

Welcome
to your
new home.



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Welcome to Nesti Housing

Nesti Housing is a for-purpose West Australian housing provider.

We provide property, tenancy, and asset management services to create housing solutions for people that require support to access a great home. This includes disability, justice and reintegration, homelessness, and crisis or transitional housing.

As a registered community and SDA housing provider, with a licensed real estate agency, our vision is to create a community where everyone belongs and feels connected. Our purpose is clear: we empower people to live their best life. At Nesti we're bringing opportunity home.

Let's dive into the details you need for an enjoyable tenancy with us.



Privacy Act and confidentiality

Nesti Housing takes your privacy seriously, and is committed to complying with the privacy laws that govern how we collect, use and disclose your personal information.

Commitment to confidentiality

Nesti Housing employees agree to undertake and abide by the Nesti Housing Code of Ethics and will keep confidential all information which is gathered as part of our work.

There are limits to confidentiality as required by law and may include:

- You are threatening to harm yourself or other persons and protection is required
- If the health or welfare of a child/young person is at risk
- You inform us that you have committed a serious crime
- You are using the property for illegal purposes
- When we have authority to release information, or you are housed with a support service. Such circumstances may require us by law to disclose personal information provided by you to law enforcement or other government reporting agencies.

Your tenancy

Before receiving the keys to your property, Nesti Housing and the prospective tenant must sign a Tenancy Agreement. This is a key legal document for your tenancy, and it contains information of what is required of the lessor (Nesti Housing) and the tenant. All tenants will receive a copy of their Tenancy Agreement.

Your rent setting

You will be asked for income details so that your rent can be set. Rents are set at 25% of household income plus Commonwealth Rent Assistance (CRA). You can also choose to sign an Authorisation Form which allows us to liaise directly with Centrelink about your income and any rental assistance payment you may receive.

Commonwealth Rent Assistance

If you are currently receiving a Centrelink benefit, you are eligible to receive Commonwealth Rent Assistance (CRA). It is important you claim your CRA Entitlement from Centrelink because Nesti Housing rent charges are based on you receiving this. If you need help claiming CRA, please contact your Property Manager.

Bond

A bond is an amount of money you pay at the start of your tenancy to cover any costs you might be liable for at the end of your tenancy (such as property damage, outstanding water charges or unpaid rent).

The maximum bond amount is set in law and is currently 4 weeks of rent. The bond money is held centrally by the State Government Bond Administrator, not Nesti Housing.

Your bond will be returned at the end of your tenancy if you do not have any debts owing and do not have any property damage or cleaning costs. Government assistance is available to help people pay their bond and your Property Manager can provide you with information about this if needed.

Pets

If you would like to have a pet, you must seek permission before moving into a property so we can make sure the home is suitable. You will also be required to pay a 'pet bond' of \$260.00 to go towards fumigation when you vacate. This money is held by State Government Bond Administrator, not by Nesti Housing.

Rent assessment and reviews

Rent is set at the start of your tenancy by considering you and your household's income and what the current market rent is for the property. Depending on your income, you will be charged either 25% or 30% of your household's eligible income plus eligible rent assistance or maximum rent for your property, whichever is lower. Nesti Housing uses market rents set by the ATO and will charge you a maximum of 75% of the market rental value for your property. If you have any questions about how your rent is determined, please talk to your Property Manager.

Paying my rent

Paying your rent on time is an important requirement to maintaining your tenancy.

Rent can be paid in the following ways:

- **Centrepay deductions:** Your rent is paid directly to Nesti Housing from your Centrelink benefit. Our staff can help you set up a Centrepay deduction. If you receive Centrelink funds, this is the preferred method of paying your rent
- **Other options:** You can use internet banking or set up a direct debit from your bank account to pay your rent. You can also make rent payments at your bank in person.

Payment details

BSB: _____

Account number: _____

Reference: _____

- **Non-rent payments:** Some tenants may have non-rent payments to make such as water usage charges. You can use all of the methods listed above to pay these non-rent charges. When you are making a non-rent payment, please remember to add your tenancy code number and full name so we can match your payment with the correct account
- **Rent arrears:** If you do not pay your rent on time your rental account goes into arrears, and you will be in breach of your Tenancy Agreement. If you are unable to make a rent payment it is very important that you contact your Property Manager as soon as possible to talk about a repayment plan.

Moving into the property

When you sign your Tenancy Agreement you will be given a property condition report describing the condition of the property you will be moving into. You need to check this report, add any comments you would like, and return it to your Property Manager within 7 days. You will then be given a copy to keep for your own record.

Utilities

Tenants are responsible for advising all utilities suppliers of their occupation details and are responsible for payment of all utility accounts used during the period of the tenancy. When you move out, you must notify the utility companies as well.

Concessions

If you have a concession card, you might be able to get discounts on things like:

- Electricity and gas bills
- Water bills (contact your Tenant Support Worker or your Property Manager for your water account number, then contact Water Corporation on **1300 659 951**)
- Public transport fares
- Ambulance costs
- Motor vehicle registration
- Cheaper medicine under the Pharmaceutical Benefits Scheme
- Bulk-billed doctor visits (check with your doctor)
- A bigger refund for medical costs when you reach the Medicare safety net
- Help with hearing services
- A discount to redirect your mail through Australia Post
- Selected entertainment activities, such as movie tickets and entry to events.

For more information about concessions available to you, contact Centrelink.

Keys

You will be given a full set of property keys at the start of your tenancy. If you lose your keys, please contact your Property Manager immediately as this is a security issue. You will be charged for the cost of replacement or if new locks are needed.

Property inspections

The Residential Tenancy Act requires Nesti Housing to carry out property inspections at your home on a regular basis. Inspections aren't something to be worried or feel anxious about - they are an opportunity to chat with your Property Manager about the support you need, or anything else to do with your tenancy.

Tenancy laws allow a landlord to enter a tenant's premises for reasons such as routine property inspections, up to a maximum of 4 per year. We'll write to you and give you 7-14 days' notice of your upcoming property inspection. If the time or date isn't suitable, please get in touch and we'll try to arrange a date and time that suits you.

We prefer it if you're present during our visit so you can let us know how things are going and whether there are any maintenance issues.

If available and you're happy for Nesti Housing to attend in your absence, we'll use the keys we hold to gain access, in accordance with the Residential Tenancies Act. Please leave your Property Manager a note if there's any issues you'd like to address. If there are property standards issues identified during an inspection, we'll notify you in writing. Depending on the situation, we might organise a follow up visit to check that property conditions have been improved.

Accessing your home

Tenancy laws allow a landlord to enter your home in your absence to carry out inspections. The landlord may also enter if there's an emergency, if they think the property has been abandoned or, if necessary, repairs need to be inspected or carried out. We'll always try and negotiate a time and date that suits you to access your property. Depending on the type of Tenancy Agreement, we may issue a Form 19 advising you of our intended entry to your home. This enables our team and associated contractors to access your property to carry out necessary repairs or maintenance.

Tenant liability

We expect that fixtures and fittings in your home will deteriorate over time with normal use. This is called fair wear and tear and you will not be charged for this. You will be charged for any damage caused wilfully, negligently or accidentally by you, members of your household or visitors. This is called tenant liability.

If you are charged tenant liability, you must pay the total cost of the repair after it has been carried out. If you are unable to pay the full amount, you can sign up to a Repayment Plan and pay the debt by instalments.

Damage caused by a third party who has not been invited onto your property will not be charged to you if it is reported to the police within 24 hours and a Police Report Number is provided to us. If the person who caused the damage is known to you, their details must be given to the police. We may verify information provided and press charges to recover the cost of the damages.

Residual current device (RCD)

RCDs detect an imbalance in the electrical current and disconnect the power within 10 to 50 milliseconds, preventing electrocution and fire. Electrical hazards are often hidden and can be difficult to identify, such as a faulty appliance, a small hole in an extension lead or a power board damaged internally. Electrical accidents can occur in an instant.

Your property will have at least two RCDs in your meter box or distribution board to protect all power points and lighting circuits in your rental home. Nesti Housing will also arrange electrical inspections of these devices to ensure they are working correctly.

During your tenancy, if only part of the house loses power you will first need to check if one of your RCDs has switched to the 'Off' position. This can be put back to the 'On' position. If it goes off again you may be using a faulty appliance which will need to be disconnected. Otherwise, please call your Property Manager who may need to have an electrician attend.

Smoke detectors

Smoke detectors are provided in all properties and are hard wired to the mains electrical system in a sealed unit. Batteries should be replaced every 12 months, however if they are going off without reason, please contact your Property Manager.

Nesti Housing does regular testing of the smoke detectors, and they have a lifespan of about ten years. Our regular checks will ensure they are renewed by or before their ten-year expiry date. If the unit becomes faulty, please contact your Property Manager.

Strata titled properties

Should you be moving into a rental property that is part of a strata titled complex there may be some additional rules or by-laws that apply. Your Property Manager will explain any of these before you sign your first Tenancy Agreement.

The Strata title by-laws may be attached to your Tenancy Agreement if available. Some of the following items for example may impact on your tenancy; additional approval from all owners to make additions by-laws for keeping pets, parking restrictions, speed limits within a complex, noise restrictions, and front garden standards.

Repairs and maintenance

Your maintenance request will be assessed based on the information you provide. Below is a guide on the estimated response times to expect when reporting repairs or making a maintenance request.

Emergency: 4-24 hours

Gas leak, burst water pipe, power loss

Responsive: Within 72 hours

Failure of an essential item or appliance e.g. stove top, oven, or washing machine

Minor Responsive: 7 - 21 days

Fly screen replacement, broken cupboard hinge, windows not opening

Cyclical: As required

Gutters, RCD and smoke alarms, air conditioning

How to request maintenance

It is the tenant's responsibility to notify their Property Manager immediately or lodge the request directly via the Nesti website. Tenants should not carrying out any repairs themselves and may be charged for any unauthorised repairs.

Our Maintenance Officers are available Monday – Friday 8.30am – 4.30pm.

After-hours repairs and maintenance services are available via **(08) 6493 2223**.

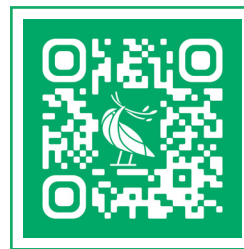
Maintenance process

Our Maintenance Officers will carry out repairs as soon as reasonably practicable, factors affecting repair wait times can involve the need for electricians, plumbers or other qualified trades to be booked, however most work can be attended to by Nesti's Maintenance team. Rest assured once a repair is reported, we immediately take action to resolve the repair request.

Lodge a maintenance request

You can scan the QR code below to lodge a repairs and maintenance request via the Nesti website.

Be sure to include as much detail as possible, including photos, so our team are best equipped and prepared to respond to your request.



Tenant responsibility

Tenants are responsible for the actions of anyone they invite onto the property, including anything that might lead to a breach of their Tenancy Agreement.

Responsibility

The tenant must:

- Use the premises as a place of residence.
- Not use or allow the premises to be used for any illegal purposes
- Not cause or permit a nuisance
- Not intentionally or negligently cause or permit damage to the residential premises
- Advise Nesti Housing as soon as practicable (within 3 days) if any damage occurs
- Keep the premises in a reasonable state of cleanliness
- Not cause or allow to be caused injury to Nesti Housing staff, contractors, or any person lawfully on adjacent premises
- Not allow anyone who is lawfully at the premises to breach the terms of the Tenancy Agreement.

Emergency maintenance

Any event or repair needed that might affect the safety of tenants or lead to property damage could be considered an emergency maintenance request.

Examples of emergency maintenance requests:

- Gas leaks or electrical faults
- Fire damage
- Burst water pipes or flooding
- Blocked drains
- Broken external doors or windows.

After-hours maintenance

If there's an emergency after-hours, please phone **(08) 6493 2223** for assistance.

Examples of emergency after-hours situations:

- Gas leak
- Burst water pipe or damaged water fitting that causes a large water loss
- Electricity, gas or water supply loss or fault
- Faulty smoke alarms or residual current devices

Locating your utilities

- **Water:** If you have a serious water leak, you should be able to locate the stop tap outside the front of the property. Once the water has been shut off, call your Property Manager (office hours 8.30am to 4.30pm). Outside of office hours call Water Corp on **13 13 75**
- **Gas:** If you have a gas leak, you should be able to locate the stop tap outside the front of the property. Once the gas has been shut off call your Property Manager (office hours 8.30am to 4.30pm). Outside of office hours emergency call ATCO on **13 13 52**
- **Electricity:** If you experience a loss of power at the property, check the electricity supply unit. This unit will normally be located inside the property, but may be outside, at head height. Check switches are in the ON position. When resetting, if trip switch will not stay on, unplug all appliances on circuit. Plug each appliance in, one at a time, and check switch for operation, continue adding appliances to circuit. If power goes off when plugging next appliance in this will likely mean the appliance is faulty. Unplug the faulty unit, and call your Property Manager (8.30am—4.30pm). We will arrange for repair. You can also call **13 13 51** or visit Western Power for a map of outages.

Emergency numbers

Police, Fire, Ambulance in an emergency: **000**

WA Police: **131 444**

ATCO Gas for leaks and emergencies: **13 13 52**

Department of Fire and Emergency Services for warnings and alerts: **1300 657 209**

State Emergency Service (SES): **132 500**

Poison Information Hotline: **13 11 26**

Ending your tenancy

The amount of notice you need to give before you leave your property depends on the terms of your Tenancy Agreement (i.e if you're on a fixed-term or periodic agreement). If you are unsure what type of tenancy you're on, check with your Property Manager.

Giving notice

If you have a fixed-term tenancy – you must give 30 days' written notice of your intention to vacate. You will need to provide written notice of your intent to vacate, or you might continue to be charged rent.

Other responsibilities when vacating your property

- You must provide Nesti Housing with a forwarding address - this is a legal obligation.
- Keys must be given back to Nesti on the day you move out (if keys aren't returned you might be charged for a lock change).
- Your property must be clean and free of all belongings and rubbish. A final property condition inspection will be carried out.
- Any damage and carpet cleaning may be charged to you, though you'll have the opportunity to do this yourself where possible.
- If you have money owing on your account, you'll be asked to settle the balance before you move out. If for any reason this isn't possible, please get in touch with your Tenant Support Worker before you move out, as they might be able to negotiate a payment plan with you.

Points to remember when vacating

- Leave the property in the same condition as described on the ongoing PCR
- You may attend the final PCR inspection with your Property Manager

- Keep paying rent up to the agreed vacate date
- Provide a forwarding address
- Return all keys and remotes to Nesti Housing
- Be sure to remove all furniture and personal belongings from the property and clean the property. The cost of rubbish removal and cleaning is expensive and you will be charged
- Nesti Housing will request a special final water meter reading for water usage at your property
- Bonds can only be released when all tenant liability invoices are received by Nesti Housing from the contractors.

Final account and bond release

Nesti Housing will issue a final account to your forwarding address once all invoices are received (such as a final water account and for tenant liability cleaning, rubbish removal or damage repairs). The Joint Application for Disposal of Security Bond will be enclosed for signing by you. If you agree with the final account, you must sign the disposal form, using the same signature you used when the bond was lodged, and return it to us. Nesti Housing will aim to complete this final account as quickly as possible but there is always a time delay as we wait for invoices to come in.

Nesti Housing does not hold the Bond and we cannot return any monies directly as the correct process needs to be followed.

If you owe money at the end of the tenancy, please make arrangements to pay the money to us immediately or set up a payment plan.

Appeals, complaints and support

Nesti Housing encourages applicants, tenants, and stakeholders to voice their opinions about our service. If we have made a decision that you are unhappy with you have the right to appeal. Additionally, if you do not like something we have done, let us know so we can investigate. To make an appeal or complaint please do so by phoning, emailing or writing to us.

Counselling supports and AOD services

- Any Medical Clinic (GP) offers mental health counselling referrals and can link you to help.

Otherwise, these Helplines are a free call counselling and information service:

- Mental Health Emergency Response Line: **1300 555 788**
- Lifeline: **13 11 14**
- Beyond Blue: **1300 224 636**
- The Samaritans Crisis Line: **135 247**
- Mens Line Australia: **1300 789 978**

Additional relief services

- Anglicare: **253 9500**
- Red Cross: **9225 8888**
- Salvation Army: **9260 9599**
- Uniting Care West: **9220 1288**
- St Vincent De Paul: **1300 794 054**
- Crisis Care: **9223 1111**
- Mental Health Emergency Response Line
Perth Metro Residents: **1300 555 788**
Peel Residents: **1800 676 822**





Questions?

If you need help or have any queries feel free to get in touch with the Nesti team.

Nesti Housing

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