

**City West Housing Pty Ltd
2/56 Harris Street, Pyrmont NSW 2009**

Contact Details

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**TENANT

INFORMATION

KIT**

It is very important that you become familiar with the contents of this information kit.

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Section 1 City West Housing Pty Ltd (CWH) Information

City West Housing Pty Ltd was established in 1994 to provide affordable housing for people either living or working in the Ultimo/Pymont area and later Green Square, who might otherwise be unable to obtain affordable, long term, secure housing in the area.

The Company's principal shareholders are the NSW State Treasurer and the NSW Minister for Housing. Once the company receives approval from the State Government to an annual business plan the Company operates in the same manner as any private company, with an independent Board of Directors (none of whom are Government employees) with all decisions made by the Board without referral to Government.

CWH does not distribute profits any surpluses it makes are re-invested to further the objectives of the company. CWH not only manages its properties but also manages the acquisition and development of properties. This in house ability has resulted in CWH providing additional properties for affordable housing at costs much less than private developers. This CWH model has been very successful and many other organizations have visited us and viewed our projects to learn from our achievements. A number of our properties have also won architectural awards.

At December 2008 CWH has provided accommodation to 491 households.

Contact/Office Hours

CWH Offices are located at:

2/56 Harris Street, Pymont NSW 2009

Phone: **8584 7500**

Fax: **9518 6600**

Email: Either 1. donna@citywesthousing.com.au
2. fred@citywesthousing.com.au
3. Maryanne@citywesthousing.com.au
4. tracey@citywesthousing.com.au

Office Hours: **8 am – 4 pm Monday to Friday (N.B. Tuesday 10 am – 4pm)**

We have an answering machine to take calls and record your message on those occasions when staff is unavailable or out of the office.

Policies.

CWH operates under the authority of the Residential Tenancies Act and in addition has approved policies for housing and tenant related matters such as:

Rent Policy (Including Arrears) – Eligibility, Selection and Allocations Policy – Transfer Policy- Day-to-Day Repairs and Maintenance Policy, Complaints Policy and Confidentiality Policy. Some of these policies are provided when signing your tenancy agreement and all of these policies are readily available at our office upon request.

Eligibility Criteria for Housing with CWH

In order to be considered for housing with the company, all the criteria listed below must be met.

1. Income Groups:

Your gross annual household income must fall within one of the following bands.

Group 1	Below \$29,093
Group 2	\$29,094 to \$47,381
Group 3	\$47,382 to \$80,180

The company on a regular basis reviews these income bands and applicants and tenants advised of revised figures.

2. Housing Need:

In order to be eligible for housing, your current housing must be unaffordable, inadequate and /or unsuitable. The suitability of your current housing will be assessed against criteria such as overcrowding, unsuitable location; unsuitable property type and whether the housing is temporary or you have an insecure tenancy.

3. Long Term Housing:

You must require long-term housing to be eligible for assistance.

4. Local Connection:

There are three ways in which the company defines a local connection with Ultimo/Pymont. One of the following conditions *must* be met for an applicant to be eligible for assistance:

- (a) You must be currently living in the Ultimo/Pymont area, (this includes the suburbs of Ultimo/Pymont and **some** areas within the adjoining suburbs); **or**
- (b) You must have lived in either Ultimo or Pymont, (postcodes 2007 and 2009), in the past for at least two years; **or**
- (c) You must be currently working in the Ultimo/Pymont area (this includes the suburbs of Ultimo/Pymont and some areas within adjoining suburbs).

Those with strong social ties to the area **may** also be considered for assistance (e.g. those who have relatives living in the area who require support).

5. Other

- You must not own assets or property, which you could reasonably be expected to use to solve your housing needs. All assets must be declared when applying to CWH.
- You must be a permanent citizen or resident of Australia.
- You must not have a conflict of interest as a result of close connections with the company, its Board or employees.
- The type of housing you require is owned, or will be owned by City West Housing.

Assessment of Applications

Applicants who meet the essential eligibility criteria will be prioritised according to the following factors:

- Housing need;
- Long term housing requirement; and
- Local connection.

Appeals:

City West Housing aims to provide a responsive, timely and effective housing management service at all times. As part of this service, City West Housing seeks to resolve any differences by negotiation and, where they arise, to deal with any appeals and complaints about our service speedily and fairly. City West Housing has adopted an Appeals and Complaints Policy and Procedures document to assist those applicants or tenants who wish to appeal a decision or make a complaint about the service they have received. Information on the appeals and complaints is available on request.

Section 2

Being a Tenant with CWH

Rights and Responsibilities

As a tenant of City West Housing, tenants have rights and responsibilities. When signing a tenancy agreement, you will have been given a booklet called the Renting Guide, which details these rights and responsibilities. In brief these include-

The tenant agrees to:

- Sign the tenancy agreement
- Pay the appropriate bond
- Complete a premises condition report
- Pay rent in advance and on time
- Advise of any change in household numbers, income or assets
- Keep the premises clean and in good condition including regular steam cleaning of carpets
- Repair damage caused by the tenant or any occupant or visitor
- Notify City West Housing of any requests to alter or add anything to the premises. Permission must be obtained before work is carried out.
- Not to cause noise or nuisance to other tenants or occupants – the tenant is also responsible for visitors at the property.
- Allow City West Housing access to the premises with appropriate notice.
- Not assign or sublet the premises
- Provide appropriate written notice when ending the tenancy – this is normally 21 days.
- When vacating the premises, leave the property in the same condition as set out in the condition report-fair wear and tear expected.

Additionally, City West Housing policies provide that a tenant has a right to apply for a transfer when the household size increases. City West Housing on receipt of a request endeavour to provide more suitable accommodation when it becomes available.

When a household size decreases, the tenant is required to move to smaller, more suitable accommodation.

City West Housing agrees to:

- Sign the tenancy agreement
- Complete the premises condition report
- Ensure the premises are reasonably clean and in reasonable repair
- Ensure the premises are reasonably secure
- Organise repairs as soon as is reasonably possible after notification
- Allow the tenant quiet enjoyment of the property
- Provide written notice to enter the premises unless in an emergency
- Give the tenant 60 days notice in writing of any rent increase (outside of changes in income which alter the tenant's contribution to rent)
- Terminate the tenancy in accordance with the tenancy agreement if required.

Section 3

Rent

Paying Rent

City West Housing Pty Ltd charges rent on a fortnightly cycle. This date always falls on a Monday every fortnight. **Rent is payable in advance and must be received into the CWH rent account by the Monday of each cycle.**

Rent can be paid in a number of ways:

- Using the deposit book provided at sign up at any Commonwealth Bank branch
- **(The CWH account is with the Commonwealth Bank, Haymarket (082-006) – Account number 10239 3679 (a reference must be included on all deposits made to identify the tenancy (i.e. your rent account number))**
- By direct debit. All the details of your rent account are in the deposit book provided. You can take this to your bank or work who can arrange to have the rent transferred into your rent account with your authorisation.
- You can send a cheque in the mail made out to City West Housing Pty Ltd
- By direct transfer via the internet

Rent Policy

City West Housing is affordable housing. As such, a rental rebate is provided on the market rent of the property (if applicable). We calculate rent according to how much the household earns before tax.

If you earn:

- Below \$29,903 you will pay 25% of your gross household income in rent
- Between \$29,094-\$47,381, you will pay 27.5% of your gross household income in rent
- Between \$47,382-\$80,180, you will pay 30% of your gross household income in rent.

In order to charge the correct rental, City West Housing requests that tenants provide updated income details every six months. A letter is sent asking tenants to return this information within a set time. If this information is not received, City West Housing retains the right to charge a market-based rent until the tenant provides the details.

If a tenant has an income change (this can be an increase or a decrease) before the six monthly reviews, they are requested to notify City West Housing immediately and provide appropriate documentation. If this is not done, the rental adjustment may be backdated to the date of the increase/decrease at the time of the next six monthly reviews.

Where a tenant's gross household income decreases CWH must be satisfied that the decrease is due to causes beyond the tenant's reasonable control, failing which the gross household income will be deemed not to have decreased below the minimum income level for the income band in which the household was classified immediately before the decrease.

Problems with Rent

If you are having difficulties making a rent payment, contact City West Housing immediately. We understand that tenants occasionally have financial difficulties and if the problem is discussed at the onset, a payment plan can be organised. This can prevent action being taken against the tenant for rental arrears, which can lead to the termination of a tenancy. If in doubt, call your Housing Manager who will be happy to discuss any concerns you may have and assist you with coming to a mutually agreeable arrangement.

Section 4

Communal Responsibilities

As a tenant of City West Housing we ask that tenant's take responsibility for the use of the communal areas within your building and treat them as part of their home.

In Particular:

Roof Top areas – the roof terrace areas are for the use of all residents and their guests. Ensure that consideration is given to other residents when using it for social gatherings and that usage is within reasonable hours.

Gardens – are attended to by the cleaner/gardener.

Car park Area – tenants who have a car space allocated to them have the privilege of parking a vehicle registered in the tenant's name only. Sub letting of a car space is strictly forbidden. It is important that the car park area is used for its intended purpose only and is not an area for children to play etc. Residents and their visitors should take care when passing through the car park.

Security - All doors are security keyed to prevent access by the general public. Residents and visitors have an obligation to ensure that when entering or exiting through any doors within the complex that the doors are secured behind them. This is very important to maintain a safe and secure environment. If someone presses the button and asked to be let in to the building never do so if you cannot identify that person. If you are approached or buzzed find out which unit they wish to visit and advise CWH immediately.

Lifts/Stairs – are cleaned regularly by our cleaners. We ask that all tenants take care not to litter these areas. Tenants are asked to report any concerns they have to CWH about the use of these areas.

Garbage/Recycling area – Council provides a weekly garbage and recycling service. Tenants are encouraged to recycle paper, glass and plastics, which will reduce the amount of garbage that is disposed of in the bins. If tenants place non-recyclable material in the recycling bins it will not be collected by the council trucks.

In general CWH asks that all tenants when using the communal areas act responsibly and that the areas be used appropriately. If any tenant witnesses any undesirable or offensive behaviour or use of any of these they are asked to contact CWH immediately.

Section 5

Maintenance and Repairs

Repairs Notification

Tenants are required to report any repairs/maintenance needs immediately to the office of City West Housing Pty Limited whose staff will advise and to be informed of the procedure (depending on the nature of the repair).

In the event of an emergency where CWH is uncontactable a tenant is authorised to arrange repairs with an Approved Contractor only as defined in clauses 16 and 17 of the Residential Tenancy Agreement.

A list of approved contractors is provided to assist tenants in these circumstances. If repairs are authorised by tenants outside the terms and conditions of the tenancy agreement they could be liable for the cost.

Repair Priorities

CWH has defined priorities of repair as follows:

Priority 1 – Emergency repairs

These can be defined, as any repair required avoiding a danger to health, a risk to safety of residents or serious damage to buildings. Examples: (As defined in the residential tenancy

agreement clause 16 and 17) include complete lack of service from electricity or water supply; gas leaks, blocked drains; serious flooding, failure of essential services for hot water, cooking, heating or laundering and any fault or damage that causes the premises to be unsafe or not secure.

Priority 2 – Normal repairs

These can be defined as reactive repairs, which do not fall into the emergency category, which have been requested by a tenant or from observation by CWH employees.

TARGET RESPONSE TIME

CWH'S targeted response period for each of the above categories is as follows:

PRIORITY 1 – EMERGENCY REPAIRS

To be dealt with by CWH within **24 hours** of becoming aware of the defect.

PRIORITY 2 – NORMAL REPAIRS

To be dealt with by CWH within **7 days** of becoming aware of the defect.

EMERGENCY TELEPHONE NUMBERS

NSW Police

Emergencies or crime in progress

Police Assistance Line/General Enquiries 131 444

Crime Stoppers Freecall 1800 333 000

Pymont Fire Station 9518 9304

State Emergency Service 132 500

Energy Australia (General Enquiries) 131 535

Electricity and Gas Sales 131 503

City West Housing Authorised Tradespersons for emergencies are as follows (contact CWH first if possible):

Electrician

John Curtin Electrical 0419 265 416

Plumber

Fairlight Plumbing Services 0414 792 289

Locksmiths:

Longhurst and Andrew (Yates) 131 911

Emergency Glass Repairs

O'Briens Glass 132 452

(Quote City West Housing Pty Ltd – 2120968)

General Telephone Numbers

City of Sydney Council	9265 9333
One Stop Shop (Sydney Council	9265 9255
Domestic Garbage & Recycling Services	9265 9001
Harris Community Centre	9552 1140
Australian Chinese Community Assoc.	9281 1377