

Y-Care (South East Queensland) Inc.



**YMCA AFFORDABLE HOUSING**

# **SLACKS CREEK**

**5 RESERVE ROAD**

## **TENANT INFORMATION HANDBOOK**

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## 1. WELCOME

Welcome to Y-Care Affordable Housing. Y-Care has three properties, Melville Place was opened in July 2009, Nowell B Taylor House in October 2012 and Slacks Creek in July 2022. Y-Care established these properties to meet the accommodation needs of community members who fit the eligibility criteria of the Department of Communities. The Tenant Information Handbook contains a brief on many aspects of tenancy but if you would like more information or clarification on the subject matter, please do not hesitate to contact the Housing Manager.

Y-Care's aim is to offer a safe and enjoyable environment for tenants to live. We will strive to create a community atmosphere free of discrimination where all tenants can feel free to contribute ideas and suggestions that are constructive to improving living conditions for all.

Please keep this booklet in a safe place for referral. If you have questions regarding anything in our Tenant Information Booklet or the Residential Tenancy Authority Information Statement (Form 17a) please ask the Housing Manager for clarification. Your feedback on the contents and information supplied will be appreciated to assist us with continuous improvement.

The contents of the Tenant Information Handbook will be updated and redistributed from time to time.

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## 2. ABOUT US

Incorporated in 2005, Y-Care is a registered charity and is governed by a voluntary Management Committee. Y-Care is the benevolent arm of the YMCA of Brisbane which is a not for profit organisation established in 1864. Y-Care's Management Committee believed that the naming of the complex should honour a very deserving person and former CEO, Mr Ross Melville, who held a long term desire for, and lobbied strongly to meet, the housing needs of the disadvantaged in the community and who was instrumental in developing a YMCA presence on the Gold Coast, was given that honour. Therefore, it was resolved the complex be known as "Melville Place, Nerang" and was opened for tenancy in July 2009. Nowell B Taylor House is named in honour of long term YMCA Member and Board Member Mr Nowell Taylor.

### ***Our Mission***

The YMCAs of Australia work together from a base of Christian values to provide opportunities for all people to grow in **body, mind and spirit**.

### ***Our Values***

The YMCAs of Australia are guided to achieve their Mission by the following Christian values.

We value:

- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.
- Diversity of people, communities and nations.
- Equality of opportunity and justice for all people.
- Healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.
- Acceptance of personal responsibility.

These core values translate into four key operational values:

**Honesty – Respect – Caring – Responsibility**



### **3. COMMUNICATION**

#### ***Tenant Notice Boards***

A Notice board is located outside the Community Room for use by Y-Care as the Landlord to post notices to tenants or information that tenants wish to display. Emergency numbers such as hospital, police, and doctors will also be displayed here.

#### ***Office***

If you have any questions regarding any matter in the complex, please feel free to approach the Housing Office for assistance. Office hours are posted on the office door and staff will be available for tenant enquiries. Tenants are to inquire with the office to arrange a time suitable to discuss tenancy matters. Tenants are requested to respect appointment times to allow sufficient time for staff to attend to Administrative duties and regulatory requirements.

#### ***Changing Needs***

Everyone has times in their lives where their housing needs change. Should you find your current housing unsuitable for any reason, please make an appointment with the Housing Office to discuss your needs. Changes may be as simple as you requiring some minor modifications to your unit to enable you to remain self-sufficient – e.g. shower rail, tap fittings etc.

You could find that you would rather be housed in a Studio unit rather than a one bedroom unit to cut down on upkeep and cleaning or you may like to request a move to a ground floor unit if stairs are a problem.

There is also a possibility that your financial circumstances may change leaving you ineligible for Affordable Housing. In this circumstance, which may be identified as a consequence of the regular Rent Review process or because you have informed us of your changed circumstances, we would assist you in whatever way we can.

#### ***Change of Information***

If information about you changes (e.g. phone contact, emergency contact, case worker) please let the office know so that records can be updated.

#### ***Holidays / Extended Absences***

YMCA Housing understand that at times tenants may need to be absent from their property for extended periods. However, we also recognise that if units are left unlive in for extended periods of time, other prospective tenants (i.e. homeless, rough sleepers) may benefit more from these units. In response, the YMCA Housing has set time limits on tenant absences based on policy used by the Department of Housing and Public Works.

#### ***Notifications***

If a tenant is going to be absent for a period longer than 2 weeks, that tenant is obliged to formally notify the office of the absence. Such notifications assist YMCA Housing to maintain an appropriate duty of care for all tenants.

## ***Approvals***

If a tenant is going to be absent for a period longer than 4 weeks, that tenant must apply to YMCA Housing for approval prior to leaving.

YMCA Housing will approve any valid reason. Examples of a valid reason are:

- A domestic or overseas holiday of a period of no more than 4 weeks within each 12 month period;
- Absence to engage in training or take up short term employment opportunities
- Family obligations such as caring for sick or ageing relatives

Other reasons will be considered on their merit and whilst YMCA Housing has the discretion to refuse an application, it will not do so unreasonably if the request is consistent with supporting the wellbeing of the tenant (and or that of their family).

YMCA Housing will automatically approve the following exempt reasons:

- Illness requiring hospitalisation
- Going into rehabilitation (or other form of support from a recognised community agency) to sustain a tenancy.

Where a valid reason exists for an absence YMCA Housing will permit the tenancy to continue provided the tenant continues to adhere to their tenancy agreement requirements.

## ***Breaches***

Should a tenant be absent for a period of more than 6 weeks without prior approval, YMCA Housing will class this action as a breach of its special terms and will take action accordingly. (See Standard 1.4 Ending Tenancies)

## ***Tenant Surveys***

Tenant surveys will be conducted throughout tenancies and tenants are asked to complete and return the forms so that Y-Care can respond to tenant needs, suggestions and concerns.

## ***Confidentiality***

Y-Care staff are required to maintain the confidentiality of tenant information and files. Please be aware that Y-Care cannot discuss the circumstances of a tenant with another tenant or person. No personal information on a client will be shared with anyone unless the client has given their informed consent or, in special circumstances, where the law allows an exception. Information on staff files cannot be accessed by anyone other than the YMCA Office Housing staff and the Y-Care Manager in the maintenance of tenant files.

# **4. COMPLAINTS**

## ***Complaints***

Tenants will not be discriminated against or punished for lodging a complaint and complaints can be lodged anonymously. All complaints will be investigated promptly, confidentially and impartially. The complaints form can be anonymous or if you would like either a response or an opportunity to discuss the matter in person, then you will need to put your name and contact details on the form. Any complainant or witness is assured that he/she will not be victimised or disadvantaged in any current or future association with Y-Care.

If a tenant perceives that they have a complaint about another tenant, it is preferable to discuss the matter with the person/s concerned in an effort to resolve the issue informally. Personal issues with another tenant should be dealt with privately by the tenants concerned. If face to face discussion with them does not resolve the issue or should the complainant feel unable to address the issue directly with the respondent, then the same process as outlined below will be followed:

If the complaint is about the tenancy

- (a) Contact the Housing Manager either in person, by telephone or in writing to lodge the complaint. It is preferable to put the complaint in writing (using Complaints Form AH02) following initial discussion
- (b) The Housing Manager or Y-Care Manager will attempt to bring the parties together in an attempt to resolve the matter.
- (c) If the matter is resolved, the complaint is closed and results documented.
- (d) Both parties will be notified of the outcome.
- (e) The complaint may be followed up in the interest of Quality Improvement
- (f) If a complainant wishes to remain anonymous the complaint will be treated confidentially, Y-Care will take all reasonable steps to protect your identity.

Should the complaint be against the Housing Manager or Housing Officer

- (a) Contact the Manager of Y-Care in writing (contact details provided in the front of this Handbook)
- (b) The Y-Care Manager will clarify the nature and details of the complaint
- (c) Response will be provided within seven working days of receipt where possible
- (d) The respondent will be notified of the complaint as soon as is practicable, and responses will be documented.
- (e) If the matter is resolved, the complaint is closed and results documented.
- (f) Both parties will be notified of the outcome.

If the complaint is about the Manager of Y-Care

- (a) the complaint should be put in writing to the CEO of the YMCA (contact details provided in the front of this handbook)
- (b) The CEO will clarify the nature and details of the complaint
- (c) Response will be provided within seven working days of receipt where possible
- (d) The respondent will be notified of the complaint as soon as is practicable, and investigation will be documented.
- (e) If the matter is resolved, the complaint is closed and results documented.
- (f) Both parties will be notified of the outcome.

If the matter is not resolved in any of the above situations:

- (a) An Action Plan may be required, including time frames
- (b) The complainant may contact the Chief Executive Officer to request intervention or consideration by the Management Committee of Y-Care

Both the complainant and the respondent have the right to the support of an advocate of his/her choice at any time. There may be occasions where the complaint is more appropriately handled by another person or agency. The Housing Manager will advise you of appropriate contacts.

## ***Disputes***

Should you believe that your complaint has not been handled appropriately you may consider that you are in dispute with Y-Care. If no agreement on the matter can be negotiated with Y-Care, there are agencies available to assist you with advice or support. Further information is available in the RTA Information Statement (Form 17a).

If the addressee is not satisfied with the outcome of the complaint investigation and/or resolution and wish to further pursue the complaint they may contact the Department of Housing and Public Works via their online complaints form: <http://www.hpw.qld.gov.au/aboutus/Pages/contactus.aspx> or by calling 13 QGOV (13 74 68).

#### Alternative Contacts and Resources

Residential Tenancies Authority: 1300 366 311; [www.rta.qld.gov.au](http://www.rta.qld.gov.au)

Tenancy Advice and Advocacy Services : Gold Coast North 5591 1102

Ombudsman: <http://www.ombudsman.qld.gov.au/home/default.asp>

Community Legal Centres: <http://naclc.org.au/centres.htm#QLD>

Community Justice Program: <http://www.justice.qld.gov.au/mediation/home.htm>

Department of Communities: (Robina) 5645 8100

## **5. MAINTENANCE / REPAIRS**

### ***Maintenance***

Y-Care as the Lessor (landlord) is responsible for repairs to and maintenance of the property. It is essential that you as a tenant contact the Housing Office as soon as possible if you become aware of any repairs or maintenance required in or around your unit or in the communal areas. You may be asked to complete a Maintenance/ Repair form detailing the issue. Tenants need to be mindful of the following:

- Please remember that damage caused by you or your guest is your responsibility.
- Y-Care is responsible for routine maintenance/repairs due to normal wear and tear.
- Tenants are not permitted to undertake repairs - please consult the Office.
- Tenants are not permitted to add fixtures and fittings to either the inside or outside of the premises without written permission from the Housing Manager.

### ***Repairs***

Emergency repairs will be initiated as soon as practicable within 24 hours of notification to the office. Emergency repairs are classed as:

- » a burst water service or a serious water service leak
- » a blocked or broken toilet
- » a serious roof leak
- » a gas leak
- » a dangerous electrical fault
- » flooding or serious flood damage
- » serious storm, fire or impact damage
- » a failure or breakdown of the gas, electricity or water supply to the property
- » a failure or breakdown of an essential service or hot water, cooking or heating appliance
- » a fault or damage that makes the property unsafe or insecure
- » a fault or damage likely to injure a person, damage the property or unduly inconvenience a tenant
- » a serious fault in a staircase, lift or other common area that unduly inconveniences a tenant in gaining access to, or using, the property.

All other repairs are classed as routine repairs and will be carried out in response to a tenant notification or if observed during inspection within a reasonable time (initiated within 2 weeks).

## ***Rubbish Removal***

Each tenant is responsible for the removal of their rubbish from their premises to the designated waste and recycling bins in the Bin area. To avoid maggot infestation, food scraps are to be placed into garbage bags (or other similar bag) tied securely before being placed into bins. Your cooperation in this regard will be appreciated by everyone. Tenants must not leave rubbish in YMCA public areas.

## ***Recycling***

Y-Care has a strong commitment to environmental best practice. All tenants are to ensure that recyclables such as plastic bottles, glass, paper, cans and other items are kept separate and placed into recycling bins. Tenants are also requested to flatten cardboard cartons and other items before placing into bins.

## **6. TENANT PARTICIPATION**

Tenants are encouraged to participate and contribute to building a sense of community. By providing feedback and support to management, Y-Care will be better positioned to involve all tenants. If you have any ideas or suggestions for ways in which tenants can participate, please do not hesitate to talk to the Office staff. Tenants may want to fundraise for social events or for the purchase of games or equipment for the community room. Let us know how we can help.

### ***BBQs***

YMCA Housing run regular BBQs which are held in the BBQ area, all tenants are invited and encouraged to participate. These informal get togethers provide an opportunity to socialise with other community members, meet new tenants and help break down isolation barriers.

## **7. RENTS**

YMCA Housing operate under the Affordable Housing Program of the Queensland Housing Community Rent Policy. Affordable housing is accommodation that is appropriate for the needs of a range of very low to moderate income households. Affordable Housing costs 30 percent of gross household income plus 100 percent of Commonwealth rent assistance. It may include a range of housing types and sizes and is only available in some locations and eligibility criteria apply.

### ***Rent and Other Charges***

- Rent is income based in accordance with the Affordable Housing Rent Schedule from the Community Housing Rent Policy of the Queensland Government Department of Communities.
- Rent for Affordable Housing is set at 30% of gross household income plus any Commonwealth Rent Assistance received
- Rent is subject to the number of approved persons living in the unit
- Rent is to be paid two weeks in advance
- Bond is equivalent to four weeks rent

The rent payable in Affordable Housing Accommodation differs from other types of housing and accommodation and rent amounts should not be confused with these other housing options.

## ***Method of Rent Payment***

It is desired that rent is paid by Centrepay or direct debit. Cash transactions are not a preferred method of rent payment. For security reasons, the majority of Y-Care facilities operate under cashless systems and cash payments are not accepted onsite unless prior arrangement has been made with the Housing Staff. Rent is to be paid two (2) weeks in advance at all times.

Your agreed method of rent payment is documented on your Tenancy Agreement. If you wish to alter these arrangements please contact the Housing Officer in advance – e.g. prior to cancellation of direct debit or Centrepay arrangements. A change in payment arrangements not provided to the Housing Officer in advance may lead to rent arrears and issue of a Breach Notice.

## ***Rent Arrears***

If at any time you should have difficulty in paying your rent on time, please consult the Housing Officer to discuss the situation. All possible assistance will be provided to support you in such a situation.

Should your rent become in arrears by seven (7) days, you will be served with a Notice to Remedy Breach (form 11) giving you seven (7) days to Remedy your Breach.

On receipt of a Breach Notice you must contact the Housing Officer to make arrangements for payment. It is essential that you respond promptly to a Breach Notice so that we can work together to remedy the breach and avoid further action. Reasonable payment plans can be negotiated to assist tenants to sustain their tenancy.

## ***Rent Review***

Rent reviews will occur annually. You will be notified by the Housing Officer two (2) weeks in advance to allow you time to collect relevant current proof of income documentation from your employer. Centrelink will provide you with an "Income Statement". Alternatively, if you have signed a Centrelink Authority form with Y-Care, we are happy to assist you by downloading your Income Statement from the Services Australia web site. The information downloaded from the Services Australia web site is the same as the Income Statement Centrelink supplies to you. An appointment will then be made for a confidential interview with the Housing Officer at a time convenient to you.

Rent for Y-Care tenants, including any change required following review, is calculated at 30% total gross income + Rental Assistance using the current Affordable Housing Rent Schedule provided by the Queensland Department of Communities.

Tenants will receive a copy from the Housing Officer on how the rent has been calculated. Please ask the Housing Officer if you would like further information regarding the manner in which rent is determined.

Information on a tenant's payment of rent or circumstances is confidential. No information will be released to any other party.

## **8. SERVICES**

### ***Community Room***

The Community Room has a kitchen, seating and tea and coffee making facilities. Tenant meetings and other social events will be held in this room. Tenants are welcome to use this room but should always check availability in case it is in use for training or meetings.

This facility is available for tenants to access during office open hours. If use outside of office hours is necessary please make arrangements with the Housing Manager. Tenants wishing to have family or friends over for a BBQ are more than welcome to use all the facilities of the community room for their guests. The kitchenette is also available for functions and special events. If the use of the kitchenette is required in addition to the community room, tenants are requested to make arrangements with the Housing staff.

## **9. SAFETY / SECURITY**

### ***Emergency Evacuation***

An Emergency Evacuation sign showing a diagram and emergency evacuation procedures is situated near the Community Room. Please ensure that you take careful note of this information and familiarise yourself with the layout of the units and all exits to the designated emergency assembly area.

Should you believe you may have any difficulty in leaving your unit quickly – e.g. disability or illness – please advise the Housing Officer so that we are aware of your needs in the event of any emergency.

### ***Keys and access Fob's***

Each tenant is provided with a fob and key to their premises and to any entrance security gate/entrance door. It is essential that you retain these keys and fobs in a secure manner and ensure your unit is locked during any absence. Tenants are responsible for the cost of having locks changed and/or keys and fobs re-issued should they be lost. Tenants are not permitted to change a lock. Should your keys be lost or stolen you must advise the Housing Officer immediately. The cost of replacing locks, keys and fobs if required will be a tenants' responsibility.

Should you inadvertently lock yourself out of your unit and the Housing Office is not available, please phone our designated 24 hour locksmith to gain access – Bris 2 Coast Locksmiths on 0413 353 400 which is at your own expense (approx. \$200).

### ***Fire Doors***

As the entry door to each tenant's premises are self-closing/fire doors these cannot be permanently chocked open and must be kept free of obstruction. Tenants are permitted to use chocks to hold doors open in order to get their mobility vehicles and shopping etc. inside the units, immediately after which the door is to be closed. In order to avoid fines imposed by the Fire Department, tenants are asked to keep their entry doors closed at all other times.

### ***Damage/loss of Tenant Property***

Please ensure that your doors and windows are secured whenever you leave your premises. Y-Care will take no responsibility for loss or damage to tenant property caused by intruders. It is recommended that you arrange contents insurance to cover your personal furnishings and effects.

## ***Damage/loss of Y-Care Property***

If you or one of your visitors causes damage to Y-Care property, you will be held responsible for the cost of repair/reinstatement. Should damage be caused by an intruder, you must immediately report the matter to the Police and obtain a Police Report Number. Notification should be given as soon as possible to the Housing Office.

## ***Security Cameras***

To safeguard tenants, architects designed in a number of security cameras covering gates and common areas. These surveillance cameras monitor the complex 24 hours a day and will be accessible by Police or Y-Care for verification of crime and misconduct only. Police are fully supportive of this initiative to help reduce crime in your suburb.

## ***Staff Safety***

Y-Care staff are on-site to support the needs of tenants and tenants are asked to show courtesy and respect to the staff. Y-Care staff are entitled to work in an environment free from threat, harassment and bullying. In dealing with such issues, the offending tenants will be warned that such behaviour is unacceptable and the behaviour should be discontinued. More serious instances will be reported directly to the Police.

# **10. STAFF**

Y-Care is one of a few housing property owners which provide staff on site. The role of the staff are as follows:

### ***Role of the Housing Manager***

This position leads the Community Housing program area and is responsible for overall day to day tenancy, property management and delivery of effective tenancy management practices for YMCA Community Housing and other residential properties. They also develop, implement and or amend procedures and policies to satisfy the legislative requirements of the National Regulatory System for Community Housing and have overall responsibility for staff.

### ***Role of the Housing Officer***

The Housing Officers role is to look after day to day tenancy issues and property management of the complex by enrolling and inducting new tenants, monitoring rent payments, renewing lease agreements, management of tenancy breaches, dealing with complaints in an objective manner and meeting the needs of the tenants where possible..

### ***Role of the Maintenance Officer***

The Maintenance Officer will look after minor repairs and maintenance of the complex. They will also undertake mowing, cleaning and security duties.

### ***Role of Manager of Y-Care***

The Manager of Y-Care has a portfolio which covers a range of YMCA benevolent areas, one of which is the affordable housing units at Nerang and Slacks Creek.

## **11. TENANCY**

### ***Good Neighbour Policy***

All tenants are entitled to expect to live in a community where their privacy is respected and anti-social behaviour is not tolerated. Tenants are entitled to quiet enjoyment of their premises as this is their home therefore we ask that noise is kept to a minimum after 9pm.

Anti-social behaviour is any instance of aggressive, threatening or disruptive behaviour or dumping of rubbish, which substantially interferes with any neighbouring tenant's use or enjoyment of their premises, or intentionally or recklessly causes damage to property or persons. Tenants are responsible for their own behaviour as well as the conduct of their other occupants and visitors to their property. Please remember that your neighbours are entitled to the respect that you would wish to receive from them.

### ***Alcohol Free Zones***

All public spaces, the Community Room including kitchenette and adjoining BBQ area are all Alcohol Free Zones. Tenants must comply with this policy and should advise their guests of this before they enter the complex.

### ***Smoking Policy***

Tenants are required to observe the policy of the YMCA and Y-Care regarding smoking. Reserve Road, Slacks Creek is designated non smoking.

Smoking in units, on balcony's and in public areas is considered a fire / health risk under Work Place Health and Safety. No smoking is listed as a Special Term in your tenancy agreement therefore if you breach this policy you may be subject to a breach and/or an eviction notice.

### ***Tenant Responsibilities***

Responsibilities of tenants under the Residential Tenancies Act are clearly outlined in the RTA booklet (Form 17a). Further particular responsibilities are outlined in this Tenant Information Handbook. Please ensure that you are familiar with your responsibilities.

### ***Y-Care Responsibilities***

Our responsibilities as a landlord are also clearly set out in Form 17a. If you have any questions, please consult the Housing Manager. If you have a concern or complaint regarding any aspect of our service, please consult the Housing Manager, or follow the Complaints Policy.

### ***Additional person/s living in a unit***

Tenancy agreements specify the number of people who may reside full time in a unit. Tenants may have visitors to stay on the odd occasion for a limited period, with the permission of the office however any additional person who resides in a unit at any regular intervals, will be regarded as permanent household members. This will place the tenant of that unit in breach of their tenancy agreement.

## **Pets**

Because of the closeness of units the keeping of pets will be restricted to:

- A small fish tank for the keeping of fish only
- Guide Dog or Hearing Dog for those tenants whose disability requires the keeping of same

If complaints are received that the pets outlined above are interfering with the reasonable peace, quiet enjoyment and privacy of neighbours, the approval to keep the pet may be revoked.

## **Ending Tenancies**

Should you decide to end your tenancy with YMCA Affordable Housing, please follow the procedures outlined in the Residential Tenancies Authority booklet (Form 17a) which was provided to you at the beginning of your tenancy in your welcome pack. Please read Form 17a carefully to ensure that you are familiar with circumstances where we may be obliged to end the tenancy.

We are committed to assisting tenants to sustain their tenancy if at all possible, and will work with you to address any issues which arise. If rent arrears is an issue, we will assist you to develop a plan for payment. If improved circumstances present themselves to a tenant which allows them to move on to a better lifestyle, then we hope that those tenants have enjoyed their stay during the transition. Your feedback in the form of an exit survey would be very welcome for our records.

## **Breaches**

Breaches may be described as issues of non-compliance with agreements, objectionable behavior, violation of a person's rights, gross misconduct, acts that cause serious injury or harm, willful damage, disruption to the quiet enjoyment of residents or rent in arrears. Where breaches may occur, actions will be taken in accordance with the Residential Tenancies Authority (RTA) guidelines.

## **12. UNITS**

Reserve Road, Slacks Creek consists of a mixture of one-bedroom and two-bedroom units. Fittings and features have been designed to provide comfortable living conditions for tenants.

### **Inspection of Units**

All properties will be inspected at least twice annually but may be inspected each 3 months.

- We must provide you with 7 days notice to enter your premises.
- You may be able to negotiate a more convenient alternate time with the Housing Manager if the time advised is unsuitable.

Should your premises not be reasonably clean and in good repair we may issue a breach notice. This notice will allow you 7 days to rectify the situation and avoid further action. If you require assistance to remedy any breach, please speak to the Housing Manager.

### **Railings**

No clothing, sheets or towels are to be hung over balconies. This will help to reduce loss of property due to winds and will maintain the standard of your home.

## ***Balconies***

Tenants are asked to take care when watering plants or washing floors on balconies to ensure that water does not flow over onto the tenant space below. Balconies should not be used for storage of household items.

## ***Gardens***

Ground floor units have garden spaces and other open space is available for tenants to enjoy leisure gardening. It is pleasing that tenants take pride in their garden spaces and planting is encouraged. It would be greatly appreciated if tenants could abide by the non-planting of vines and creepers as they can get out of control by climbing on walls and bricks and damaging fences.

## **12. VEHICLES**

### ***Car Parking***

Car parks are limited in the complex. Each unit has been allocated one undercover parking space on site. These spaces will be clearly marked and will be sign posted with the registration number plate of their car. Authorisation cannot be transferred or given to another tenant. Visitors are not permitted to park in the complex. Gate entry codes or fob's are not to be given out to friends or family members. Car parking spaces are not to be used as storage for undriven, unregistered or unroadworthy vehicles.

Generous off-site parking is available to those with more than one vehicle and tenants are asked to observe parking legalities, Logan City Council parking restrictions where they might apply and respect the parking spaces for residents of the surrounding streets.

### ***Washing of Vehicles***

To wash your vehicle, please see the Housing Manager who will indicate to you where you may wash your car. Please ensure rubbish you remove from your vehicle is put into the appropriate rubbish areas. If your vehicle leaks oil or fluids please remove your vehicle from the car park until repaired and advise the Housing Manager.