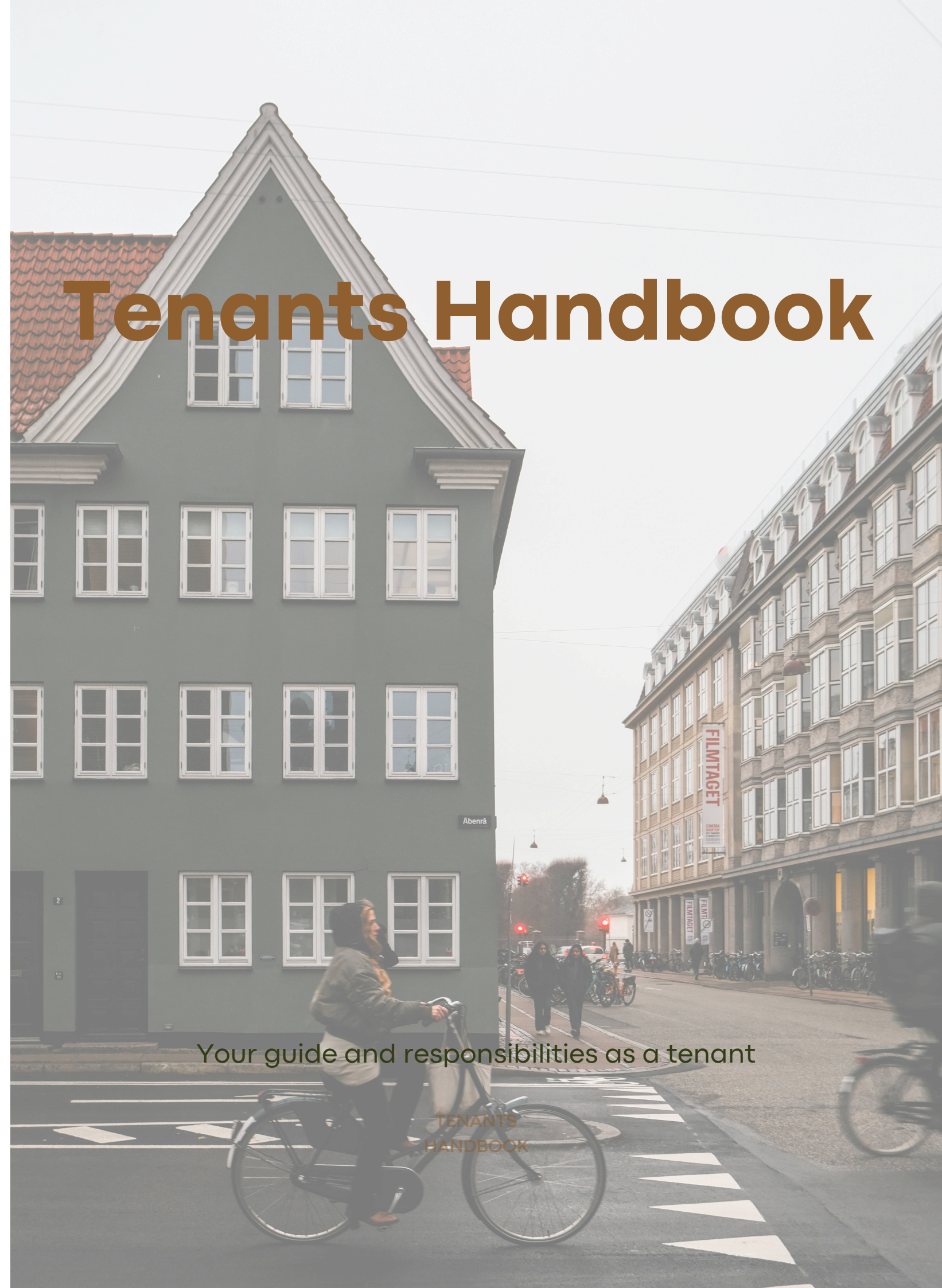
Contact Information



Tenants Handbook

Your guide and responsibilities as a tenant

TENANTS
HANDBOOK



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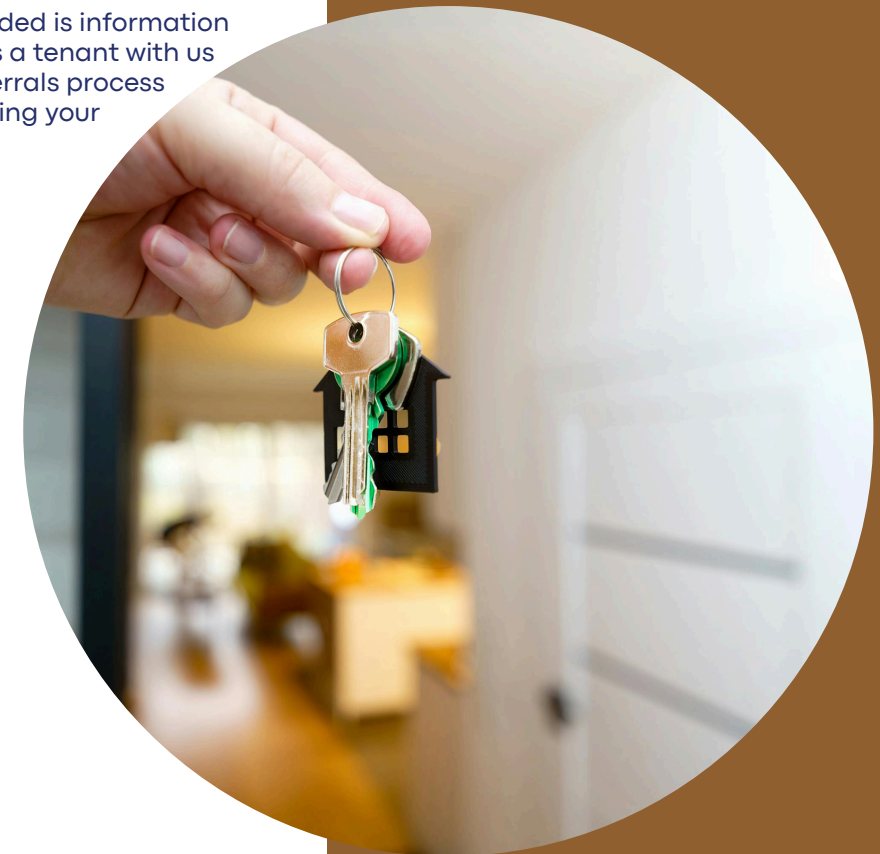
Welcome

Whether you have been a previous occupant with us through our sustaining or transitional housing work or you are new to our services, we hope that you will enjoy living in your new home as one of our tenants.

We recognise that moving generally can be both exciting and daunting, but we will be here to walk alongside you every step of the way, for as long as you need our support. It is our hope that you can make positive changes toward creating a fantastic future for you and your whānau. We hope the experience will be enjoyable and as seamless as possible.

To support you with information about your new home and about Typha Inc., we have prepared this Tenants Handbook. Included is information about your rights and your responsibilities as a tenant with us and How can you make a complaint, our referrals process to some of our services, bond payments, paying your rent and advice.

What to do if your circumstances change. Please take time to read through and familiarise yourself with the contents. If you have any questions, or, if material within this handbook is unclear, please feel free to ask one of our staff.



Before you move in

Before you receive the keys to your new home, the requirements below will need to be met. The checklist below will help you track what is required before you move in.

REQUIREMENT	DESCRIPTION
Tenancy Agreement signed and returned Form: Tenancy Agreement	You will need to fill out, sign and return your tenancy agreement before you move in. A copy of the signed Tenancy Agreement will be given to you for your records.
Move in date Form: Tenancy Agreement	In your tenancy agreement, your move in date will be discussed and agreed with you. Any minimum timeframes will also be discussed.
Bond lodgement form has been completed Form: Bond Lodgement	Before you move into your home, four (4) weeks bond will be payable. This will be discussed with you and if you require support with an application to MSD, please let us know.
Bond payment has been received	Your Bond will be lodged with RTRAA (QID). You can request a copy of the lodgement form.
Account details for rent payments	You will need these details to make your rent payments: Account name: Particulars: Property name
Rent in advance	Before you move into your home, upto four (4) weeks rent in advance will be payable. The account details have been provided

Important Information

- Keys to properties will not be issued unless all the above requirements are met.
- For security and legal reasons, we are unable to issue keys or give tenants access to a property any earlier than the agreed tenancy start date.
- Please ensure moving plans are scheduled on or after your agreed start date of your tenancy.

Contact Information

Postal Address: PO Box 6223, Mitchelton, Qld 4053

Office: 1/525 Samford Road, Mitchelton

Phone: 1300 00 INCH (4624)

Email: admin@inchhousing.org.au

Web: inchhousing.org.au



Staying as a tenant with Typha Inc.

You have now moved in and are settling into your home. The following information is important to ensure you are fully informed of your rights and responsibilities as a tenant with us and know what you can expect from us as a landlord. It is also important, if you have any questions or are unclear you feel free to ask one of our staff.

Paying the rent

It's important that you pay your rent on time. Rent payment dates will be discussed with you before you move in.

Rents of \$ _____ is due every week on _____ or \$ _____ is due every fortnight on _____.

Income related rent subsidies & rent reviews

If you pay an income-related rent, Typha Inc. will review your rent either annually or six-monthly around the anniversary of your move-in date.

Once your rent has been reviewed, Typha Inc. will write to you to let you know if it is changing and what those changes will be. Typha Inc. will then send you a form to fill out about eight weeks before your rent is due to change.

If you don't want to apply for income-related rent, or your income is over the threshold, we may charge the market rent for the property.

Remember to let us know immediately if your circumstances change.

Ways to pay your rent

Please speak to one of our staff who will explain the different ways that you can pay your rent.

Hardship, arrears & debt

It's important that you pay your rent on time and don't get into debt. This can quickly spiral out of control creating a stressful situation for you and your family. It is also a breach of your tenancy agreement.

We are here to help you. If you know you're going to miss a payment or have already, call us on 0800 KOTAHI (568 244) and we can work with you to come up with a plan on how you can repay this and sustain your tenancy.

There are agencies and budgeting services that can help manage your budgets or payments. They offer a range of services that can help assisting yourself or your family. Speak to one of our staff about the referrals process.

Subletting

Overcrowding is a health and safety issue so to avoid this, Typha Inc. has determined the maximum number of occupants per property. Under no circumstances are tenants permitted to sublet properties. Tenancy Agreements list tenants who are eligible to be living in the property.

Typha Inc. reserves the right to ask people who are not listed in the Tenancy Agreement to vacate the property immediately and may make all necessary arrangements to this effect.

Property Inspection Report

Within the first week of moving into your home, the Property Manager will schedule a time to meet with you to complete the Property Condition Report. It is important that this report is completed together with the Property Manager and signed by you.

If you find issues after you have signed the Property Condition Report, please contact us on the numbers provided.

Rubbish pick-up days

Please note that your rubbish day is on _____. Ensure that your rubbish and recycling bins are kerbside by 7am that morning.

Connecting power, internet & phone services

Power to a property will usually stay connected two months after the last tenant has moved out. We cannot however guarantee that the power will be connected when you move in. Therefore, after the Tenancy Agreement has been signed, we recommend you contact your power company and organise for the power to be connected and transferred to your name. Likewise, internet and phone services will require you plan for these to be installed and connected when you move in.

Installing Fibre

Fibre can be installed by mutual agreement. Typha Inc. will not bear any installation costs. We suggest you speak to one of our staff before you proceed.

Confidentiality and your personal information

You will be advised that information about you will be confidentially collected and stored. This information will not be released to anyone without your written consent to do so.

However, if a staff member has immediate welfare and safety concerns about you, they may use your information to contact neighbours, emergency contacts and hospitals. The release of any information about you in these situations will be kept to a minimum.

At any time, you may request in writing access to information held about you. A period of two weeks will be required to collect this information and provide it to you. Urgent requests will be considered on a case-by-case basis.

Rights & Responsibilities



Your rights as a tenant

People who access the services of the organisation have the following rights:

- Right 1: To be treated with respect
- Right 2: To be treated fairly
- Right 3: To dignity and independence
- Right 4: To receive good care and support that suits their needs
- Right 5: To be told things in a way they understand
 - Right 6: To be told everything they need to know about their care and support
- Right 7: To make choices about the care and support they receive
- Right 8: To have support
- Right 9: To decide if they want to be part of training, teaching or research

Your responsibilities as a tenant

In general, your responsibilities as a tenant are:

- Signing a tenancy agreement
- Sticking to the rules outlined in your tenancy agreement
- Paying rent in full and on time
- Look after the property by keeping it reasonably clean and tidy
- Not interfering with the peace, comfort, or privacy of the neighbourhood
- Seek permission for making any minor changes to the property
- Request to install broadband if this is not already installed and, if there is no cost to the landlord and no significant changes to the property the landlord must agree
- Contacting the landlord as soon as possible whenever anything needs to be serviced or repaired
- Allowing the landlord or their agent to enter the home to carry out repairs, or to show the place to other possible tenants when you are moving out

Our rights as a landlord

As a landlord, we have the right to:

- Be treated fairly and with respect
- Expect the rent is paid on time and in full
- Access the property when repairs or maintenance are required
- Review rents on an annual basis
- Ask tenants to meet to resolve issues and problems
- Operate within the law as a landlord when problems cannot be resolved

Our responsibilities as a landlord

In general, landlords are responsible for:

- Signing a tenancy agreement and giving the tenants a copy before the tenancy commences.
- Sending any bond to Tenancy Services within 23 working days of the bond being received from the tenant and giving the tenant a receipt for any payments made.
- Collecting the rent and keeping accurate rent and bond records.
- Keeping copies of all documents relating to the tenancy as a record, and to help clear up any issues that may arise.
- Providing the home in a reasonable state of cleanliness and keeping the home safe and in a reasonable state of repair.
- Ensuring the rental property meets all legal requirements (such as building, health, and safety requirements).
- Providing everything promised as part of the tenancy agreement (such as any chattels or improvements).
- Handling and paying for repairs when something provided with the rental breaks from normal wear and tear (such as heating in the living room, locks, extractor fans for ventilation, cooking facilities, washing facilities and smoke alarms).
- Complying with relevant legislation, particularly the Residential Tenancies Act and healthy homes standards.
- Keeping up to date with law changes.

ENTRY, INSPECTIONS & PROPERTY ACCESS

Entry to the Property

Typha Inc. has the right to enter the property in accordance with the Residential Tenancies and Rooming Accommodation Act 2008.

Entry will only occur for lawful and reasonable purposes, including:

- Conducting routine inspections
- Carrying out repairs or maintenance
- Ensuring the property is being appropriately maintained
- Showing the property to prospective tenants or contractors (where applicable)

Where required, appropriate notice will be provided before entry.

Routine Inspections

Routine inspections will be conducted periodically throughout your tenancy.

The purpose of inspections is to:

- Ensure the property is being maintained in a clean and safe condition
- Identify any maintenance issues
- Ensure compliance with the tenancy agreement

You will be provided with written notice prior to any routine inspection.

Access Requirements

Tenants are required to provide reasonable access to the property when lawful entry has been given.

This includes:

- Allowing entry at the scheduled time
- Ensuring the property is accessible
- Securing pets where required

Failure to provide access may result in further action.

Property Condition Report

A Property Condition Report will be completed at the start of your tenancy.

This report records the condition of the property at the time you move in and must be:

- Reviewed by you
- Signed and returned within the required timeframe

This document will be used at the end of your tenancy to assess the condition of the property.

Maintenance Access

Where repairs or maintenance are required:

- Typha Inc. or its contractors will attend the property
- Reasonable notice will be provided where required
- Urgent repairs may be attended without delay

Tenants must not refuse access for required repairs or maintenance.

Emergency Entry

Typha Inc. may enter the property without notice in emergency situations, including where there is:

- Risk to life or safety
- Significant property damage
- Urgent repairs required

Failure to Comply

Failure to provide access or comply with lawful entry requirements may result in:

- Breach action
- Further escalation under tenancy legislation



Maintenance

It is the responsibility of the landlord to provide and maintain the premises in a reasonable condition, ensuring that any building, maintenance or repairs comply with the relevant Health and Safety and Building Sector Standards and Acts. Typha Inc. seeks to operate at the highest standards and such requires that their homes comply with the new Healthy Homes standards and other industry best practice standards outlined in the Tenancy Services website at <https://tenantsqld.org.au/>

It is the tenant's responsibility to keep the property tidy and free of rubbish.

Tenants need to report any urgent or critical maintenance work immediately to the Tenancy Manager in person or by phone, or call the after-hours emergency number listed in this document. This could be for example; a water or sewage leak, or broken window (security and health and safety issue). The expected response time for repairs of this nature is 4 hours. If there is an urgent but not critical maintenance issue requiring attention e.g. small leak; contact the Tenancy Manager in person or by phone, or call the after-hour's emergency number listed in this document. The expected response time for repairs of this nature, is approximately 48 hours.

General maintenance response times will usually be within 14 days for repairs, dependant on contractor and tenant's availability.

A property inspection report will be completed before the tenant moves in and is done jointly by both the Tenancy Manager and the tenant. This is so the report can be agreed upon and signed by both parties, prior to move in.

Any work required will be identified by the tenant and the Tenancy Manager together. All maintenance work will be done by approved Typha Inc. contractors and a time will be made to suit the tenant for the work to be completed.

Note: Tenants are NOT to do their own maintenance work on the house.

This includes any structural or aesthetic changes including painting, either internal or external. Should any repairs or maintenance not be completed within the timeframes discussed by the Tenancy Manager, the tenant is not permitted to withhold rent payments as a means of getting the situation resolved faster. Smoke alarms will be tested at each inspection.



Maintenance and Repairs

Typha Inc. is responsible for ensuring that all properties are maintained in a safe, secure, and habitable condition in accordance with the Residential Tenancies and Rooming Accommodation Act 2008.

Tenants are responsible for keeping the property clean, tidy, and free from damage.

Reporting Maintenance

All maintenance issues must be reported to Typha Inc. as soon as they are identified.

Delays in reporting issues may result in further damage and may impact tenant responsibility for repair costs.

Urgent Repairs

Urgent repairs are issues that pose an immediate risk to safety, security, or essential services.

Examples include:

- Water or sewage leaks
- Electrical faults
- Gas issues
- Broken windows or doors affecting security
- Failure of essential services (e.g. water, electricity where applicable)

Urgent repairs must be reported immediately.

Typha Inc. will prioritise these repairs and arrange attendance as soon as practicable.

Non-Urgent Repairs

Tenants must:

- Keep the property reasonably clean and maintained
- Report maintenance issues promptly
- Prevent avoidable damage where possible
- Not carry out repairs or alterations without written approval

Tenants must not:

- Undertake their own repairs
- Engage contractors without approval
- Make changes to the property (including painting, fixtures, or modifications)

Damage to Property

Tenants may be held responsible for damage caused by:

- Negligence
- Misuse
- Failure to report issues

Where damage is identified, Typha Inc. may recover costs for repair.

Access for Repairs

Tenants must allow access for maintenance and repairs in accordance with the entry requirements outlined in this handbook. Failure to provide access may delay repairs and result in further action.

Rent and Maintenance

Tenants must continue to pay rent at all times.

Rent must not be withheld due to maintenance issues.

Contractors

All maintenance work will be carried out by approved Typha Inc. contractors.

Tenants must not engage external contractors without approval.



Caring for your home

You are responsible for keeping your home clean, healthy and tidy, making sure that rubbish is cleared away and removing any rubbish on the property.

MOULD

Preventing mould

A dry, well-aired home is easier to heat and healthier for you and your family.

To keep mould at bay:

- Open windows and doors when you're home
- Open windows so steam can escape from cooking or bathing
- Open curtains early in the morning and close them before the sun goes down
- Keep lids on pots when cooking and use rangehood above oven where applicable
- Wipe condensation off walls and windows when it happens
- Hang washing outside to dry
- Dry clothes and shoes before putting them away
- Leave wardrobes slightly open for ventilation
- Keep the shower curtain hanging inside the shower/bath so water doesn't drip on the floor, and wash the curtain every few weeks
- Use an electric heater rather than gas, which creates a damp heat
- Pull beds and furniture away from the walls so they can breathe

Removing mould

If you do notice mould in your home, please show Typha Inc. **IMMEDIATELY**.

Mould is harder to remove once it's been there a while.

- Wash mould with diluted household bleach (one part bleach with three parts water mixed together) as soon as it appears.
- Use a clean sponge or cloth when washing off mould.
- Rinse it often to reduce the risk of it spreading.
- Wear gloves when washing it away - be careful not to splash any liquid on your clothes or in your eyes.
- Open windows to improve airflow while you clean.

PEST CONTROL

Please discuss with Typha Inc. if you do notice any pests.

You can do a lot to keep rats and mice away by keeping your house and section clean and tidy so that pests have no food source and nowhere to nest. Wash the floor and wall behind fridges and stoves regularly, and spray these areas with long-lasting insect spray. If you find an ant nest, pour boiling water into it. Use fly spray to get rid of white tailed spiders.

Cockroaches

Keep bay leaves or garlic in your cupboards to keep cockroaches away. Wash the floor and wall behind fridges and stoves regularly, and spray these areas with long-lasting insect spray.

Ants

Ants in Queensland are generally harmless but can be a nuisance. Sprinkle ground or whole cloves in cupboards to keep them away. You can also sprinkle talcum powder or cream of tartar at the point where they come inside. If you find an ant nest, pour boiling water into it.

White-tailed spiders

White-tailed spiders usually live in cool dark areas like under bark in gardens, wood piles, litter and walls. They also hide under beds and in clothing left on the floor. Their bite can cause pain, swelling redness and small ulcers. Use fly spray to get rid of them.



TIPS: Spillages, including fats and oils, lipstick, mustard, iodine, nail polish, paints, ink, shoe polish, dyes, crayons, and some fruit and vegetable juices should be mopped up immediately to avoid staining.

CARPET

It is essential that you vacuum regularly with the vacuum cleaner provided, and clean up any spills immediately when they occur. Please speak with Typha Inc. if you need any further assistance with cleaning up spills or stains, or if there is anything wrong with your vacuum cleaner. It may be a cheaper option to arrange a carpet clean at the end of your tenancy, than to attempt to remove the stain yourself & potentially cause excess damage.

Stain Removal

DO NOT RUB OR SCRUB SPILLS AND/OR STAINS!

- STEP 1: Scoop up solids before cleaning.
STEP 2: Blot as much liquid as possible using a clean cloth or paper towel
STEP 3: Apply spot removal agent/s to clean towel. Do not apply directly to carpet.
STEP 4: Rinse with cold water or lukewarm water only.

Warning: If you do saturate your carpet, stand on towels to absorb water up from carpet.

FLOORING

- Sweep and wash floors regularly to remove dirt or grit.
- If staining occurs, advise Typha Inc. immediately. Wash off any residue with clean water.
- In most cases scuff marks can be removed with eucalyptus oil applied sparingly with a piece of towelling. Rinse with water.

OVEN/STOVE

Ovens/stoves accumulate grease, spilt foods and food particles. It's inevitable, however, the amount of food spillage and grease that's accumulated really depends on the individuals using the oven/ stove, what they're cooking and how often they use it. This makes putting a time frame on cleaning your oven/stove quite difficult, because some ovens/stoves may be used more frequently than others, whilst different foods are used as well.

The best way to prevent grease and food building up:

Is to give the oven/stove a quick wipe and a clean after each use. For example, if you've been frying and you can see fat and grease on the hobs, its best to give them a wipe down after usage. The same can be said when cooking inside the oven itself. However, the problem with this philosophy is that not everyone has the time to clean the inside of their oven, whilst fat and grease spills are not always visible.

How often does the oven need cleaning?

It's good to get into the habit of cleaning an oven thoroughly between every two weeks. Again the time frame needed is really down to the amount you use it and the types of foods that are cooked in it.

RECYCLING & RUBBISH

Please put your bins out on the correct day and ensure that all recyclable material is put into the correct bin/bag for your area. Please also ensure when you leave, that you have arranged for your bins to be put out correctly.

Items that can be recycled include plastic bottles and containers, steel containers, aluminium cans and jars, glass bottles and jars, aerosol cans, aluminium foil and trays, cartons, paper, and card- board.



HANDY TIPS FOR POWER SAVING

- Turn lights off when you leave the room. Use sun and wind to dry your laundry. Use the microwave instead of the oven. Use cold water for laundry and wash only full loads.
- Switch appliances off at the wall when you are not using them.
- Put an extra blanket on the bed instead of using an electric blanket.
- Fridges operate most efficiently when they're full but not overloaded. Leave space around the back of your fridge for air to circulate.
- Capture as much sun as possible - keep windows clean.
- Put on a jumper to stay warm instead of turning on extra heating.
- Turn off heaters in rooms you're not using.

HEATING

Your house has been provided with either a heat pump or adequate heating for the home. Some key points to think about what is right for you:

- Bar heaters are best used as a spot person heater rather than a space heater.
- Oil column or panel heaters are often most suitable for a bedroom, providing overnight- background warmth.
- Use of gas heaters are NOT permitted in the home.



Here are some handy water saving tips:

In the Bathroom and Toilet:

- Turn tap off when you're brushing your teeth or shaving.
- Take shorter showers

In the Laundry:

- Ensure you have a full load of washing or adjust the water level-each time you wash, you use 200 litres of water on average.
- Save water by reducing the rinse cycle.
- If washing by hand, plug the sink rather than using running water.

Prevent the spread of germs

- Create as much space as possible between the heads of sleeping children.
- Try 'topping and tailing' if your children share a bed.
- Try not to have lots of people sleeping together in one room.

Quick tips:

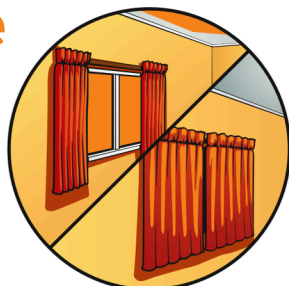
- Use firewood that has been dried for a year.
- To remove mould and mildew spray on a mixture of 70 percent white vinegar and 30 percent water.
- Woollen blankets are warmer.
- Wash your clothes with cold water and dry them outside if the sun is shining.

Keeping your home warm and dry this winter

Every household releases around 8 litres of moisture into the home every day from activities like cooking, showering and breathing.

The more moisture there is in the air, the harder and more expensive it is to heat.

Here are some simple things you can do to help reduce moisture, making it easier to heat your home.



WHOLE HOUSE

Open curtains in the morning and close them just before dark to keep in the warmth.

WHOLE HOUSE

Wipe condensation off walls and windows.

KITCHEN

- When you're cooking:
- keep lids on pots, and make sure the pot fits the element and the lid fits the pot
 - use your rangehood
 - open the window.

BEDROOM

- Keep beds and furniture away from the walls.
- The trapped air can cause condensation to form between the two, and mould will be in among your shoes and clothes before you know it. Always leave a gap so the air can circulate freely.
- Keep wardrobe doors slightly open.
- Avoid putting mattresses directly on the floor.

WHOLE HOUSE

Air rooms in the daytime with an open window.

WHOLE HOUSE

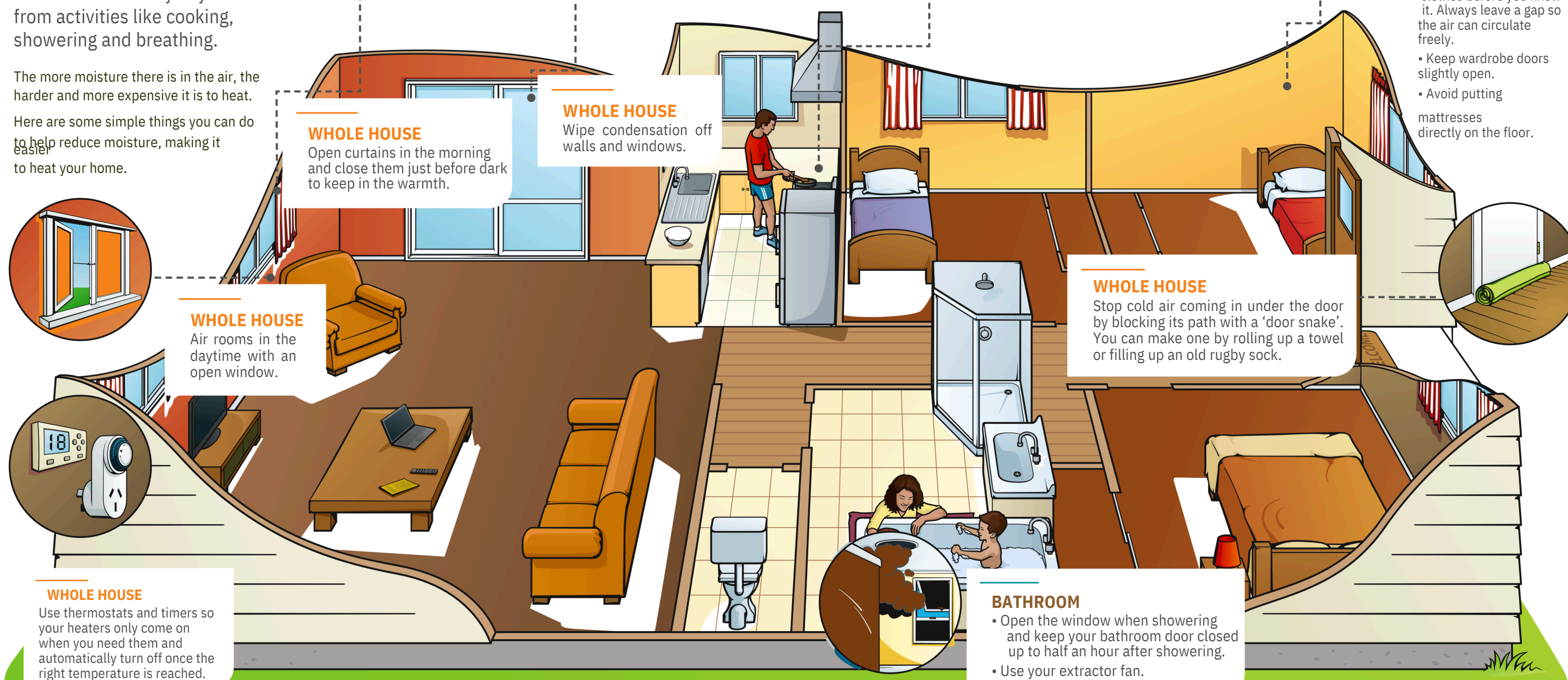
Stop cold air coming in under the door by blocking its path with a 'door snake'. You can make one by rolling up a towel or filling up an old rugby sock.

WHOLE HOUSE

Use thermostats and timers so your heaters only come on when you need them and automatically turn off once the right temperature is reached.

BATHROOM

- Open the window when showering and keep your bathroom door closed up to half an hour after showering.
- Use your extractor fan.



Behaviour and Occupancy Expectations

Tenants are expected to conduct themselves in a way that does not interfere with the safety, peace, comfort, or wellbeing of others. This includes behaviour within the property, common areas, and surrounding neighbourhood.

The following is not permitted under any circumstances:

- **Violence, threats, harassment, or intimidation**
- **Excessive noise or disruptive behaviour**
- **Illegal activity, including the use, possession, or distribution of illicit substances**
- **Damage to property, whether intentional or through negligence**

Typha Inc. operates a zero tolerance approach to serious misconduct.

Where serious breaches occur, immediate action may be taken, including termination of the tenancy and referral to relevant authorities.

Occupancy and Visitors

Only individuals listed on the Tenancy Agreement are permitted to reside at the property.

Tenants must not:

- **Allow additional occupants to reside at the property without written approval**
- **Sublet or transfer occupancy to another person**

Visitors are permitted for short stays only.

Where a visitor remains at the property beyond an acceptable period, this may be treated as an unapproved occupant, and action will be taken.

Typha Inc. may require any unauthorised person to vacate the property immediately. Failure to comply may result in a breach of the tenancy agreement.



Consequences of Non-Compliance

Failure to meet the expectations outlined in this handbook or the tenancy agreement may result in:

- **Breach notices**
- **Formal warnings**
- **Repayment agreements (where applicable)**
- **Termination of tenancy**
- **Application to QCAT where required**

Rent, Arrears and Payments

Rent and Payments

Rent must be paid in full and on time in accordance with your Tenancy Agreement. Your rent amount and due date will be confirmed before your tenancy commences and must be maintained for the duration of your tenancy. Failure to pay rent on time is a breach of your tenancy agreement.

Ways to Pay Rent

Typha Inc. will provide you with approved payment options at the start of your tenancy. It is your responsibility to ensure that rent payments are made on time and that sufficient funds are available.

Rent Arrears

If your rent falls into arrears, you must contact Typha Inc. immediately. Early communication is critical to resolving the issue and maintaining your tenancy. Where rent arrears occur:

- Typha Inc. will contact you to discuss the situation
- You may be required to enter into a repayment agreement
- You must continue to pay your ongoing rent in addition to any agreed repayments

Failure to engage or maintain repayments may result in further action.

Breach and Escalation

If rent is not paid, Typha Inc. may take formal action in line with the Residential Tenancies and Rooming Accommodation Act 2008. This may include:

- Issuing a Notice to Remedy Breach
- Issuing a Notice to Leave
- Lodging an application with Queensland Civil and Administrative Tribunal

Continued non-payment of rent may result in termination of your tenancy.

Hardship

Typha Inc. recognises that tenants may experience changes in circumstances. If you are experiencing financial hardship, you are expected to:

- Notify Typha Inc. as soon as possible
- Provide relevant information to support your situation
- Work with staff to establish a realistic repayment plan

Support services and referrals may be offered where appropriate.

Rent Reviews

Rent may be reviewed periodically in line with your tenancy agreement and relevant policies. You will be notified in writing of any changes to your rent, including the effective date of the change.

Changes in Circumstances

You must notify Typha Inc. immediately if there are changes to your:

- Income
- Employment
- Household composition

Failure to notify changes may affect your rent and tenancy status.



Moving out

GIVING NOTICE

When you intend to vacate the property, in all instances we require your notice in writing

If you are leaving at the end of your current fixed term lease, we require notice between 60 and 21 days prior to your lease expiring. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

If you are leaving on a non-fixed term (periodic) lease, we require a minimum of 21 days' notice. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Your Tenancy Manager will arrange to do an inspection once the property is vacant with the tenant present and agree on the condition of the property at that time. If a tenant leaves the property without notice and without returning the keys, Typha Inc. will charge all related costs to the bond, to recover costs incurred by this. Stopping of rent payments are the tenants responsibility.

If there is damage to the property, or excess cleaning costs required, recovery of cost will be sought from the tenant using the bond. If however there is any dispute regarding costs incurred by a vacating tenant, then the complaints process in this handbook needs to be followed.

The keys provided with the tenancy must be returned to the Tenancy Manager when the tenant moves out. If the keys are not returned, the tenant must pay for it.

BOND

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you will need to ensure the following:

- a) Rent -any outstanding rent is paid promptly.
- b) Property Ready - the property is cleaned, blinds and carpets professionally cleaned and grounds returned to their Move In condition. On confirmation of Vacating, Typha Inc. will send you a copy of our requirements for vacating the property. The property must also pass the final inspection conducted by Typha Inc. with the tenant present.
- c) Outstanding Accounts - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.
- d) Keys - ensure that all keys, remote controls, etc. have been returned.

Once this criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

WHAT DO I NEED TO DO WHEN I MOVE OUT?

Leave the home in a clean and tidy condition, as this will save the tenant some money.

If your home is left dirty, untidy and/or in bad condition that requires repairs, either a percentage or all of your bond will be used to restore the property to a habitable condition, ready for the next tenant.

Your home will be checked against the Entry Inspection Report form sent to you by the Tenancy Manager, when you moved into the house.

If Typha Inc. has to hire tradespeople to put the house, flat or grounds back in good condition, you will be charged for the cost of this, as per explained in section - 'What if I Damage the House?'

Follow the checklist below for doing simple cleaning and tidying that will save you money!

✓	THE HOUSE
	Clean the sink and kitchen bench
	Clean the oven and elements on the stove - including oven dish and trays
	Wipe down all the cupboards, inside and out
	Clean the bath-tub, shower, basin, toilet and mirror (remember to scrub off any soap build-up, watermarks and toothpaste residue).
	Clean the walls and ceilings (particularly in the kitchen).
	Clean all windows inside and out
	Mop the floors thoroughly
	Wipe down all light switches
	Leave all fixtures such as the towel-rails, window catches etc., in good working order.
	Vacuum all carpeted areas
	Remove all personal belongings.
	Clean any ceilings that have fly spots on them.

✓	THE GROUNDS
	Leave the garden tidy
	Have the house rubbish taken away
	Sweep the entrance ways and steps into the house
	Ensure any junk mail is cleared from the letter box or surround grounds if blown around in a strong wind.

✓	IMPORTANT REMINDERS
	Fill out a 'Change of Address Request' form from Post Shop to have your mail re-directed to your new address.



If you live in a property with a shared driveway, please keep your speed to 5km per hour within the property, ensuring children are kept safe at all times.

Cars should be only parked in the house driveway. Please don't block the neighbour's driveway.

Frequently asked questions

What if my circumstances change and I can't pay the rent?

If you are unable to pay your rent on time, let the Tenancy Manager know as soon as possible who will discuss a payment plan with you, explain next steps and refer you to support services if required.

Can others live with me?

Only the people listed on the Tenancy Agreement can live in the house.

What is eviction?

Eviction is when your tenancy agreement is terminated and you MUST leave the property. Termination occurs when there is a serious breach of the Tenancy Agreement. Please refer to your Tenancy Agreement, and the Rights and Responsibilities section of this handbook.

What if I damage my property?

Tenants are required to immediately report damage to the Tenancy Manager. Deliberate or accidental damage will be the responsibility of the Tenancy Agreement holder.

If it is established that the damage is that of general 'wear and tear', the tenant will NOT be liable for repair costs. If wear and tear however is accelerated through non-compliance with the Tenancy Agreement, the tenant may be charged for damage. No pins or screws are to be used on any walls. This will also avoid potential damage costs.

SMOKING & ILLICIT SUBSTANCES

NO illicit drugs of any kind are permitted on the property. If a tenant is believed to have illegal substance/s on the property, it will be the responsibility of the Tenancy Manager to further investigate the situation. If the investigation proves sufficient evidence that use of illegal substances has been as a direct result of the tenants activity, this will lead to immediate action. If complaints are received regarding the illegal activity by a tenant, then these issues will be dealt with directly by the appropriate authorities for further investigation which would result in immediate action.

What if I am burgled?

Tenants MUST obtain a police report where there has been a burglary or someone else has caused damage to the house and provide this to the Tenancy Manager for Typha Inc. insurance purposes.

What if I have problems with the neighbours?

If a problem arises with a neighbour, your Tenancy Manager will try to resolve the issue. Should the issue remain unresolved you can lodge a Complaint with Typha Inc., either verbally or in writing by following the guidelines listed in the Complaints Flowchart provided in this handbook.

What do I do if I want to make a complaint?

The Complaints process is outlined in this handbook including when you can expect to hear back. This includes complaints against staff of Typha Inc..

What do I do if I want to give feedback?

The feedback form is provided in this handbook.

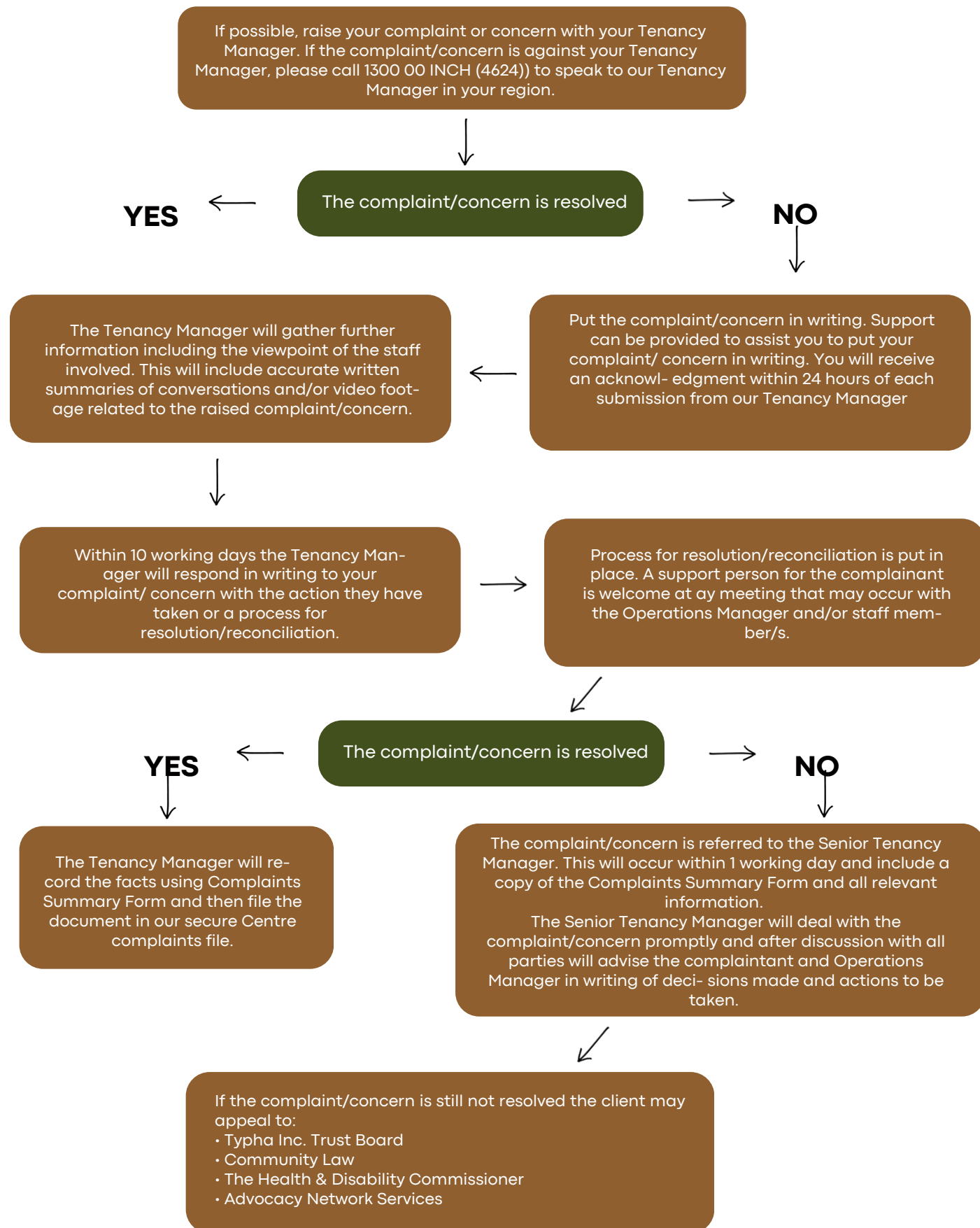
What if a complaint is made against me?

The Complaints process will be followed. You will be notified if a complaint has been received and what action has been agreed upon by the Typha Inc. Operations Manager which will include a proposed resolution action, dependant on the seriousness of the situation. This may also include a 7 day notice to remedy whatever issue is causing the complaint.

What is serious breach?

Violence, harassment and abuse are considered serious breach. Typha Inc. has a Zero Tolerance policy for this type of behaviour and, reserve the right to involve the Queensland Police.

Complaints Process



Complaint Form

Date:

First Name: Surname:
 Contact number: Email:
 Address:

Location that the complaint relates to:

Name of person that the complaint relates to:

Date of incident: Time of incident:

Brief description of the complaint:

Were there any witnesses? If yes, do you have their names?

Was the complaint reported to anyone?

Additional comments:

Complainants signature: Date:
 Staff name: Role:
 Staff signature:

Giving Feedback

Your feedback is important to us and is used to make improvements to our services.

We appreciate all feedback especially on what works really well or where we can improve. To give feedback, you can go online or you can fill in the feedback form. If you are filling in a hard-copy form please hand this to one of our staff.

If you wish to place your feedback online, please email us at:

admin@typha.org.au

If you require confirmation that your feedback has been received, please let the staff know.



Feedback Form

Date:

First Name:

Surname:

Contact number:

Email:

Address:

Details of feedback

Signature:

Date:

Staff name:

Role:

Staff signature:

Disputes

Landlords and tenants have options for resolving disputes – self-resolution, mediation or Tenancy Tribunal hearings. You can contact the Tenancy Services if you would like to discuss a dispute and the best ways to resolve it.

Tenancy Information Phone: 1300 366 311

THE RESIDENTIAL TENANCY ACT

When a tenant or landlord breaches the Residential Tenancies Act, it's important to understand what you can do to put it right. You can read more about the Act by visiting the Tenancy Services website: <https://www.rta.qld.gov.au/disputes/qcat-dispute-options-and-application>

SELF-RESOLUTION

Self-resolution means sorting out problems by talking to the other person. It can lead to a less stressful and more positive working relationship in the tenancy.

MEDIATION

Mediation helps landlords and tenants talk about and solve their problems. The mediator is there to discuss the problem, and help you come up with a workable solution. They are not there to tell you what to do and won't decide anything for you.

TENANCY TRIBUNAL

The Tenancy Tribunal can help you if you have an issue with a tenant or landlord that you can't solve yourself. The Tribunal will hear both sides of the argument and can issue an order that is legally binding.