

# MANGROVE HOUSING

**TENANT INFORMATION KIT**

**welcome to your new**

**HOME**



Your Client Housing Worker:

Direct phone number:

Email address:

Fax number:

**07 3893 2765**

Postal address:

**PO Box 602  
Wynnum Qld 4178**

**OFFICE HOURS**  
**Monday to Friday 8.30am to 4.30pm**



Dear

Welcome to your new home. I hope we can work together to successfully sustain your tenancy.

As your Client Housing Worker I will work with you to support a safe, stable tenancy in your new home. My commitments to you are that I will:

- respond to your calls and emails within 24 hours,
- listen to you,
- communicate with you openly if there are difficulties with your tenancy or property,
- organise necessary repairs,
- connect you with support services if I can, and
- regularly inspect your home for any maintenance issues.

In return, please:

- keep your contact details updated,
- respond to my calls, emails, and visits,
- pay your rent on time,
- look after your property, and
- let me know if you are having any difficulties or if I can help you.

At Mangrove Housing we hope to surround you with support so you can successfully sustain this tenancy, and if required, to help you be able to move on to appropriate and affordable long-term housing.

Kind regards

Client Housing Worker

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# CLIENT CHARTER

**Mangrove Housing's Client Charter** sets out our commitment to providing you with a high quality, personalised service. It is the written expression of our values and our passion for helping others by putting them at the centre of what we do.

Our Client Charter ensures that we deliver services to you that live and breathe our core values of:

CHOICE, EMPOWERMENT, RESPECT,  
PARTNERSHIP, AFFORDABILITY, QUALITY,  
ACCOUNTABILITY & FAIRNESS



## WHAT YOU CAN EXPECT FROM US:

- Our staff are helpful and approachable, and will treat you with respect and fairness. Your needs and concerns will be listened to and valued.
- Our staff will support you to make decisions that are right for you.
- We will keep you informed and engage you in all decisions that affect you.
- All our staff will abide by our code of conduct and display a high level of professionalism at all times.
- We welcome your feedback and we work collaboratively with you to resolve any issues.
- We will explain your options and respect your decisions.
- We will listen to your goals, respond to your needs, and help you to design a plan to meet those goals.
- We will help you to sustain and manage your tenancy.
- We will treat your personal information as confidential and respect your privacy.
- We ensure that we are accessible to you and responsive to your requests.

## WHAT MANGROVE HOUSING EXPECTS OF YOU:

- Work with us, tell us about what you need or ways we can work together better.
- Tell us if things change or if you cannot keep an appointment or commitment.
- Be a good neighbour. Everyone is entitled to peace and enjoyment of their home.
- Give us the right information about yourself and your situation.
- Maintain your property and pay your rent.
- Treat Mangrove Housing staff courteously and with respect.
- Tell us about any issues or concerns you have.

# YOUR NEW HOME

## KEYS

You now have keys to your new home. If your keys are lost or stolen, please call your Client Housing Worker immediately. You are able to come to the Mangrove Housing office and we will arrange a new set of keys for you. The Mangrove Housing office is open from Monday to Friday, between 8.30am and 4.30pm. It is your cost and responsibility to replace lost keys.

As a precaution you may like to consider getting an extra key or two cut and giving these to a trusted friend or relative in case yours are lost.

You must get permission before adding locks, chains, or any other locking devices to your new home. You must also get permission if you want to change the locks. It is essential that you provide copies of the new keys to Mangrove Housing. If it is an emergency and you are locked out of your house, you may get the locks changed however must still provide a copy to Mangrove Housing the next business day.



**STOLEN KEYS:** If your keys are stolen we recommend that you report this to the police, ask for a report number, and give this number to your Client Housing Worker.

Please call your Client Housing Worker immediately if you are concerned about your safety and think it is best to have the locks changed. We will organise appropriate safety measures, discuss your options, and connect you with support services if needed.

## CONNECTING UTILITIES

You are now responsible for connecting and paying for electricity, phone, and gas. You may also be responsible for full water consumption costs. Please check this with your Client Housing Worker.



## ENTRY CONDITION REPORT

The entry condition report is a detailed description of the condition of your new home at the time you move in. If the entry condition report describes marks on walls, damage to carpet, general damage or problems with the property then you will not be responsible for fixing these particular issues when you move out. Please go through your new home now and add your comments to the entry condition report. It is very important to complete this and return it to your Client Housing Worker within 3 working days of signing your lease.

If you do not return the entry condition report, your Client Housing Worker will keep the original and will use this to assess the condition of your home when you end your tenancy. You are responsible for any damage done while you are living in the home.

If you need help completing the entry condition report please speak with your Client Housing Worker.



## COMMUNICATING WITH US

Please let your Client Housing Worker know how you prefer us to communicate with you, such as through phone calls, text messages or emails. We will do our best to do this. Some matters will require us to talk to you rather than texting or emailing you.

If you are having any difficulties, please let your Client Housing Worker know. They will do their best to support you. Please do not avoid talking to us.

Your Client Housing Worker will aim to visit you in your home within 6 weeks to check if you have any concerns and to give you information to help you settle into your new home and the surrounding neighbourhood.

If you use social media, we recommend you like and follow Mangrove Housing on Facebook to stay up to date with important information, events and giveaways.



# YOUR PRIVACY & CONFIDENTIALITY

Mangrove Housing is committed to protecting your privacy and maintaining confidentiality.

We will only collect and use personal information that is relevant and required to:

- assist in managing your application for housing including assessing your eligibility and priority, suitability and affordability of properties, and
- support you in maintaining your tenancy and working toward housing goals.



We will only share your personal information with other people and organisations with your consent. The only time Mangrove Housing may share your information without your consent is if we believe that someone is at risk of harm, or if the law requires us to do so (for example if a criminal offence is committed or if a court orders that we have to provide information).

You will have been asked to sign a Consent for Information Sharing form to allow Mangrove Housing to request your information from, or share your information with, relevant people, services or agencies. You will find another copy of this form at the back of this booklet to use if you start working with another support service in the future.

On Page 34 and 35 you will find further information about your rights to privacy and confidentiality.



# TIPS FOR MAINTAINING YOUR HOME & TENANCY

## CLEANING & YARD MAINTENANCE

### DAILY

- Wash dishes and put food scraps in the bin.
- Wipe down kitchen benches, tabletops, and the stove top.
- Take household rubbish to the wheelie bin.

### WEEKLY

- Sweep/vacuum and mop all floors.
- Dust or wipe all surfaces including window ledges.
- Clean the toilet, bathroom sink, and bath and/or shower to help prevent mould.
- Throw out old food in the pantry and fridge.
- Sweep outside paths or balconies.

### FORTNIGHTLY OR MONTHLY

- Weed and mow lawns (this may require more frequent attention in summer).
- Remove any cobwebs.
- Wipe down ceiling fans.



# DECORATING & MODIFICATIONS

We understand that you will want to decorate and personalise your home. If you want to add any picture hooks in the walls, add shelves, paint walls, plant, or cut down trees or shrubs you must ask your Client Housing Worker for permission before you do this.

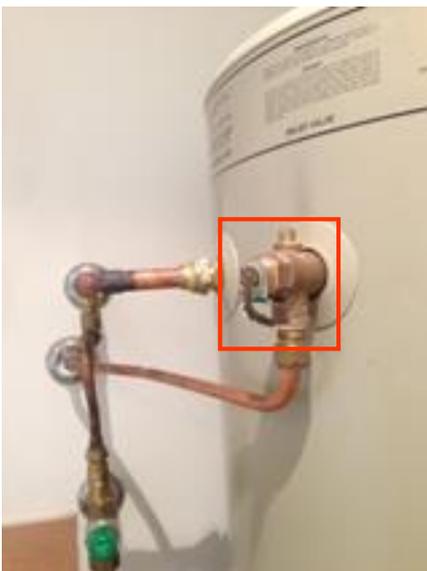
You cannot use nails, screws, blu-tack or sticky tape on the walls, ceilings or doors of your home, as these will damage walls or leave marks which you will need to repair when you move out. If you do this your Client Housing Worker will ask you to remove them.



You cannot make any modifications or additions to your home without firstly being given permission to do so. Speak to your Client Housing Worker about this if needed.

# HOT WATER SYSTEM

Your hot water system is likely to have a release valve that must be released every 4-6 months so you don't lose your hot water supply.



## To release the valve:

- Stand back from the hot water system and do not touch the water as it will be very hot. Ensure there are no children with you when you do this.
- Lift the lever, let the water flow from the valve and allow the lever to snap back into place.

If you have followed these steps but you still have no hot water, please contact your Client Housing Worker.

Remember to provide the make, model and litre capacity of your hot water system.

# PETS

Mangrove Housing understands that pets are an important part of our lives and provide companionship and security. If you would like to get a pet please talk to your Client Housing Worker, or simply complete the pet application on Page 32 and send it to us. You must wait for your Client Housing Worker's response before bringing a pet home.

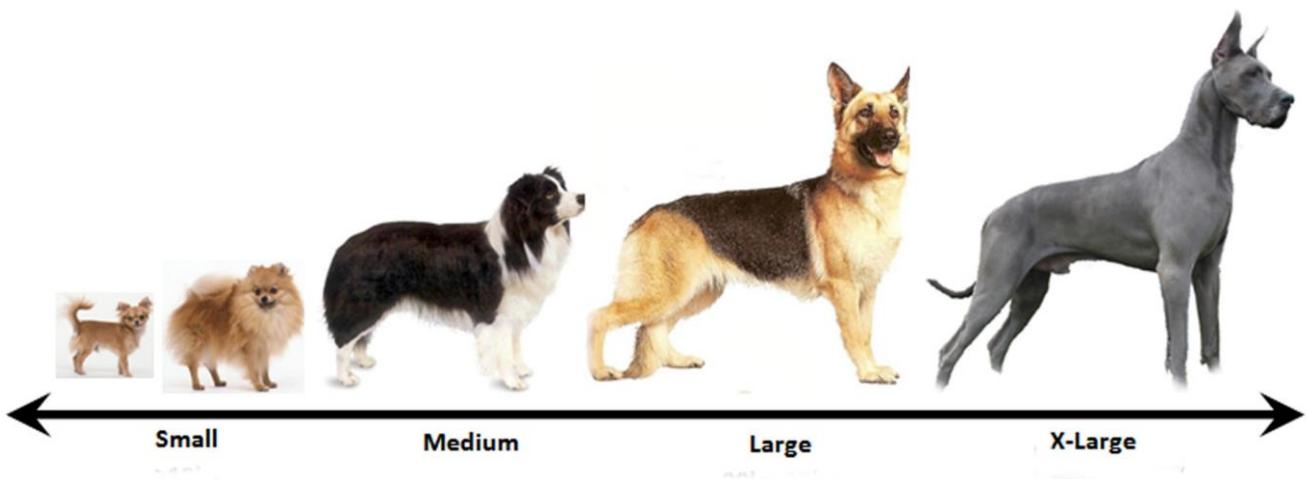
We will not unreasonably refuse you getting a pet but we need to consider the suitability of your property with your proposed pet.

Some properties have a private owner and in these instances, it is the owner's sole decision whether to allow a pet.

If a pet is approved, you will need to sign a pet agreement. When you sign a pet agreement this becomes part of your lease. If you do not follow the terms on the pet agreement you may be in breach of your tenancy agreement. If you are unsure about what this means, please speak with your Client Housing Worker.

If you have pets in your new home without permission your Client Housing Worker will contact you to discuss the matter. If you do this, your Client Housing Worker can issue you with a Notice to Remedy Breach. This is a legal warning that you have broken your tenancy agreement and will need to fix the situation.

The only pets you can keep without firstly seeking permission are aquarium fish or two small birds in a cage.



# NOISE

You and your neighbours are legally entitled to quiet enjoyment of your homes. This includes you being responsible for your visitors' behaviour, and the behaviour of your approved household occupants, including children. If you, the people in your house or your visitors are noisy, harass your neighbours or create disturbances you could potentially be issued a Notice to Remedy Breach. Further disturbances could place your tenancy at risk.

If you are unsure of your responsibilities as a neighbour, or if you are concerned about your relationship with your neighbours, please discuss this with your Client Housing Worker. We may not be able to resolve tensions between you and your neighbours but we can suggest options, discuss your rights and responsibilities, arrange mediation, and listen to your concerns.

## **Being a good neighbour includes:**

- showing consideration for your neighbours at all times. This includes being considerate with noise, and not causing a nuisance to your neighbours or their guests,
- taking responsibility for the behaviour of your guests until they have left the complex,
- respecting your neighbours' privacy,
- being tolerant of your neighbours' differences,
- attempting to discuss and resolve any matters with your neighbours directly if possible, and contacting your Client Housing Worker if this is not possible,
- ensuring your rubbish is disposed of appropriately and not left outside your unit or house. Do not use your neighbour's wheelie bin or leave your wheelie bin on the footpath,
- not being aggressive to your neighbours or their visitors,
- not directing offensive language toward another tenant, your neighbour or their visitors,
- avoiding altercations with your neighbours,
- respecting that car parks in complexes are available on a first come, first served basis and that all car parks are for the use of tenants and their carers (not visitors),
- ensure that your car does not stop others from accessing common areas or car park,
- keeping pets on a leash at all times when in the common areas of the complex, ensuring barking is addressed and always immediately picking up, and disposing of, pet waste,
- only smoking in permitted areas, and
- not leaving cigarette butts in gardens or communal areas.



# SMOKING

You cannot smoke inside your home at all. This would be a breach of your tenancy. All Mangrove Housing properties are strictly non-smoking.

You are able to smoke outside providing doors and windows are closed to keep the smoke out.

If you live in a complex, please ensure you only smoke in designated smoking areas to avoid any nuisance to neighbours. Cigarette butts must be appropriately disposed of in rubbish bins.



# CAR PARKING IN COMPLEXES

Car parking is limited in most complexes, and tenants do not have an allocated car park. Parking is available to tenants only on a first-in-best-dressed basis, and tenants cannot claim car parks.

Use of car parks can cause tension between neighbours and complaints to Mangrove Housing. Living in a complex means living harmoniously with neighbours. We ask all tenants to be considerate of their neighbours and to observe these guidelines:

- Only tenants and their carers may park their car in a complex.
- Visitors must park on the street.
- Unregistered vehicles cannot be parked in the complex.
- Tenants should use one car space only.
- If your car leaks oil you should always place a drip tray underneath it. If the car park surface gets stained with oil from your car you will be asked to clean up the oil stains.





## **SMOKE ALARMS**

The smoke alarms in your new home may start beeping if you cook with the windows closed or if your cooking causes some steam or smoke. If this happens and the Fire Brigade attends, you may be responsible for their call-out fee. Please be mindful of this when cooking and fan any smoke away from your smoke alarm. This should usually stop it beeping.

You must never remove or alter the smoke alarms. If your smoke alarm seems to go off for no reason you should firstly ascertain there is no fire, inside or outside. If there is not, then try opening your windows or doors and wave a tea towel under the smoke alarm. If this doesn't work you should call your Client Housing Worker. Never hit your smoke alarm as this may damage it.

Mangrove Housing will organise regular checks of the smoke alarms in your home. If you experience a problem between these checks please report it immediately to your Client Housing Worker.

In some larger unit complexes, the fire hoses, smoke alarms and fire alarms are connected to a base panel. If you tamper with an alarm in your unit, the base panel will identify this and you may be charged a call-out fee to reset the alarm.

## **FIRE DOORS**

Some unit complexes have fire doors fitted to each unit (as the front door). In these units, screen doors cannot be installed because they could hinder your escape in case of fire. Please do not hold your fire door back with a doorstop as this is illegal and may damage the door. Fire doors are inspected regularly. If you experience a problem with your door between inspections, please report this immediately to your Client Housing Worker.

## **EVACUATIONS**

You may find evacuation signs in your home or on the outside wall of your unit. Never remove these signs as they help save lives. Ensure you have a personal evacuation plan and you have explained this to your household occupants, including children, in case of an emergency. If you are aware you will need assistance in the case of an evacuation you should discuss this with your Client Housing Worker.

# CARING FOR YOUR COMPLEX

Your unit complex may have emergency lighting installed. These lights should turn on automatically if there is a power outage. They should stay lit for 90 minutes so you have time to find other lighting. One of the lights at your front door may be an emergency light.

All emergency lights are tested regularly by a qualified electrician. If there are problems with lighting in the complex, please report it to your Client Housing Worker.

Please tell your Client Housing Worker if:

- Lights in the complex do not work
- Taps or pipes leak
- Fences or gates are damaged
- Items are left at the complex after someone moves out
- Gutters are overflowing
- Furniture or other items are stored in common areas
- Green waste needs removal
- Tenants' safety may be at risk
- The complex has been vandalised
- Gardens and lawns need more work, or
- There is something about the complex that is concerning you

**We aim to work with all clients to keep our complexes clean and comfortable**

## RUBBISH BINS

The local council decides how many bins each unit complex receives. The local council will empty rubbish bins weekly and recycling bins fortnightly.

Please ensure bins stay in their designated areas. If you put very strong-smelling rubbish into the bins and this attracts vermin and flies, you may be charged the cost to clean the bins. To help minimise this, please consider placing meat and seafood scraps in your freezer until bin collection day, especially in summer.

Individual wheelie bins must be put out for collection and returned to the bin area straight after rubbish collection.

Please consider cleaning your bin after collection each week to minimise smells.



Please be considerate of your neighbours with rubbish bins, particularly in complexes, to minimise any conflict with your neighbours. This includes:

- ensuring all rubbish is tied in plastic bags and placed into the bins, not nearby
- taking your bins out on bin day so they are promptly emptied to reduce smells
- bringing your bins in from the footpath promptly after the rubbish has been collected
- only placing recycling in the recycling bin.

## RATS AND MICE

Please ensure reasonable cleanliness and hygiene of your home to reduce any likelihood of rats and mice living in, or being drawn to, your home. Here are a few tips:

- Prevent rats and mice from accessing food: cover bins, do not leave pet food out overnight, store food in sealed containers, clean up bird seed from bird cages, remove yellow seeds from palm trees and pick up any fallen fruit or nuts in the yard.
- Prevent rats and mice accessing breeding sites: block holes in walls where mice and rats may enter (and report any holes to your Client Housing Worker), keep the grounds and any sheds clean.
- Trap or use bait to eliminate mice and rats if you see them. You can speak to your local council about free rat bait for your home if required.



If you have rats and mice in your home after trying these tips then please contact your Client Housing Worker.

## VISITORS & GUESTS

You are welcome to have visitors in your home. You are responsible for your visitors' behaviour when they visit you. If they disturb or harass your neighbours, you may be issued with a Notice to Remedy Breach and your tenancy could be at risk. Visitors cannot use unit complex car parking; this is for tenants only.

You cannot have guests stay for more than four weeks without asking your Client Housing Worker for permission to have another occupant in your property. Having another person move into your home without permission is a breach of your tenancy. If you want somebody to move in, please speak to your Client Housing Worker about your available options.

Friends

# BEING AWAY FROM YOUR HOME

Mangrove Housing recognises that it is fair and reasonable that tenants are sometimes away from their homes for extended periods of time. However, if you are planning to be away from your property for any reason for a lengthy period of time (over two months) you will need to apply for approval and speak with your Client Housing Worker about your options.

Mangrove Housing will not unreasonably infringe upon your freedom to be away from your home, however in the case of lengthy absences your right to be away from your home needs to be balanced with the needs of other people who are waiting for housing assistance.

If you are absent from your home due to exceptional circumstances, you may also be able to apply for a rent reduction. Speak to your Client Housing Worker about your options.

Regardless of the reason for your absence, when you are away you are still responsible for looking after your home and paying rent.

You must also provide contact details for yourself (and for the person looking after your home, if applicable) so we can reach the correct person if there is an emergency.

Tenants who are leaving their homes temporarily to escape domestic or family violence, or to ensure child safety, will have Mangrove Housing's support wherever possible and can safely speak in confidence to their Client Housing Worker.



# LODGING A COMPLAINT OR APPEAL

You have the right to complain if there is something you're not happy with. You can lodge a complaint by talking to us, emailing us or writing to us. We will deal with your complaint promptly and fairly.

Your concerns will be listened to and we will treat you with respect and fairness at all times. We will aim to resolve your complaint within **14 days**.

If you are not happy with the outcome of your complaint you can escalate the issue to a manager.

You also have the right to appeal a decision which has been made by Mangrove Housing if you are not happy with it or if you think it is unreasonable.

To appeal a decision, please email, write to, or ask to speak with the Client Housing Team Leader. Be specific about the decision you are appealing, why you are appealing it, and the outcome you are seeking.

We will aim to finalise your appeal within **14 days**, or more quickly if a shorter timeframe is needed.



# REPAIRS

If there is a fault or damage in your home, please call your Client Housing Worker to report it, or lodge an online repair request through our website, [www.mangrovehousing.com.au](http://www.mangrovehousing.com.au)

We will organise a contractor to make repairs where required. Please do not attempt to repair something yourself that should be done by a licenced contractor. If you are responsible for the damage, the cost of repairs is your responsibility.

## EMERGENCY REPAIRS

If you need an emergency repair at your home, please call your Client Housing Worker immediately. Depending on the nature of the issue you should also call the appropriate organisation without delay, such as the SES on 132 500 for a flood or storm emergency, or Energex on 13 19 62 for fallen powerlines or electric shocks.

If an emergency occurs after hours or on the weekend, please call the appropriate emergency contractor listed on your lease. If you cannot reach the listed emergency contractor, you can call any appropriate licenced contractor. Depending on the nature and cause of the emergency or damage, the repair may be at your cost.

### EMERGENCIES MAY INCLUDE:

- Burst water pipe or major water leakage,
- Blocked or broken toilet,
- Serious roof leak,
- Gas leak,
- Exposed electrical wires,
- Serious water damage or flooding,
- Serious damage from a fire, storm or impact,
- Loss of electricity, gas or water supply
- Fault to the stove, oven, or hot water system,
- If you cannot secure your home
- A fault or damage that could injure a person or damage the property,
- A fault to the staircase or lift that means you cannot access your home

**For non-emergency faults or damages please call your Client Housing Worker.**

### IT IS YOUR RESPONSIBILITY TO:

- Change the lightbulbs in your home.
- Organise repair of any damage you, other occupants of the house, or your visitors have caused.
- Maintain the cleanliness of your home; this includes lawn and garden maintenance.

**If you experience difficulties doing any of these tasks, please talk to your Client Housing Worker.**



# LEAVING YOUR HOME AND ENDING YOUR TENANCY

If you want to end your tenancy, please discuss this with your Client Housing Worker. Under usual circumstances you will need to complete a Notice of Intention to Leave form, and give us 14 days' notice that you are leaving. We will allow you to leave more quickly if we can.

If your safety is at risk in your home, please let your Client Housing Worker know immediately.



## EXIT REPAIRS AND CLEANING

Before you leave, please ensure you clean your property and repair all damage that you, other occupants or visitors have caused. If you do not, the costs of repairs and cleaning will be taken from your bond.

When you leave, you need to make sure the property is empty of your possessions. If you leave behind any personal documents, we will return them to you within 7 days. If, after 7 days, we cannot contact you we will give your documents to the Office of Public Trustee. This is one of the reasons that it is vital to give us your contact details and forwarding address when you move out.

Mangrove Housing expects your property to be thoroughly clean and damage-free when you exit the property. To help you achieve this, here is a standard cleaning checklist. Please adapt this to suit your home.

<b>CEILING, WINDOWS &amp; FITTINGS</b>		✓
Remove and clean all light fittings to remove dead bugs, dust and cobwebs		
Wipe down ceiling fan blades to remove dust and dirt		
Wipe down air conditioning units and internal filter to remove dust and dirt		
Wipe down and vacuum window screens to remove dust and dirt		
Vacuum window tracks to remove dead bugs, dust and dirt		
<b>WALLS &amp; FLOORS</b>		✓
Wash walls and doors to remove all dirt and stains. Have a good look at them in the sun to make sure they're not streaky		
Sweep/vacuum and mop vinyl and tiles floors		
Clean skirting boards		
Remove cobwebs inside and outside the property		
Carpet must be cleaned by a professional carpet cleaner, and the receipt provided to Mangrove housing. If you have kept a dog or cat in the property, you must also have the carpets deodorised and have the property professionally treated for fleas. This receipt also needs to be provided to Mangrove Housing.		
<b>KITCHENS &amp; BATHROOMS</b>		✓
Clean stovetop, oven and grill to remove all stains and food		
Clean bath, sinks, toilets and showers to remove all residue		
Clean around tap and cupboard handles and door hinges to remove dust and dirt		
Wash and wipe down cupboard and drawers inside and out to remove dust, dirt and residue		
<b>OUTSIDE</b>		✓
Mow the lawn and edges		
Sweep all paths and driveway		
Remove oil stains in driveway and garage		
Remove green waste and grass clippings		
Sweep and wash outdoor areas		

Your Client Housing Worker can help you arrange a cleaner if you would prefer to pay for this to be professionally done.



## EXIT INSPECTION

Before you leave the property please return all keys to your Client Housing Worker and provide your new address and contact details. You are responsible for paying rent until you have returned all keys.

Your Client Housing Worker will then inspect your empty property, compare the condition of the property with the entry condition report, and let you know if you need to do any further cleaning or repairs. Your Client Housing Worker will discuss this with you and give you three days to return to the property to address the issues. You can be present when your Client Housing Worker completes the exit inspection if you would like to.



## BOND REFUND

To get your bond back you should leave the property in the condition it was in when you moved in, apart from fair wear and tear.

Your rent must be paid up to date and you must have no outstanding repair charges or other debt (such as water charges).

Your Client Housing Worker will be happy to discuss rental bond processes with you.



# FREQUENTLY ASKED QUESTIONS

## **How do I pay rent?**

Many tenants find Centrepay the easiest and most convenient way to pay rent. Centrepay deducts your rent directly from your Centrelink payment and sends it to Mangrove Housing. Please discuss this with your Client Housing Worker and complete the Centrepay form, or speak to Centrelink directly about this.

You could also choose to transfer money directly into the Mangrove Housing bank account. Please check with your Client Housing Worker for the bank account details and the reference to use. You can set up regular payments through internet banking.

You can also deposit cash into the Mangrove Housing bank account, if you prefer going to the bank in person. Just ask your Client Housing Worker for a deposit book if this is your preference.

## **What if I fall behind in my rent?**

If you will have trouble paying your rent, please make sure you call your Client Housing Worker before you start falling behind. We will listen, suggest options, and connect you with support services.

All Client Housing Workers are accredited in MoneyMinded, which is an adult financial literacy program which offers some excellent tips on money management, including for those on a low income. Please talk to your Client Housing Worker if you would like to discuss how MoneyMinded may be able to help you. Your Client Housing Worker will be very happy to support you in examining your finances and developing a budget.

If you fall behind in your rent, your Client Housing Worker will aim to link you with support services. However if you become a week behind in your rent, you will be issued with a Notice to Remedy Breach, which is an official warning to pay your rent arrears within a specified period of time.

If you are struggling to pay rent, it is important that you do not avoid talking to your Client Housing Worker. We are here to help you successfully sustain your tenancy. Not paying rent and avoiding talking to us will put your tenancy at risk.

## **Can I pay extra rent?**

Yes, you can pay extra rent if you want to. Any extra rent you pay will be reflected in credit on your personal rent account.

Paying extra rent is voluntary and completely up to each tenant. Please speak to your Client Housing Worker if you'd like to discuss this. Excess rent credit can be refunded to you if you request it.

## **What if my circumstances change?**

Please tell your Client Housing Worker if you:

- break up with your partner,
- would like another person to live at the property,
- start or end employment,
- change your income,
- have a baby,
- become incarcerated,
- become an in-patient in hospital, or
- need to leave your home temporarily.

Your Client Housing Worker will check to see whether these changes impact your tenancy. If you need help through these changes we will listen to you, discuss your options and connect you with support services.

If your change in circumstance causes a rent increase, rest assured that you are given two months' notice before your rent increases. A rent decrease will take place immediately. If your change in circumstance means you are no longer eligible to stay in your home then your Client Housing Worker will tell you immediately, provide ongoing support and referrals and help you in your efforts to relocate to another home.

## **What is a bond?**

A rental bond is a security payment of 4 weeks' rent. This is lodged with the Rental Tenancies Authority and used to pay for rent arrears or damages, if needed, when you move out.

## **What if I am worried about illegal activity in my complex?**

If you are concerned that there is any sort of illegal activity occurring in your complex, please call the police or Crime Stoppers. Please talk to your Client Housing Worker about what is occurring also, however, Mangrove Housing cannot take the place of a criminal investigation. Your Client Housing Worker can talk to you about your options or help you make a police report if required.

If there is any kind of emergency situation please call 000.

## **How does Mangrove Housing assess rent?**

Every 6 -12 months your Client Housing Worker will assess your income to ensure you are paying the correct rent. We will send you a letter asking for proof of your assessable income by a certain date. If you do not provide this information by the due date you will be in breach of your tenancy obligations, and as a result, your rent subsidy could be removed and you could be charged full market rent. Your Client Housing Worker will stay in touch with you to prevent this from happening. If you need help collecting proof of income documents, please discuss this with your Client Housing Worker.

To make this process easy you can sign Centrelink's Income Consent Form if you are in receipt of a Centrelink pension or benefit. This gives Mangrove Housing the authority to access your income information directly from Centrelink.



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&



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# **FORMS & FACT SHEETS**



AUTHORITY TO REQUEST OR DISCLOSE  
PERSONAL INFORMATION TO EXTERNAL PARTIES

**TENANT'S NAME:** \_\_\_\_\_

I give consent for Mangrove Housing Ltd to contact the following organisations to discuss and exchange information relating to my housing situation if required:

GENERAL PRACTITIONER: \_\_\_\_\_ PHONE: \_\_\_\_\_

HEALTH PROFESSIONAL: \_\_\_\_\_ PHONE: \_\_\_\_\_

SUPPORT WORKER: \_\_\_\_\_ AGENCY: \_\_\_\_\_ PHONE: \_\_\_\_\_

SUPPORT WORKER: \_\_\_\_\_ AGENCY: \_\_\_\_\_ PHONE: \_\_\_\_\_

SUPPORT WORKER: \_\_\_\_\_ AGENCY: \_\_\_\_\_ PHONE: \_\_\_\_\_

DEPARTMENT OF HUMAN SERVICES: YES / NO

DEPARTMENT OF VETERANS' AFFAIRS: YES / NO

DEPARTMENT OF COMMUNITIES, CHILD SAFETY, AND DISABILITY SERVICES: YES / NO

QLD HEALTH: YES / NO

Family member/s: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Other: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Other: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

The information requested from or exchanged with these organisations will only be when it relates to the tenant's housing situation or assisting the tenant to sustain their tenancy.

**Date consent commences:** \_\_\_\_\_

This consent ends when I cease to be a client of Mangrove Housing Ltd or when I remove my consent.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



# MANGROVE HOUSING

*"your partner in community solutions"*

## Pet application and agreement

Applicant's name	
Applicant's address	
Applicant's phone number/s	

### Details of the pet sought:

The type and breed of pet	
Age and weight of the pet	
Is it an indoor or outdoor pet?	

### Is the pet:

De-sexed?  Yes  No  
Registered?  Yes  No

### If this pet is approved, I hereby agree to the following:

- When I vacate this property I will have the property professionally treated for fleas, and provide the receipt to Mangrove Housing.
- If the property is carpeted I will have the carpet professionally cleaned and deodorised, and provide the receipt to Mangrove Housing.
- I will be responsible for repairing any damage to the property or yard caused by the pet.
- I will aim to minimise any noise, odours or nuisance the pet may cause to my neighbours.
- I will not keep any other pets at the property without approval.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_



# MANGROVE HOUSING

*“your partner in community solutions”*

## **INFORMATION ABOUT PRIVACY AND CONFIDENTIALITY FOR TENANTS**

Mangrove Housing is committed to protecting your privacy and maintaining confidentiality.

The following information is provided to inform you about why we collect your personal information, when we disclose your personal information and to whom, and how you can access your personal information held by us.

### **Collecting and using personal information**

We will only collect and use personal information that is relevant and required to:

- assist in managing your application for housing, including assessing your eligibility and priority, suitability and affordability of properties, and
- support you in maintaining your tenancy and working toward housing goals.

You can update your information with us at any time to ensure it is accurate. If you believe there is personal information on your file that is inaccurate, incomplete or misleading, you can ask that this is amended.

We may use non-identifying data in certain circumstances. This may include:

- reporting to funding bodies about the services we provide
- service planning to improve how we meet the needs of tenants
- research to help improve our understanding of housing needs and our services.

When we use non-identifying data this means that your personal details such as your name, date of birth, address, contact details are not included.

### **Sharing information with other services and agencies**

We will only share your personal information with other people and organisations with your consent.

Your Client Housing Worker will tell you about what information we may be required to provide to government departments and other people. This may vary according to what type of housing you are applying for.

You will be asked to sign a [Consent for Information Sharing](#) form to allow Mangrove Housing to request your information from, or share your information with, any other people, services or agencies. Mangrove Housing will not share your information without your consent except in exceptional circumstances.

# INFORMATION ABOUT PRIVACY AND CONFIDENTIALITY FOR TENANTS

## **Limits to confidentiality**

The only time Mangrove Housing may share your information without your consent is if we believe that someone is at risk of harm, or if the law requires us to do so (for example if a criminal offence is committed or if a court orders that we have to provide information).

## **Storage of personal information**

Your personal information is safely and securely stored in locked filing cabinets and all electronically held information is protected by a password. Only authorised staff are able to access your personal information.

## **Disposal of personal information**

Your information is securely archived or disposed of when it is no longer required.

## **Access to your information**

You have a right to access personal information we have collected about you. You can let your Client Housing Worker know if you want to see your tenant records.

If we believe there is any information on your tenant record that we are unable to provide you with, we will discuss this with you and let you know how you can appeal any decisions.

## **Complaints and Appeals**

If you would like to make a complaint or an appeal about a decision Mangrove Housing has made, please call us in the first instance as we may be able to quickly resolve the issue.

If you would like to submit a complaint or appeal in writing, this can be given to your Client Housing Worker, handed in to the Mangrove Housing office, sent via post or emailed to [reception@mangrovehousing.com.au](mailto:reception@mangrovehousing.com.au)