



Intellectual Disability
Accommodation
Association Inc.

TENANT HANDBOOK

**For tenants who live in an IDAA property
and those who help them**

NOVEMBER 2016

1. WELCOME

The Intellectual Disability Accommodation Association (IDAA) welcomes you as a community housing tenant and we trust that you will enjoy living in your new home.

This Tenant Handbook is designed to help IDAA tenants, and people who help them, understand what is expected of a tenant and what help can be expected from IDAA.

2. TENANT HANDBOOK

This Handbook has been developed to help you manage your tenancy. You should always refer to your Residential Tenancy Agreement for full details regarding the terms of your tenancy.

Consumer and Business Services provides free telephone advice to answer any questions you may have about your rights as a tenant and IDAA's responsibilities as a landlord.

Consumer and Business Services can be contacted on 131 882.

3. CONTACTING US

It is important that you communicate with IDAA staff to discuss any issues that you have concerning your tenancy. IDAA is committed to providing a high quality service aimed at helping you to live successfully in your home.

It is also important that IDAA can contact you. If you change your phone number or email address we ask that you please let us know as a priority.

The staff at IDAA can be contacted on 8337 7432 – between 9am and 4pm Monday to Friday.

4. CONFIDENTIALITY

IDAA respects your right to privacy and will always seek your consent to share your contact details. IDAA will provide your contact details to third parties for the purpose of organising maintenance and coordinating a time between you and the tradesperson.

5. HOW CAN I PAY MY RENT?

IDAA have three payment options available for rent payments, as follows:

1. **Centrepay** is IDAA's preferred payment option

If you receive a Centrelink payment your rent can be paid fortnightly via Centrepay. IDAA can help you to complete the necessary forms.

2. **Direct Debit** is available to those tenants who don't receive a Centrelink payment or do not wish to give consent for Centrepay.

If you wish to use the direct debit option, you will need to sign a direct debit authority form giving your consent for your rent payment, or other amounts owed, to be drawn from your bank account each fortnight.

3. **Electronic Funds Transfer or Payment to the IDAA Bank Account**

Tenants can arrange for a regular fortnightly payment to be made to IDAA directly from their bank account or by making a deposit at a Bank SA branch. Payments made this way must have a reference that allows IDAA to identify who has made the deposit.

Our bank account details are as follows:

- Bank – Bank SA
- BSB – 105-135
- Account Number – 522370440
- Name of account – Intellectual Disability Accommodation Association Inc.

Rent Arrears

It is important to pay your rent in advance and always remain 14 days ahead at the commencement of your rent period. If you are unable to pay your rent, we ask that you contact IDAA immediately so that we can discuss suitable payment arrangements.

6. CHANGE OF ADDRESS

It is advisable to let people or service providers know that you have moved. Below is a checklist that may help you.

Parents/Relatives/Friends	Childcare/Family Day Care/School
Electricity/Gas/Water	Medicare/Private Health Fund
Telephone	Doctor/Dentist
Bank/Credit Union/Finance Company	Support Agency
Centrelink	Car Registration/Licence
Electoral Commission	Employer/Superannuation Fund
Insurance Company – life, contents, car	

7. KEYS

IDAA keeps a set of keys to each of its properties. IDAA will provide you with one set of keys at the start of your tenancy. If you lose your keys you must replace them at your cost. If you lock your keys inside the premises then you will need to call a locksmith to open the premises at your cost.

Please let IDAA staff know if you would like a key safe and we will help you to arrange one.

8. ELECTRICITY AND GAS

There are a range of providers that supply gas and electricity. IDAA does not endorse any provider and it is a tenant responsibility to find a provider that best suits your needs. Most electricity retailers do not charge a deposit, however, it is advisable to find out before you get your utilities connected.

As a tenant, you are responsible for all electricity and gas costs and for arranging the connection of these utilities in your name.

Most utilities have an account establishment/connection fee payable by the tenant. For gas and electricity there is a once-off establishment/connection fee, which is added to your first account. If you receive a Centrelink payment this fee may be reduced or waived – ensure you check with the electricity or gas provider.

Not all properties are fitted with gas, please check with IDAA staff if you are unsure what services are connected to your property.

Low income households are sometimes eligible for a concession or discount on utilities. If you receive a Centrelink Payment or hold a Concession Card please ask your electricity or gas suppliers about discounts and concessions.

Possible Service Providers

GAS	ELECTRICITY AND GAS
Origin Energy – Phone 132 461	AGL – Phone 131 245
	TXU – Phone 133 466

9. EMERGENCY SITUATIONS AND SIGNIFICANT ISSUES

An emergency situation is one in which emergency services need to be called. A significant issue means that you should contact IDAA in the first instance. In the event of a fire at the property please call **000**. In an emergency situation involving gas or electricity you should call your service provider as IDAA is unable to fix these problems. Please ensure you report the incident and any damage to IDAA as soon as the immediate problem has been rectified and it is safe and practical to do so.

It is advisable to keep a list of all emergency contact numbers handy in an easily accessible place.

10. WATER

Water is already connected to your property. If there are any issues or leaks please contact IDAA as soon as possible. It is very important that leaks, even minor ones, are reported as soon as possible to avoid any water damage or increased water use charges.

11. WATER RESTRICTIONS

Water restrictions apply to all SA Water customers. You may wish to check with SA Water for current water restrictions and any rebates that you may be entitled to.

12. TELEPHONE

There are a number of service providers offering competitive telephone service contracts, you will need to make enquiries to find a provider that meets your needs and budget. There are a number of fees that apply when having a phone connected. A once-off connection fee and usually, a monthly rental fee on top of your call costs. IDAA does not supply, repair or maintain any equipment or fittings for a telephone service.

13. INSURANCE

IDAA strongly advises all tenants to obtain contents insurance to cover window breakage and your possessions. As a tenant, you are responsible for insuring your own household possessions against loss or damage. These include items such as furniture, clothing and personal effects against circumstances such as fire, water damage and theft.

14. DURING YOUR TENANCY

As a tenant you have rights and obligation conditions in your Tenancy Agreement. Your responsibilities are detailed in your Agreement with some important responsibilities noted below.

- To pay rent on time (on the day that it is due)
- To pay all services connected to the property – electricity/gas
- To maintain lawns and gardens

- To correctly dispose of rubbish in a timely manner
- Not to maliciously damage or allow someone else to damage your home
- Not to use your home for an illegal purpose
- Not to interfere with the reasonable peace, comfort or privacy of a neighbour
- To leave the property in the same condition as it was at the start of your tenancy (fair and reasonable wear and tear excepted)
- To report any breakages or items that require maintenance.

15. INSPECTIONS

If requested by IDAA you must provide access for maintenance and inspections of your home. You will receive an inspection notice giving not less than 7 days' notice and not more than 14 days' notice.

16. QUIET ENJOYMENT OF THE PREMISES

All tenants have the right of quiet enjoyment to their home. You are responsible for the behaviour of your guests. You must ensure your household members and guests do not disturb the peace, comfort and privacy of your neighbours. Tenants should keep the noise of cars, motorbikes and the movement to and from the property to a minimum.

17. VISITORS

If you have visitors* who stay longer than 12 weeks they are considered to be residing in your home and you must declare all household income, including that of visitors (if you pay income-based rent). You must also inform IDAA if you wish to have another person live with you, and seek approval, as there may be over-occupancy issues. Failure to disclose or seek approval to have someone permanently live at your property may result in termination of your tenancy.

**Visitors must have their own ordinary place of residence, know when they will be returning to that residence and not be using your address for their mail. Visitors that do not comply with these requirements will be considered to be living at the property and must be declared to IDAA.*

18. ANIMALS

IDAA have a 'No Pet Policy' unless there are special circumstances. IDAA staff can advise you of what is considered a special circumstance.

19. ABSENCES FROM YOUR HOME

You can leave your home for periods of time, for example to go on a holiday. However, it is advisable to inform IDAA if you are going away for more than two weeks. This information is useful as it lets us know that the house has not been abandoned and in the event neighbours become concerned. If possible, please ask a friend or neighbour to collect your mail until you return. Alternatively, ask the post office to hold your mail. Secure all external windows and doors and where possible ask a family member or neighbour to check on the property

20. PAY TELEVISION

The installation, repairs and removal cost of pay television are your responsibility. Please discuss any pay television requirements with IDAA, prior to installation. We will provide written permission for any pay television related activity.

21. IMPROVEMENTS TO YOUR HOME

You must not add fixtures or make any changes to your home without first obtaining written approval from IDAA.

22. DAMAGE

You must pay for any damage to your home caused by household members or guests. You can arrange for a suitable contractor of your choice to make the necessary repairs or IDAA can supply you with contact details for qualified contractors. Please advise IDAA of any damage caused by fire, natural disaster, storm or vandalism.

23. RESPONSIBILITY FOR UPKEEP OF THE PREMISES

IDAA has a commitment to assist you in keeping your home in good condition and will provide:

- A maintenance service during business hours
- An emergency after hours service, Emergency Maintenance: 0414 367 735
- IDAA asks you to care for your home by taking reasonable steps to protect the property and follow some basic guidelines:
 - Report problems such as roof and gutter leaks, unsafe stairs/railings, dripping taps etc.
 - Keep gardens neat and tidy
 - Remove and responsibly dispose of any rubbish
 - Keep walls, floors, kitchen, laundry and bathroom surfaces clean and safe
 - Do not flush sanitary items, fat or oil down drains or toilets
 - Immediately report gas, water and electrical problems

24. REPAIRS

IDAA will pay for repairs that are needed due to fair wear and tear or because an item is in poor condition, as it has reached its expected lifespan. We will also arrange for an appropriate tradesperson or contractor to complete the work.

If you are unhappy with the work undertaken by the tradesperson or contractor, you are encouraged to report this to an IDAA staff member.

If you decide to undertake any non-trade repairs you must ensure that they meet the required standard. If you are unsure of the standard please discuss this with an IDAA staff member. Any repairs that you undertake that do not meet the required standard must be rectified at your cost.

25. MAINTENANCE AND EMERGENCY CHECKLIST

The following information may help you in dealing with some maintenance issues.

Fire

- In the event of a fire evacuate immediately
- Call emergency services on 000

Burst Pipes

- Turn off the water at the mains supply
- Contact IDAA immediately

- If a burst pipe is outside the boundary of the property (on the footpath) contact your local council or ask an IDAA staff member to follow up

No electricity

- Have you paid your electricity account?
- Check if street lights or your neighbour's lights are working as there may be a blackout in the neighbourhood
- Telephone your electricity service provider to ask if supply has been cut in your area
- Check that the main switch in your fuse box is turned on
- Check that the safety switch on the switchboard is in the ON position
- Check that all circuit breaker switches are in the ON position
- If the safety switch is OFF, unplug all electrical items one by one and turn the safety switch back ON. Plug in each appliance one by one, if the power goes out after plugging in one particular item then you have a faulty electrical appliance. Unplug this appliance and do not use it again. Turn the safety switch back on.
- If you have carried out the above and you are still not able to get power, call your service provider and they will advise you about what steps you need to take which will include whether you need to contact IDAA.
- If an electrician is called out and finds that a fault is due to a tenant owned or installed appliance, the tenant will be responsible for paying the account.

Leaking Gas

- If there is a strong smell of gas, turn off the supply to the meter or cylinder
- Open all windows and do not light any cigarettes, gas heaters or use anything with an open flame or spark
- Once you have carried out the above you should contact your gas service provider's emergency number or ask an IDAA staff member to do this for you.

No Gas

- Have you paid your gas account?
- Check with your neighbour to see whether they have a gas supply
- Telephone your service provider to ask if supply has been cut off in our area or ask an IDAA staff member to do this for you
- Check that the gas has been turned off at the meter

Hot Water Heaters

- If your hot water heater is leaking contact IDAA immediately

No Hot Water

- Have you paid your gas or electricity bill? You need power to heat up the water in the system
- Has the hot water valve been turned off on your system?
- Have you checked your tariff to see if the water is heating up at suitable time to meet your needs?

- Have you used up the hot water capacity in your system?
- If you have checked the above then contact IDAA.

Property Break-in

- If your home is broken into, you must report the incident to the police. Do not tidy up until the police have completed their inspection and provided you with a police report number.
- Contact IDAA if the break-in has resulted in the property becoming either unsafe, unsecured or damaged.

Broken Glass

- If the breakage is your fault, you should arrange for a local contractor and pay for the call out and replacement glass.

Smoke Alarms

- Smoke alarms are an early warning device for fires and sound a warning alarm to alert people in the house of smoke. Smoke alarms have been installed in your home for your safety. All smoke alarms are hardwired into the property's power supply.
- If the power supply is cut off for any reason a battery back-up will take over.
- For a smoke alarm to be fully effective it must be dusted regularly, this ensures the alarm will sound in the event of a fire, even in a blackout.
- Contact IDAA if your smoke alarm is defective or if you have concerns about looking after your smoke alarm.

Pests and Vermin

It is a tenant's responsibility to keep the property free from pests and vermin.

Please contact your local council if you encounter a European wasp nest.

26. GARDENS

Gardening services are provided by IDAA for communal areas only, it is your responsibility to ensure the gardens are kept neat and tidy.

27. END OF YOUR TENANCY

When you wish to end your tenancy with IDAA you will need to ensure that the following are completed.

- Fixed Term Tenancy Agreements do not expire until the stated end date. If you need to vacate before this date please contact IDAA to discuss.
- Periodic Tenancy Agreements require you give 21 days' notice that you are leaving unless it states otherwise. Please check your agreement.
- Arrange a date and time for the final inspection
- Arrange to hand back your keys
- Ensure your rent is paid up to the final date of your tenancy and that other debts incurred during your tenancy are repaid.
- Rent is charged up to and including the last day of your tenancy, provided you have given the correct notice and handed back the keys. If you leave and do not return the keys you will be charged for lock replacement costs.

- Advise IDAA of your forwarding address or contact number.
- Ensure that the property is left clean and tidy ready for another tenancy to move in as per the condition of the property when you moved in.

Whenever possible it is in your interests to attend the final inspection of the property. This allows you to discuss the condition of the property with the person inspecting it and resolve any issues that may arise from the inspection. During the inspection, IDAA will compare the condition of the property with the condition of the report from when you moved in. This allows IDAA to see what repairs are needed that have resulted from fair wear and tear and what repairs are not. You will be charged for repairs that did not occur as a result of fair wear and tear as well as cleaning and rubbish removal if the property was not left in a clean and tidy condition.

Important Phone Numbers		
IDAA Office	08 8337 7432	Maintenance or General Enquiries Mon-Fri 9am to 4pm
IDAA Emergency After Hours	0414 367 735	Emergency Maintenance that needs immediate response.
Police, Fire and Ambulance	000	When urgent emergency attendance is required.
Police-non urgent attendance	131 444	Non Urgent Policy Attendance
SA Power Networks	131366	Faults and Outages Power
SA Water	1300 883 121	Report Burst Pipes/Blockages in the street or No water to the property
State Emergency Service SES	132 500	Flood and Storm Response requests.
TIAS (Tenant Information and advisory Service)	1800 040 462	Free information, tenancy support and advice service Mon-Fri 9am to 5pm
Consumer and Business Services	131882	General advise on your Tenancy Agreement or the Residential Tenancies Act