

Starting a tenancy



This document explains our policy for starting a tenancy. It applies to all tenants and all tenancies managed by NSWALC Housing (NHL).

Our commitment to you

NHL aims to provide a quality housing service that is culturally sensitive and culturally appropriate for Aboriginal people in NSW.

When you start a tenancy with us, we:

- establish a positive and sustainable relationship with you
- make sure you are told about your legal rights and responsibilities as a tenant and that you're aware of our policies
- make sure we meet our legal and policy obligations to you as our tenant.

What you can expect when starting a tenancy with us

The Residential Tenancy Agreement

You are required to sign a *Residential Tenancy Agreement*. This complies with the requirements of the *Residential Tenancies Act 2010*.

The agreement is also signed by your Housing Officer, who explains to you the rights and responsibilities of NSWALC Housing as well as your rights and responsibilities.

You can have a support person assist you during this process.

Services to sustain your tenancy

We recognise that our tenants and other members of their households may have needs above and beyond their need for housing.

So, at the time of signing your agreement, your Housing Officer will give you the opportunity to discuss your needs and to request access to services for yourself or other members of their household.

We understand that these needs can change over time. During your tenancy, you will have other opportunities to let us know what services you need.

Your tenancy starter kit

We also give you a tenancy starter kit to help you understand your tenancy with us.

The kit includes:

1. A signed copy of the *Residential Tenancy Agreement*
2. A copy of the NSW Fair Trading *Tenant Information Statement*, in your preferred language if possible
3. A *Property condition report*
4. A *Consent to Exchange Information* form
5. A Centrelink *Deduction Consent and Multiple Deduction Scheme* form
6. A copy of *Keys received* form
7. A copy of our *Making complaints and appeals* fact sheet
8. A copy of our *How we calculate your rent* fact sheet

Want more information?



Call (02) 9689 4444 to speak to one of our Housing Officers



Send an email to housing@alc.org.au and we will get back to you



Visit our website at <https://nswalchousing.org.au/> and complete the contact form

Complaints and feedback

NSWALC Housing supports open feedback from our tenants, other members of their households, and community housing applicants.

We welcome your complaints and other feedback to assist with the continual improvement of our services and make sure they continue to meet your needs, and the needs of all our tenants.

You can make a complaint or give us feedback:

- Over the phone, by calling us on (02) 9698 4444
You can also request an interview to speak to us in person, where you can bring a friend or advocate for support.
- By using the tenant feedback form on our website at <https://nswalchousing.org.au/>
- By mailing it to NSWALC Housing Limited, PO Box 1125, Parramatta NSW 2124.
- By emailing us at housing@alc.org.au

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