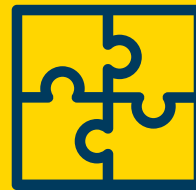


HUME COMMUNITY HOUSING

CUSTOMER HANDBOOK



WELCOME TO YOUR NEW HOME

This handbook is designed to help you successfully manage your tenancy with Hume.

OUR CONTACT INFORMATION

OUR OFFICES ARE LOCATED AT:



Fairfield (Cabrogal Country): 7 Hamilton Road, Fairfield NSW 2165



Maitland (Wonnarua Country): 464 High Street, Maitland NSW 2320



Raymond Terrace (Worimi Country): 46 William Street, Raymond Terrace NSW 2324

YOU CAN CALL US:



Free on 1800 004 300 Monday-Friday between 9am and 5pm.

Our out of hours service, is available for urgent repair requests between 5pm and 9am.

YOU CAN EMAIL US:



General enquiries: hume@humehousing.com.au



Maintenance requests: repairs@humehousing.com.au



Compliments, Complaints and Appeals: feedback@humehousing.com.au

YOU CAN READ MORE ABOUT OUR PROGRAMS AND SERVICES:



www.humehousing.com.au



ACKNOWLEDGEMENT TO COUNTRY

Hume Community Housing acknowledges Aboriginal and Torres Strait Islander people as Traditional Custodians of this land including Dharawal, Cabrogal, Wonnarua, Worimi and Awabakal peoples and the Dharug Nation whose lands Hume operates within. We pay our deep respect to the Elders past and present and acknowledge their continuing connection and contribution to the lands and waters.

Traditional Lands and People where Hume has offices are:

Fairfield – Cabrogal People, Cabrogal Country

Maitland – Wonnarua People, Wonnarua Country

Raymond Terrace – Worimi People, Worimi Country

HUME HOUSING'S RECONCILIATION ACTION PLAN

At Hume Community Housing, we recognise the profound importance of respecting and celebrating the cultural heritage of Australia's First Nations people.

Reconciliation is about forging respectful relationships between Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander peoples. It's a journey we've embarked upon, guided by respect, trust, and a deep commitment to equality.

Our Reconciliation Action Plan is centred on five key pillars:

- 1 **Respectful Relationships:** We aim to build strong, respectful, and meaningful relationships with Aboriginal and Torres Strait Islander people, communities, individuals, and organisations.
- 2 **Cultural Awareness:** We are committed to enhancing cultural awareness and respect among our employees, customers, and stakeholders.
- 3 **Opportunities and Growth:** Our plan includes providing opportunities for Aboriginal and Torres Strait Islander peoples employment, training, and business development.
- 4 **Aboriginal and Torres Strait Islander peoples Cultural Strengths:** We acknowledge the unique strengths and contributions of Indigenous cultures and work to embed them in our practices.
- 5 **Reporting and Review:** We're dedicated to measuring our progress and continuously improving our efforts through regular reporting and review.

We invite our employees, customers, stakeholders, and the wider community to join us on this crucial journey toward reconciliation. Together, we can create positive change, foster understanding, and build a brighter, more inclusive future for everyone.

For more information see our website www.humehousing.com.au

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WELCOME TO HUME COMMUNITY HOUSING

Welcome, we are delighted that you have chosen to be a customer of Hume Community Housing. I look forward to working with you to achieve your goals.

At Hume we believe that a safe, clean, and habitable home is essential for your dignity, well-being, and quality of life.

We know that people face real hardships if they do not have a stable home.

We exist to provide you with opportunities to prosper. We do this by developing and providing a wide range of housing options and supporting you to secure and maintain your rental tenancy.

We also invite you to get involved with the Hume community.

There are opportunities to get to know your local community at the many events we host and access programs to support your wellbeing. We also provide opportunities to explore education, and training programs, volunteering, healthcare, and community support services.

This handbook will give you the information you need to understand your rights and responsibilities, work with Hume and connect with neighbours and local services.

Congratulations on securing your new home and I wish you all the best for your future and look forward to meeting you at one of our customer events.

Take care,



Brad Braithwaite

Chief Executive Office



THERE ARE OPPORTUNITIES TO GET TO KNOW YOUR LOCAL COMMUNITY AT THE MANY EVENTS WE HOST AND ACCESS PROGRAMS TO SUPPORT YOUR WELLBEING.



ABOUT HUME HOUSING

ABOUT HUME

Hume is one of the largest providers of community rental housing solutions in Australia. With over 30 years' experience, we provide homes and services to more than 9,000 customers across NSW. In fact, one in every thousand NSW residents resides in a Hume managed home.

Our rental programs span crisis, temporary and transitional housing, through to community affordable housing and specialist disability accommodation (SDA).

Hume also builds and develops new properties in conjunction with Government and partners. We are experts in property management and maintenance services and are a trusted partner with proven large scale property transfers and multi-story residential and precinct developments.

Hume is also one of the largest Specialist Disability Accommodation providers in NSW, managing and developing homes in conjunction with the NSW Government.



HUME IS A TIER 1 COMMUNITY HOUSING PROVIDER REGULATED BY THE NATIONAL REGULATORY SCHEME FOR COMMUNITY HOUSING. HUME IS AN ACCREDITED REGULATORY HOUSING PROVIDER UNDER THE NATIONAL DISABILITY INSURANCE SCHEME.



Our purpose

To create opportunities for people to prosper.

WE DO THIS BY:

- Creating vibrant and connected communities
- Developing and providing a wide range of housing options
- Supporting customers to secure and maintain their rental tenancy

We are committed to living our values every day. We make a genuine difference to our communities and our customers through our values.

WE ARE:



Champions of change

We advocate for those who are marginalised, creating freedom through choice. We drive continuous improvement and develop through self-reflection. We inspire others to take action and change.



Determined to succeed

We are dynamic, resourceful and efficient, always striving to do what is right. We deliver positive social, environmental and financial outcomes. We rigorously deliver value for money and get results. We make decisions that ensure longevity.



Creators of connectivity

We are passionate about people, families and communities. We bring people together, supporting and encouraging community empowerment. We practice social justice and enable social inclusion. We celebrate diversity.



Builders of resilience

We step up to the challenge and make a positive impact in the lives of our customers. We strive for balance and perspective, while also enjoying a laugh every so often. We always take time to be grateful.

FINDING A HOME



OUR HOUSING PROGRAMS

It's important for everyone to be able to have access to suitable accommodation for every stage of life's journey. Hume operates a range of housing programs designed to meet the different needs of our customers.

Ask a member of our team, if you have a question about any of the accommodation options listed below.

HOMELESSNESS SERVICES	<p>Hume will assist you in accessing temporary accommodation products or services and work with you to determine your long-term housing options and support needs.</p>
TOGETHER HOME	<p>The Together Home (TH) program is designed to support people experiencing long-term homelessness.</p> <p>Hume secures properties from the private rental market for a period of two years. The lease is then transferred to the customer if they graduate the program.</p>
TEMPORARY ACCOMMODATION PROGRAM (TAP)	<p>The Southwestern Sydney Temporary Accommodation Program (TAP) provides short-term, safe accommodation and supports customers to transition into long-term housing.</p>
HOUSING INDEPENDENCE PROGRAM (HIP)	<p>The Housing Independence Program (HIP) aims to get people who are homeless or at risk of becoming homeless into transitional housing and work with them to set goals and obtain stable long-term accommodation.</p>
SUPPORTED HOUSING	<p>Customers in our Supported Housing program are linked to support organisations and are nominated for program vacancies Hume may have.</p> <p>Support workers and a Neighbourhood Officer, work with the customers on a case management plan, to assist them to sustain a tenancy.</p> <p>Leases are short-term and reviewed regularly.</p> <p>All other aspects are managed the same as a general social housing property.</p>
SOCIAL HOUSING	<p>General social housing is for people who are on very low incomes. It is managed by community housing providers (like Hume) and by the NSW Department of Communities and Justice (DCJ).</p>
AFFORDABLE HOUSING	<p>Affordable housing is housing that is appropriate for the needs of a range of very low to moderate income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. Leases are signed for a 12-month fixed term period. Customers eligibility for the program is reviewed annually to ensure they meet the income criteria and are maintaining a successful tenancy.</p>
HOUSING FOR PEOPLE WITH DISABILITY	<p>Hume's Housing for People with Disability (HPWD) program offers a range of Specialist Disability Accommodation (SDA) properties. Working closely with Supported Independent Living (SIL) providers, homes are staffed 24/7 and provide access to a range of specialist services such as health, clinical and positive behaviour support.</p>

YOUR RIGHTS AND RESPONSIBILITIES

Hume are committed to embracing diversity. We welcome everyone whatever your identity, experience, or beliefs and we always strive to demonstrate inclusivity across our organisation.

WE WILL:

- Deliver services in a culturally respectful manner.
- Advocate for equal access to services for Aboriginal and Torres Strait Islander peoples.
- Ensure we provide you with the necessary information, to allow you to make informed decisions about your housing options or tenancy.
- Remove barriers to participation.

AS A CUSTOMER OF HUME HOUSING, YOU HAVE THE RIGHT TO:

Be treated with respect.

Be listened to and have your views, your culture, and the choices that you make taken into consideration.

Receive prompt, professional, and courteous service.

Have your personal information kept as confidential and your privacy respected.

Let us know when we are doing a good job or need to improve.
Appeal a decision we have made, if you do not agree with it.

Have access to easy-to-read information about our programs and services.

Participate in Hume's activities and events.

Be provided with safe and secure housing.

Have your repairs requests completed within the timeframes.

YOU ARE RESPONSIBLE FOR:

Being a good neighbour and respecting the peace, privacy, and comfort of others.

Treating our employees and contractors with respect and behaving in a courteous and safe manner.

Paying your rent and bills on time and letting us know if there is a change in your circumstances.

Respecting the privacy of Hume employees and customers.

Understanding that sometimes we must make decisions that you may not agree with due to policy or legislation.

Supplying us with the correct information by the given deadlines.

Working with our employees and contractors to gain access to your home for inspections and maintenance.

Caring for your property and keeping it in good condition.

Reporting damage or repairs to us when they happen.
Making sure guests and visitors at your home do not cause damage.

PRIVACY

At Hume, we understand that protecting your information and data is crucial to maintaining your trust.

We are committed to upholding the highest standards of privacy and security, and we will continue to invest in measures that prioritise the confidentiality, integrity, and availability of your data.

For more information see our Privacy Policy online at humehousing.com.au



MOVING IN





We understand moving house can be stressful. We want to make the process of creating your new home as easy as possible by providing you with simple information in this handbook.

Here are some essential things you need to know as a Hume customer.

YOUR LEASE

A lease agreement is your written record of your tenancy agreement. This is a binding contract under the Residential Tenancies Act 2010.

The landlord (Hume Housing) must give you (the tenant) a copy of the signed Agreement and any attachments and a copy of the Tenant Information Statement published by NSW Fair Trading.

The lease will outline:

- the length of your tenancy with Hume.
- the notice required if you wish to leave.
- any penalties for breaking the lease.
- how to pay your rent.
- if you will be charged for water usage.



BOND

You have paid your bond when you signed your lease.

A rental bond is a security deposit; in case you break the terms of the lease.

The bond amount is usually equivalent to four weeks' market rent if you are in our Social or Affordable housing programs.

If you are experiencing financial hardship, we sometimes allow the bond to be paid off over several payments.

The bond is lodged with the NSW Rental Bond Board, who hold the money until you move out of your property.

You get your bond back, if you demonstrate you have no outstanding rent or bills and have caused no damage to the property.



PROPERTY CONDITION REPORT

A property condition report records the general condition of the property, room by room, including fixtures and fittings.

A landlord (Hume) must fill out a condition report before you move in. You should receive two paper copies, or one electronic copy, to sign.

You'll need to complete your part of the condition report and return a copy to us within 7 days of starting your lease.

You should also keep a copy of the condition report for your records.

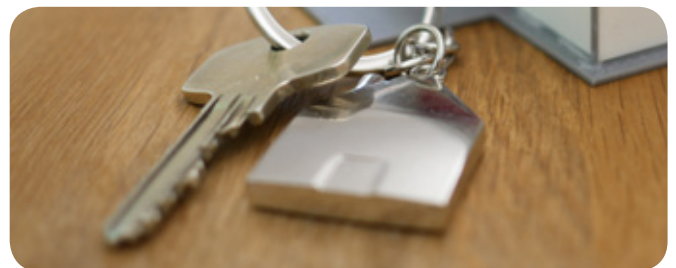
You should check whether we have:

- missed any items on the report.
- listed something as there when it isn't.
- stated something works when it doesn't.
- noted something as being in good condition when it isn't.

The report should be filled out with as much detail and accuracy as possible. If there is a disagreement about missing items or damage, the condition report can be used as evidence.

The report will be used as the basis for our annual property inspections and at the end of your tenancy.

You are responsible for taking care of the property and leaving it in a similar condition as to when you moved in. We do consider fair wear and tear, which is the deterioration of an item or area, due to age and normal use.



KEYS FOR YOUR HOME

You will be given one complete set of keys (or other opening devices e.g., fobs, remotes, or swipe cards) for the person(s) named on your Residential Tenancy Agreement.

Keys will be provided (if applicable) for all the external doors, security screen doors, window locks, and internal and garage doors and letterboxes.

When you move in, check that you have keys for all the doors and windows and let us know if any are missing.

You are responsible for the cost of cutting extra sets, or replacing your keys if you lose the originals.

Contact our Customer Contact Centre on **1800 004 300** if you require assistance with arranging this.



YOU ARE RESPONSIBLE FOR TAKING CARE OF THE PROPERTY AND LEAVING IT IN A SIMILAR CONDITION AS TO WHEN YOU MOVED IN. WE DO CONSIDER FAIR WEAR AND TEAR, WHICH IS THE DETERIORATION OF AN ITEM OR AREA, DUE TO AGE AND NORMAL USE.



GAS AND ELECTRICITY

You will need to sign up to an energy provider for gas and/or electricity when you move into your home. You may be able to transfer existing services you have to your new address.

To compare prices for your area, check websites like www.finder.com.au or www.energy.nsw.gov.au which provide options and information to consider when selecting a provider.

Concession cardholders may be eligible for the NSW Low Income Household Rebate. Talk to your energy provider.

Energy contracts are legally binding. Make sure you understand the terms and conditions before signing.



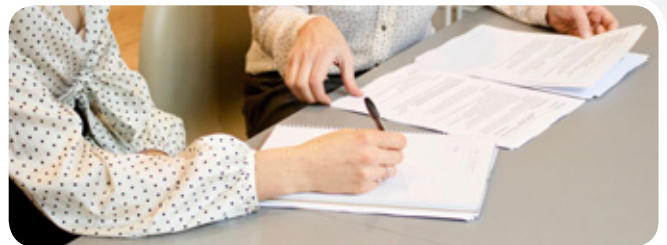
TELEPHONE AND INTERNET

You are responsible for setting up your own telephone or internet account when you move into a property.

You may be able to transfer existing services you have to your new address.

Give your current service provider a call about this. If you cannot transfer your existing services, then you should arrange for them to be cancelled.

If your property does not have a telephone line or internet line connected, you will need to ask us for permission to install one.



HOUSEHOLD CONTENTS INSURANCE

Hume's insurance policy covers the building only. You are responsible for insuring your own possessions against fire, theft, or other damage. We recommend you consider household contents insurance.

LIVING IN MY HOME



RENT

Your weekly rent amount will have been discussed with you when you accepted your property and when you signed your Residential Tenancy Agreement (Lease).

The information pack you were given at your lease sign appointment, has details on your weekly rent and how it was calculated.

Your rent should be paid 14 days in advance.

When you signed your Residential Tenancy Agreement (Lease) you agreed to pay weekly rent on time.

If you do not pay rent when it is due, you are in rent arrears. This is a breach of your tenancy agreement.



RENT

PAYMENT OPTIONS

We offer four payment options to our customers. Simply choose which option works best for you:

- Centrepay – set and forget with Centrelink.
- BPAY – pay online or set up regular payments with your banking provider.
- HumePAY - a simple way to view your outstanding balances and make online payments anytime.
- Debit Card – easy payment over the phone.

RENT ARREARS

Paying your rent in full and on time is the most important thing you must do.

If you are having trouble paying your rent, you should contact us immediately on 1800 004 300.

We will work with you as much as possible to help you manage your arrears and maintain your tenancy.

If you fall into arrears, we will:

- Contact you via phone and SMS in the first instance, to advise you that your rent is late.
- If your rent is up to 7 days in arrears, a reminder letter will be sent to you.
- If your rent is between 7 and 14 days late, we will send you a letter. We might also visit you at your home to check on your wellbeing.
- If your rent becomes more than 14 days behind, we can lodge an application to the NSW Civil and Administrative Tribunal (NCAT) for a Specific Payment Order or termination of your lease.

If you decide not to talk to us, and we have tried all available options to help you to pay your weekly rent and arrears, we will make an application to the NSW Civil and Administrative (NCAT) to end your tenancy.

SOCIAL HOUSING RENT SUBSIDIES

A rent subsidy is provided to eligible social housing customers to make the rent more affordable.

The subsidy (discount) is the difference between the market rent of the property and what you pay to Hume.

The table below shows the types of income that can be assessed and the current rates that apply:

Income type	Percentage charged
<ul style="list-style-type: none"> • Most pensions, benefits and allowances paid by Centrelink and the Department of Veterans' Affairs 	<p>25% for customer, their spouse or live-in partner, irrespective of their age and all other persons living in the household who are aged 21 years or over.</p>
<ul style="list-style-type: none"> • Wages, salaries, and work allowances such as overtime, bonuses, shift allowances, and penalty rates 	<p>15% for people living in the household aged 18-20 years (inclusive) who are not the customer, their spouse or live-in partner</p>
<ul style="list-style-type: none"> • Income such as regular superannuation, compensation, interest from savings, maintenance, and lump sum payments 	<p>NIL for other household members aged under 18 years who are not the tenant, their spouse or live in partner</p>
Family Tax Benefit Parts A & B	15%
Rent Assistance entitlement	100%

Ask us if you need help in understanding how subsidies work and your eligibility.

RENT REVIEW AND ANNUAL ELIGIBILITY ASSESSMENTS

We conduct regular rent reviews and will send you a written notice when a review is about to start, or when it's time to sign your lease.

It is important that you:

- Sign any paperwork and return it along with your income details by the date specified.
- Always ask us if you do not understand any information or what is required.

CALCULATING YOUR RENT

The amount of rent you pay and your eligibility for our housing programs is calculated on your gross household income. This is the **income from all sources (before deductions for income tax, superannuation, etc.) for all household members.**

- Social Housing is calculated at 25-30% of the gross household income, energy supplement and 100% Commonwealth Rent Assistance.
- Rent for Affordable Housing will not exceed 80% of the market rent. Ideally it is calculated at 30% of your gross household income.

RENT ASSISTANCE

Rent Assistance is a payment paid to tenants who receive certain social security payments (in most cases, Newstart Allowance, Disability Support Pension or Age Pension) and who live in Community Housing.

If you are not receiving Rent Assistance, you must speak to Centrelink and check your eligibility.

CHANGES OF CIRCUMSTANCES

If you receive a rent subsidy and there is a change in your household income, or if someone leaves or joins your household you must let us know within 21 days of the change happening.

If you would like someone to move into your home, you need to speak to us first so we can check if the property is suitable.

It is important to understand, that if you receive a Centrelink income, that Centrelink does not tell us about any changes.

If you do not let us know within the 21-day time limit, the change can be backdated and result in rent arrears.

When you advise us of the change, we will recalculate your weekly rent charge and let you know the new amount.

REFUNDS

If your account is in credit and you require a refund, we will ensure that this is processed within a maximum of 28 working days into your bank account.

When requesting a refund, you must provide us with proof of your bank account number and BSB code.

We will ask you to email this to us at hume@humehousing.com.au



WATER BILLS

As a Hume customer, you may be required to pay for the water you use. This will have been advised when you signed your lease.

The information pack you were given at your lease sign appointment, will also tell you if you have a separate or shared water meter at your property.

Hume are responsible for paying for water connection charges, sewerage and water provided to common areas.

You will pay:

- an actual water charge if your home has its own water meter.
- a weekly water charge based on your household size if your building shares a water meter.

We will send you a water invoice when the charge is added to your account, even if you have an automatic payment set up.

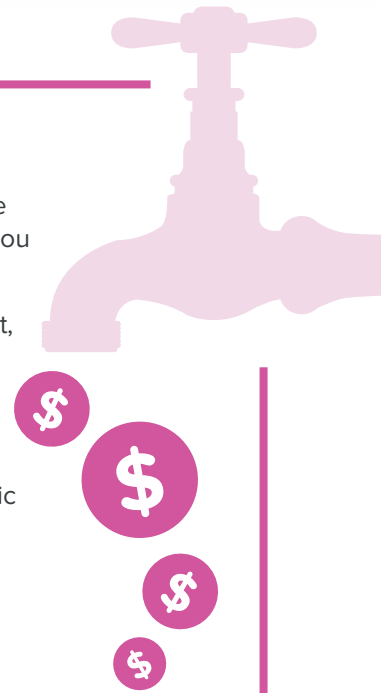
If you have a credit balance in your account, there is no need to pay anything extra.

The water invoice should be paid within 28 days of the issue date.

You can pay this by setting up an automatic payment, which means you pay regular amounts into your account which is then used to pay your water bill when it is due (usually quarterly).

Payments should not be made to Hunter Water, Sydney Water, or the Post Office.

For more information on water charges refer to the Water Charge Policy and Fact Sheet our website www.humehousing.com.au



REPORTING A REPAIR

Hume are responsible for providing you with a safe, clean, and habitable home.



To report a repair, you can:

- Call us 24/7 on **1800 004 300** and select **Report a Repair**
- Request it via our online repairs form at www.humehousing.com.au
- Email us at: repairs@humehousing.com.au
- Report it in person at one of our offices.

When reporting a repair, try to provide as much detail as possible about what needs to be fixed.

Tell us:

- What the problem is
- Where the problem is
- How long have you had the problem for

If you have photographs of the problem, send them to: repairs@humehousing.com.au

When you request a repair, you will be given a job reference number along with an estimated timeframe for the work to be completed.

If you do not receive this information, please contact us, and ask for it.

TYPE OF REPAIRS

Urgent Repairs

When a part of your home is impacting your safety and/or your level of security, this is considered an urgent repair.

If the repair is urgent, we will seek to fix it within 4 hours.

Examples of Urgent Repairs

- Significant security threat – to property or people
- Dangerous electrical fault
- Serious fault in lift or staircase
- Any fault or damage that makes the home unsafe/unsecure
- Blocked or broken toilet
- Excessive water wastage from a Hume provided appliance
- Failure/breakdown of services or appliances (hot water, cooking, heating, or laundry)
- Failure/breakdown of gas, electricity, or water supply
- Gas leak
- Serious roof leak
- Flooding or serious floor damage
- Burst water pipe

If your repair is not urgent, it will be responded to in the timeframes listed below:

Repair Category	Timeframe for Attendance	Repair Examples
Category 1	24 hours	Lights not working, blocked drains.
Category 2	48-72 hours	Stoves, common area washing machines and dryers, external door locks.
Category 3	10 days	Repairs for Specialist Disability Accommodation properties
Category 3	20 days	General repairs and maintenance that can't wait for Planned Works.
Planned Works	As scheduled	Kitchen or bathroom upgrades, flooring, internal or external painting, fencing.

**If you live in a home that Hume leases through a Real Estate or Private Owner, we are required to request all repairs through them. This can sometimes impact the timeframes for completion.*

Emergencies Outside of Business Hours

If there is an emergency that requires urgent repair, call **1800 004 300** and speak with our after-hours service. They will arrange for a contractor to attend if it is an emergency.

If it is not urgent, they will report your request and a member of our customer service team will contact you the next working day.

What if my repair is not completed in the timeframe?

If you request a repair, you will be given a job reference number along with an estimated timeframe for the work to be completed.

If you have not been contacted by a contractor to arrange an appointment, within the timeframe provided call us on **1800 004 300**.

Our Maintenance and Repairs Contractors

- A contractor that visits your home will contact you to book an appointment.
- They must show you ID if requested before entering your home.

- We encourage you to provide us with feedback if you think the quality of work carried out at your home is not up to standard.
- Our expectation is that all our contractors are polite and friendly and respect both you and your home.
- If you are unhappy with the service provided you can email us at feedback@humehousing.com.au or call us on **1800 004 300**.

Repairs you may be charged for

Hume will charge you for repairs when the repairs are because you, or someone in your home has deliberately damaged or neglected the property.

It is important to:

- Not cause or allow damage to the property either intentionally or through lack of care by occupants, visitors, or pets.
- Not add or remove any fixtures, or do any renovations or alterations unless you speak to us first.
- Look after any appliances provided with the property e.g., ovens or washing machines.

Examples of repairs that would be charged to you

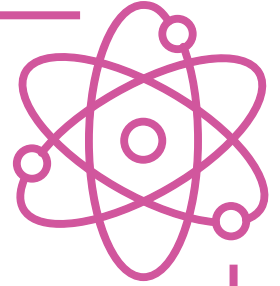
- Broken windows or punctured walls/doors.
- Burns or other damages to carpet (not including wear and tear).
- Damaged paintwork.
- Damaged locks and locksmith charges because of lost keys.
- Damaged clotheslines.
- Overgrown gardens and lawns.
- Blocked water pipes/sewers because of inappropriate items being placed down the drain e.g., baby wipes, sanitary items, toys.
- Removal costs for abandoned furniture, appliances, rubbish, or vehicles.

You should always report any damage to our Customer Contact Centre as soon as it happens.

When you request a repair or report damage to us, you should be advised if you may be charged to fix it.

If you are not sure if it is a customer recharge, please ask a member of the team and get them to confirm it in writing.

GAS, WATER, AND ELECTRICITY SUPPLY TO YOUR PROPERTY



If you have any problems with your gas, water or electricity supply please give us a call during business hours.

You can also check your energy providers website to see if an outage has been reported in your local area.

If it is after hours and an emergency, you can call **1800 004 300**.

If the emergency is life threatening, you should call **Triple Zero (000)**.

If you experience a problem, it is important to know that:

Electricity: The electricity meter is where the mains switch, and fuses are located. If the power or lights stop working, the first thing to check is whether a fuse has blown. If you think the problem is more than a blown fuse and/or smell something burning, turn off the mains switch. This will cut the electricity supply to your property.

Gas: The gas meter is where the mains gas valve is located. If you think the gas is leaking, turn off the gas supply immediately.

Water: The water meter is where the mains water tap is located. If you have a badly leaking tap or a burst water pipe, turn off the water supply at the mains. This will stop the water flow to the property completely.



ALTERATIONS OR MODIFICATIONS

Hume understands that your circumstances may change, and you may need to make changes to your home, to allow you to live more safely or independently.

We also acknowledge you may wish to change or improve something in your property and are happy to pay for this yourself.

Before you make any changes to your home, you must contact us for approval.

We will give you an Alteration or a Modification request form to fill out, or you can download one from our website www.humehousing.com.au

You may also be asked to provide supporting documentation from a licensed contractor, medical professional, or Occupational Therapist.

Our senior customers or those with an NDIS support package, may be able to request funding from their provider or My Aged Care.

You can contact them on:

My Aged Care – 1800 200 422

NDIS – 1800 800 110

LOOKING AFTER YOUR HOME

Under your Residential Tenancy Agreement, you are responsible for looking after your property and keeping it in good condition. You are also responsible for any other people living with you and any visitors to your home.

You should:

- Keep the property clean.
- Remove cobwebs.
- Arrange for pest control (if you have lived there for more than 6 months) to manage ants, cockroaches, mice, and rats.
- Replace light bulbs and tubes.
- Clean out your gutters.
- Keep your outside spaces clear and free of rubbish.
- Mow lawns and water and weed gardens.
- Wipe away condensation build up and remove mould.

We have fact sheets available with information on how to maintain your property condition.

If you are having trouble looking after your home, contact us to talk about possible support options.

RUBBISH AND RECYCLING



Your local council will provide bins for your home or building. If you need a replacement because it is lost or stolen, you can call our customer service team.

Check your local council website for information about what days your bins are collected.

Please be respectful of your neighbours and keep your common areas tidy, by placing items in the correct bins.

The bin lid colour will tell you what type of rubbish you put in that bin.

For most councils the three main colours are:

GREEN – Garden and/or food waste

RED – Household rubbish

Food, wrappers, nappies, and other non-recyclable items.

YELLOW – Recycling

Clean plastic bottles, tubs, containers, glass jars, paper and card board. No plastic bags.

If you need to get rid of large items including furniture, mattresses, or whitegoods, contact your local council and book a free council pick up.

If your local council requires Hume to organise removal, contact your Neighbourhood Officer or Housing Coordinator.

CUSTOMER WELLBEING VISITS AND PROPERTY INSPECTIONS

In New South Wales, a property can be inspected up to four times in a 12-month period (Fair Trading NSW).

We will complete at least one Customer Wellbeing Visit per year and complete a property inspection. This gives us an opportunity to discuss support services that may assist you in addition to our housing.

We have services in place to help you sustain your tenancy, connect you with your local community and help you reach your personal goals.

In addition to a Customer Wellbeing Visit, Hume can also complete:

- New customer – 6-week visit.
- PAS (Property Assessment Surveys).
- Our Fee-for-service agreements specify that Hume can complete 4 inspections per annum for affordable housing.

Inspections allow us to check:

- The property is in a clean and tidy condition.
- There is no breach of the Residential Tenancies Act, and the home complies with the safety and quality standards required of community housing providers.
- If any responsive maintenance is required.
- Who is living in the household and if this matches our records & the rent being charged.
- Any support needs you may have, including determining any tenancy and neighbour challenges.



ANNUAL SMOKE ALARM INSPECTIONS

Your Residential Tenancy Agreement specifies that the landlord must install and maintain smoke alarms.

We are committed to your safety and required by law to complete an Annual Smoke Alarm inspection.

You will be sent written notice when your inspection is due and given details regarding an appointment date and time.

If we are unable to obtain access to your property (after three attempts) we will gain access with a locksmith and charge you the cost.

You must notify us immediately if your smoke alarm is faulty or not working.

FIRE SAFETY

CALL 000 IN THE EVENT OF AN EMERGENCY

Emergency services is the first number you should call if a fire breaks out in your home or building.

Speak clearly and answer the phone operators' questions. Tell them where you are, including your street number, name, and suburb.

You should also call Hume on **1800 004 300** to let us know as well.

EMERGENCY ESCAPE PLAN

- If a fire alarm goes off, you should exit the building immediately and meet at your designated meeting point.
- If you live in a complex do not use the lift. You must exit using the fire escape stairs.
- Don't waste time trying to see what is happening or packing valuables.
- Stay calm and make sure everyone in your household leaves as quickly as possible.
- Close the door to each room as you leave, this stops the smoke and fire from spreading.

If your home is on fire:

- Stay down low to the ground.
- Get out.
- Stay out.

If your clothes are on fire:

- Stop.
- Drop.
- Cover and roll.

ABSENCE FROM HOME

Hume understands that there are circumstances that mean you may need to be away from your home for an extended period.

These include:

- Travel for holidays.
- Caring for ill friends or family members.
- Hospitalisation, institutional care, nursing home care or rehabilitation.
- Escaping domestic violence or threats of violence.
- Employment, education, or training.

For customers who have signed a Residential Tenancy Agreement (lease), you are expected to be living in the property as your main home.

The leaseholder is responsible for making sure:

- The rent and water will be paid.
- The property is looked after and not damaged.

If you are planning on going away please check our Absence from Home Policy, or call the Customer Contact Centre.

Extended absences from home need to be approved by Hume and failure to do this could result in termination of your tenancy.





REQUESTING A TRANSFER

If you are a Social Housing customer, you can apply to transfer to another home if your housing needs have changed.

Reasons for a transfer include:

- Your home is too big or too small for the number of people living there.
- Medical conditions or disabilities.
- Issues with family or relationships.
- Harassment.
- Changes to your employment.
- Compassionate reasons.

What about affordable rentals?

The Affordable Housing program does not offer transfers. If you would like to move to a different affordable rental property, you need to complete a new application.

If you have questions, call, and speak to a member of our Applications team or talk to your Neighbourhood Officer or Housing Coordinator.

VISITORS AND NEW HOUSEHOLD MEMBERS

Customers are responsible for the actions of people visiting their property and to make sure:

- That all household members and visitors to the property behave in a manner that does not cause or permit a nuisance.
- Household members and guests do not interfere with the peace, comfort, or privacy of neighbours.
- Any damage to the property caused by your household members or guests is paid for by you.

Visitors

- Hume allows adult visitors to stay at a customer's property for up to four weeks without the payment of rent and without the customer submitting a formal application for the visitor to become an additional household member.
- If a visitor stays beyond 4 weeks, the leaseholder(s) must contact us for review and approval prior to the end of the 4-week period.
- Customers in the Housing for People with Disability program should check their Accommodation Agreement and House Rules for more information.
- Customers in crisis or refuge accommodation are not able to have visitors stay with them except in the case of children.

New Household Members

Customers are allocated homes based on their household size and are charged rent based on household income.

If you would like to add someone to your household, you must contact us and complete an Additional Occupant form.

An Additional Occupant is defined as any person who was not a member of the household when you signed your lease and will stay longer than the timeframes given for visitors (see above).

We will check that it will not lead to overcrowding, neighbourhood, or shared household problems, and if the property is suitable for an additional occupant.

We will also ask you to fill out a Rent Subsidy Application form if you receive a rent subsidy, as you must advise us of any change in your income and/or household circumstances.

UNAUTHORISED OCCUPANTS

An unauthorised occupant is a person/s who is staying at your home for longer than 4 weeks and has not been approved by us.

This is a breach of your tenancy and may result in your rental subsidy being cancelled and your rent being increased.

If you are not sure what applies to you, call us on **1800 004 300** and we can help.

PROBLEMS WITH YOUR NEIGHBOURS

We house a wide variety of people from singles and couples through to large families. It is important to accept that varying noise levels and differences in lifestyle are a normal part of life.

Many of our properties, especially those in complexes like units and town houses, are close together. In some cases, neighbours share common areas, gardens, and parking.

You should expect and accept that you will occasionally hear dogs barking, people socialising, smell cooking, and hear music or children playing.

What types of behaviour is not acceptable?

Antisocial behaviour disturbs the peace, comfort or privacy of other customers or neighbours or the surrounding community.

What can I do about it?

Finding a way to talk with your neighbour early on may be your best way to solve the situation quickly and safely.

1. Talk First. People may not realise they are disturbing others, so are often happy to stop or reduce their noise.
2. If talking doesn't work, or communicating is difficult ask a friend, or family member for help.
3. If you are unable to resolve the issue, contact Community Justice Centres for free on **1800 990 777** to arrange a trained person to help solve the dispute

You should only call 000 when: **someone is seriously injured or in need of urgent medical help**, your life or property is being threatened, or you have witnessed a serious accident or crime.

Hume's Role

Hume will not intervene in a neighbourhood dispute or investigate allegations unless there is an alleged breach of the tenancy agreement. It is not the role of Hume to carry out criminal investigations, that is the responsibility of NSW Police. Report crime to Crime Stoppers online or call **1800 333 000**.

PETS

If you want to add a pet to your family, you need to request approval from us first.

Not all our properties are suitable for pets and not all types of animals are suitable for our properties.

Contact our Customer Contact Centre on **1800 004 300** and ask for a Pet Application form before you bring them home.

Your Pet Application will be reviewed by your Neighbourhood Officer.

If it is approved to keep a pet, you must:

- Keep the garden free from animal droppings.
- Arrange to clean the carpet if you move out.
- Repair any damages caused by the animal.
- Make sure the pet does not disturb the neighbours.
- If someone complains about your pet do your best to stop the behaviour.



JOINING MY COMMUNITY



HAVE A SAY AND GET INVOLVED

We encourage customers to get involved and join our community meetings and events. Everyone is welcome.

Call us on **1800 004 300** or email get.involved@humehousing.com.au to learn more.

Block Meetings

- Meetings can be arranged in high rise complexes or multi-story developments. They are a great opportunity for customer to provide feedback, for Hume to understand your needs and meet your neighbours.

Customer Voice Meetings

- Join local customer meetings to learn about services in your area area, discuss concerns, celebrate achievements, and connect with your community.

Customer Voice Leadership Group

- Are for those customers who want to have regular input into Hume's programs and services and how they can be improved.

Social Activities and Outings

- You are invited to attend a range of local community events throughout the year. There are activities for children, adults, and seniors. They are a great way to make friends.
- Ask to speak with a member of Hume's Community Cohesion team near you.

Hume Life Magazine

- We produce a customer magazine every quarter, with information and stories about our customers. We send printed copies to seniors and distribute it in complexes. You can read and subscribe to Hume Life online at www.humehousing.com.au or call us to request a printed copy. If you have an idea for a story or article for the magazine let us know.

CUSTOMER SURVEYS

Hume carry out a range of Customer Surveys to measure your satisfaction with our services, your home, and your property.

We also want to know how easy it is to do business with us and if you are happy with our customer service.

Surveys are sent to you via email, SMS or post.

We encourage your feedback, to help us improve our services and how we deliver them.

COMPLIMENTS, COMPLAINTS AND APPEALS

We encourage you to contact us if you have any problems or concerns with our services. If you still are not happy after speaking to us, you can submit a formal complaint or appeal.

A complaint is an expression of dissatisfaction with our service which requires a resolution or response.

You can make a complaint for example when:

- We have failed to provide a service properly, or at all.
- We have failed to fulfil our statutory responsibilities.
- We have not provided the service to the standard which you believe is reasonable.
- We are carrying out our duties in an unsatisfactory way.

An appeal is a request for a review of a decision made by Hume.

You can appeal the following types of decisions:

- Succession of tenancy outcomes.
- Modification requests.
- Alteration requests.
- Eligibility for social or affordable housing.
- Priority Housing approvals.
- Emergency Housing approval.
- Private Rental Subsidy Assistance.
- Transfer application outcomes.
- Calculation of a rental subsidy.

You can make a complaint or appeal a decision:

- In person.
- In writing.
- Online.
- By email at feedback@humehousing.com.au.

You should expect your Complaint or Appeals to be acknowledged by us within (2) two working days of receipt.

We aim to resolve your complaint or appeal in 20 working days. Sometime this may take longer depending on the problem.

If you do not agree with the outcome of your appeal, you can contact the Housing Appeals Committee on **1800 629 794**.

The Housing Appeals Committee (HAC) is an independent agency that deals with appeals from people who are unhappy with a decision of a social housing provider.

MOVING OUT



MOVING OUT

If you decide you would like to move out of your home, there are a few things you need to do first.

ENDING YOUR TENANCY

1. Call us and complete a Notice of Termination Form

This form advises Hume of your intention to leave your property. If this form is not completed, signed, and returned we cannot end your tenancy and you will continue to be charged rent.

There are different notice periods depending on the type of lease you have signed.

- 21 days' notice – for periodic (ongoing leases)
- 14 days – for fixed term leases (If you break your lease early, there may be a charge in some cases)
- 7 days – for Supported Housing

Fixed term leases and break fees

Break fees are an additional charge for ending your lease early. The fee is calculated based on how long is left of your lease agreement.

2. Continue to pay your rent and water until the lease is terminated and keys are returned

The date you need to do this until will be advised when you complete the Notice of Termination form. You need to pay rent until the date listed on the form, even if you return your keys early.

3. Organise a Council Pick Up

Most councils offer a kerbside collection of bulky household items such as furniture, whitegoods, and small appliances.

A council collection must be arranged before you move out of your home. Any items left at the property will be removed at your own expense.

Contact your council to find out about bulky waste collections in your area.

4. Organise the disconnection of utilities

Organising disconnection of electricity, gas and internet is important, as well as re-connection ahead of arrival at your new address.

Contact your service providers to make sure your utilities are connected in time for moving day.

5. Pack a little bit each day

Don't find yourself in a rush trying to pack everything at the last minute.

Packing one room at a time and labelling as you go is a good way to make sure you get the job done.

6. Redirect your mail

Make sure that you don't miss any important mail by contacting Australia Post to redirect your mail to your new address.

7. Clean the house and make sure there is nothing hiding on shelves or in cupboards

Your home should be empty when you leave, and all rubbish disposed of, and unwanted items collected by the council.

If you had pets in the property, you will need to have your carpets professionally cleaned.

8. Return the keys

Return your keys to a Hume office and sign a Key Receipt form. We will continue to charge you rent until keys are returned.

REPAYING DEBT

Former customers of social housing are expected to repay debts (or enter into an agreement to repay) before being approved for further housing assistance.

If you have fallen behind on your weekly rent and have not been able to clear your arrears, we will work with you to set up a repayment plan to pay off your outstanding debt.

GETTING YOUR BOND BACK

We will complete an inspection of your home when you leave, and check there are no personal items left behind or damage to the property.

If the property is left in a good condition and you have no debt on your account, we will arrange to refund your bond.

If an amount of the bond is being claimed by Hume for debt or damages, a Notice of Claim will be emailed to you with a 14-day notice period to respond.

Bond refunds are usually returned to your bank account within 2 business days of a refund request being submitted to the Department of Fair Trading.

USEFUL CONTACTS



USEFUL CONTACTS

Fire, Ambulance and Police – 000

Transport NSW – 131 500

Crime Stoppers – 1800 333 000

Domestic Violence Line – 1800 656 463

Child Protection Helpline – 132 111

Lifeline – 131 114

Beyond Blue – 1300 224 636

NDIS – 1800 800 110

Link2Home (temporary accommodation)
– 1800 152 152

Translating and Interpreting Service
– 131 450

State Emergency Services (SES)
– 132 500

My Aged Care – 1800 200 422

Centrelink Self Service – 136 240

Medicare – 132 011

Tenants Advice Line – 1800 251 101

Fair Trading NSW – 133 220

Legal Aid – 02 8833 3190

My Aged Care and Commonwealth Home Support program (CHSP) – 1800 200 242



UNDERSTANDING TENANCY WORDS


Lease	Residential Tenancy Agreement – A contract between a property owner or manager and tenant that sets out the terms, conditions, rights, and obligations of everyone involved.
Tenancy	The right to live in a building for an agreed amount of time, in exchange for rent.
Rental Ledger	A statement of payments made to your rent account.
Property Condition Report (PCR)	A record of the condition of the property at the beginning and end of your tenancy.
Fixed Term Agreement	A type of lease that is set for an amount of time e.g., 6 months or 12 months.
Periodic Agreement	A type of lease that doesn't have a fixed end date.
Bond	Money you pay at the start of a tenancy, like a security deposit.
Real Estate Agent	A person employed by the property owner to manage the property.
Strata	A strata scheme is a building or group of buildings that has been divided into 'lots' such as an apartment, townhouse, or villa. When you buy a lot, you also share ownership of common property with other lot owners. This may include shared gardens, external walls, roofs, driveways and stairwells.
Strata By-laws	By-laws are rules that all tenants living in a strata scheme must follow and cover things like pets, parking, noise and smoking.
Head Tenant	The tenant who has their name on the lease agreement to rent the property.
Joint Head Tenant	A second person who has their name on the lease agreement to rent the property.
The Tribunal	NSW Civil and Administrative Tribunal (NCAT) is a legal body that determines disputes between tenants and landlords in NSW
The Act	Residential Tenancies Act 2010 is the legislation that governs the relationship between tenants and landlords in NSW.
Social Housing	Social housing is made up of two types of housing: public housing, which is owned and managed by State and Territory Governments, and community housing, which is managed (and often owned) by not-for-profit organisations.
Fair Wear and Tear	The deterioration that happens over time with reasonable use of a property.



 **Fairfield**
7 Hamilton Road
Cabrogal Country
Fairfield
NSW 2165

 **Maitland**
464 High Street
Wonnarua Country
Maitland
NSW 2320

 **Raymond Terrace**
46 William Street
Worimi Country
Raymond Terrace
NSW 2324

 1800 004 300

 hume@humehousing.com.au

 humehousing.com.au

There's now even more ways to contact us:



Messenger



WhatsApp



Live Chat



Customer Service
Centre

ABN 66 647 041 988