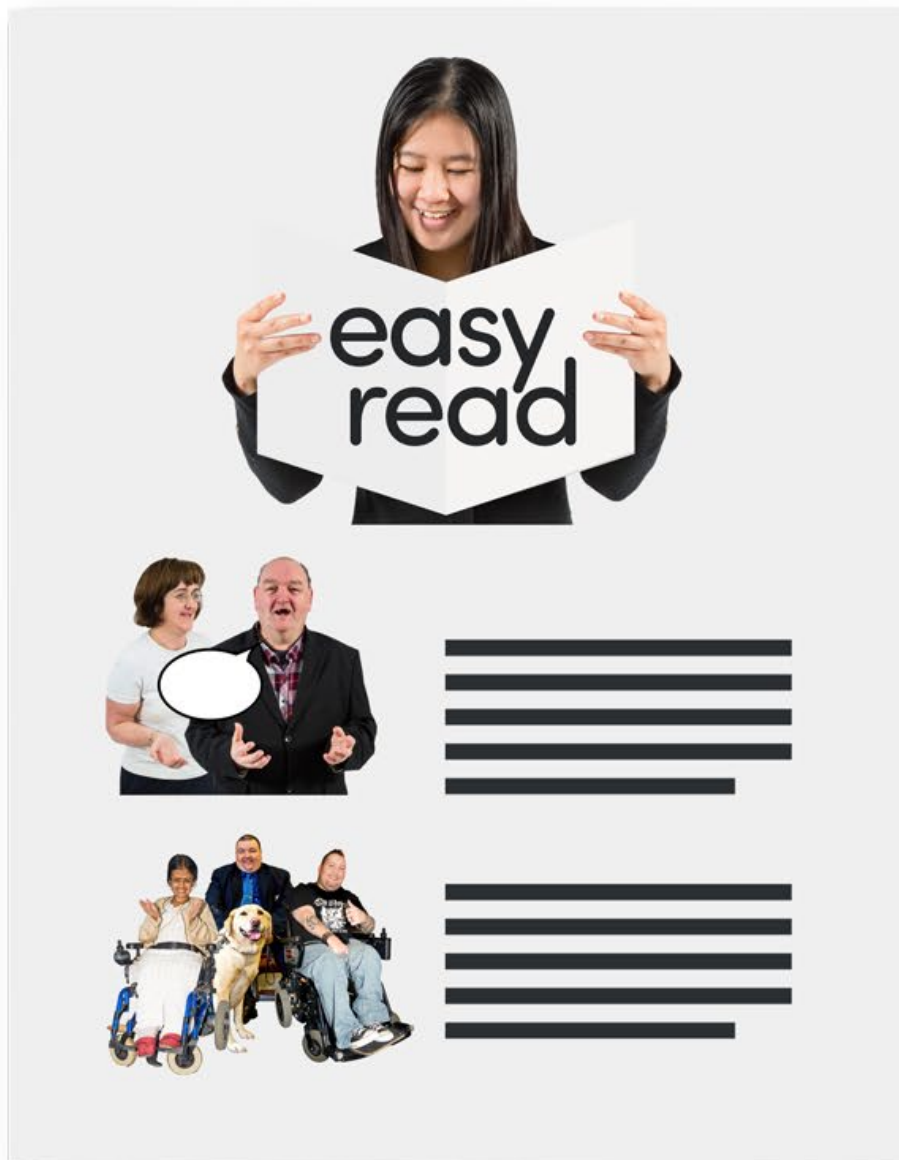




# Your Accommodation Agreement



**An Easy Read Guide for your  
Accommodation Agreement**

## What is my Accommodation Agreement?



The Accommodation Agreement is a contract between you and us (Hume) about you and your home.

The Accommodation Agreement shows how much rent you pay to live in your home.

## When does my Accommodation Agreement start?



The start date of your Accommodation Agreement will be shown on **Page 3**.

## When does my Accommodation Agreement end?

Your Accommodation Agreement will stay until we or you decide to end it.

# Who is a Part of my Accommodation Agreement?



We are Hume. We are the people who manage your tenancy. Your Accommodation Agreement is between you and us.



SIL providers are the people that support you in the home.

**DCJ** are the owners of the house you live in.



**DCJ**

This means *Department of Communities and Justice*.

DCJ is a NSW Government service that helps people.

# How Much Rent Do I Have to Pay?



You must pay money to live in your home.  
This money is called rent.

Your rent is assessed based on 25% of your **Disability Support Pension** and 100% of the **Rent Assistance** you receive.

## **Disability Support Pension**

## **Rent Assistance**

These words both mean different types of money you get from the Government.

You must also pay SDA payments. SDA payments come from your NDIS plan. They do not come from your bank account. We will work to claim this money from your NDIS plan with your **permission**.



## **Permission**

This means we ask you to let us do something.

## How Do I Pay Rent?

You can pay your rent to us by:



Centrepay



Electronic Funds Transfer



BPay

Please talk to us if you want to pay your rent with one of these options.

Your rent will only change if the amount of money you get changes.

We look at how much rent we charge 2 times a year. If your rent changes, we will tell you.

# What Will You Do for Me?



We will treat you with **respect**.

## Respect

This means to treat people nice.



We will make sure your room is clean before you move in.

We will make sure your home is safe and secure.



We will give you ways to speak to us about things that are important to you in your home.

We will help you with any worries you have about your home and fix them quickly.

We will make sure your home is kept fixed.

We will make sure you get these services.

- Lighting
- Water
- Heating
- Furniture
- Laundry
- Fire safety equipment
- Gardening
- **Insurance**

This means something we buy to stop you losing money if something gets broken.

# Repairs



If we need to fix something in your home, we will tell you.

We will tell you what we are fixing. We will tell you when we are fixing it. We will tell you how long it will take to fix.



We can fix many things outside of your home. We can fix the roof. We can fix the gutters. We can fix the outside walls.



We can fix many things inside your home. We can fix the lights. We can fix the plumbing. We can fix the heating and cooling. We can fix the areas you share with other people inside your home, like the kitchen and dining room.



# Complaints



If you are not happy with your home, you can make a **complaint**.

## Complaint

This means telling us that you are not happy.

You can make a complaint in many ways. You can make a complaint with a letter. You can make a complaint with a phone call. You can make a complaint face to face. You can make a complaint with your assistive technology.

We will make sure you can make a complaint no matter how you **communicate**.

## Communicate

This means to talk and share thoughts and feelings with another person.

You can look at the Complaint Policy on our website for more information.

## Things You Must Do

You must pay your rent on time.

You must keep your home clean.

You must tell us if something is broken in your home.



You must tell us if you are going away for a long time. This could mean going on a holiday or going to the hospital.

You must follow the rules that you and the people you live with agree to.

## Things You Must NOT Do

You must **NOT** use your home or room for anything illegal.

You must **NOT** break anything in your home on purpose.

If you do any of these things, your Accommodation Agreement may end.

## Moving Out

You must tell us if you plan on being away from home for **more than 60 days**.



If you want to move out, you must tell us **60 days before you move**.

If you want to move out, it is best to tell us in a letter. If you need help, please tell us.

If you do not tell us you are moving out, your Accommodation Agreement may end.

If you are moving out, you must pay rent until the day you move out.

# Ending the Accommodation Agreement

We cannot end your Accommodation Agreement unless one of the following happens:

- You are doing something illegal in your home
- You are breaking things in your home on purpose
- You do not pay your rent to us for a long time
- You no longer have SDA on your plan
- Your support needs can no longer be met in your home

This means you know you can stay in your home for a long time if you choose.

If we need to end your Accommodation Agreement, we must tell you in **90 days**.

The only time we do not tell you in **90 days** is if you do something that you must not do.

If you are not happy with us ending your Accommodation Agreement, you can make a complaint.

# Your Service Provider

To make sure you are getting the best service, we are working with your **service provider** for a period of no less than 2 years.



## Service provider

This means a person who helps you.

When you sign this Accommodation Agreement, you agree that you will stay with your service provider for 2 years unless they are removed from the NDIS.

# Changing Your Service Provider

If you want to change your service provider, you must tell us so we can help you.



You and the people you live with will need to vote on a new service provider. 2/3 of the people in your home must agree on the new service provider.

Once you and the people you live with have decided on a new service provider, we will sort it out.

## Contact Us



We know that this Accommodation Agreement may seem confusing to you.

If you or your guardian would like some support to understand, please tell us.



Phone: **1800 004 300**



Website: **[www.humehousing.com.au](http://www.humehousing.com.au)**



Email: **[SDAenquiries@humehousing.com.au](mailto:SDAenquiries@humehousing.com.au)**