



ACCESS 2 PLACE HOUSING

TENANCY GUIDE



Contact Us

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CONTENTS

| | |
|--|----------------|
| 1. ACCESS 2 PLACE HOUSING..... | Page 4 |
| 1.1 About Us..... | Page 4 |
| 1.2 Access 2 Place Housing Values and Service Principles..... | Page 4 |
| 2. SERVICE PARTNERSHIPS..... | Page 5 |
| 2.1 What service partnerships might operate in your house?..... | Page 5 |
| 2.2 Service principles where a personal support agency is involved..... | Page 6 |
| 3. ELIGIBILITY | Page 7 |
| 3.1 Tenant Eligibility Criteria..... | Page 7 |
| 3.2 Tenant Selection | Page 8 |
| 4. RENT AND OTHER PAYMENTS..... | Page 8 |
| 4.1 Determining Rent..... | Page 8 |
| 4.2 Rent Payments and Security Bond..... | Page 9 |
| 4.3 Rent Reviews..... | Page 9 |
| 4.4 What if I am unable to pay rent on time?..... | Page 10 |
| 4.5 What if I don't agree with a charge?..... | Page 10 |
| 5. MOVING IN..... | Page 10 |
| 5.1 Preparations and Processes..... | Page 10 |
| 5.2 Utilities..... | Page 11 |
| 6. RESPONSIBILITIES..... | Page 11 |
| 6.1 Tenant Responsibilities..... | Page 11 |
| 6.2 Landlord Responsibilities..... | Page 12 |
| 6.3 Personal Support Agency Responsibilities (relative to the property)..... | Page 12 |
| 6.4 Garden | Page 12 |
| 6.5 Rubbish and Recycling | Page 12 |
| 6.6 Insurance | Page 13 |
| 7. REPAIRS/MAINTENANCE AND BREAKDOWNS..... | Page 13 |
| 7.1 Payment Responsibilities | Page 13 |
| 7.2 Fair Wear and Tear..... | Page 13 |
| 7.3 Items not Maintained by the Landlord..... | Page 13 |
| 7.4 Who can Make a Request for Maintenance or Repairs?..... | Page 14 |
| 7.5 Prioritising Repair Work..... | Page 14 |
| 7.6 After Hours Emergency Work..... | Page 15 |



CONTENTS

| | |
|---|----------------|
| 7.7 Cyclical (Routine) Maintenance..... | Page 15 |
| 8. ACCESSIBILITY..... | Page 15 |
| 8.1 Accessible Housing..... | Page 15 |
| 9. PROPERTY INSPECTIONS..... | Page 16 |
| 9.1 What to Expect From a Property Inspection..... | Page 16 |
| 10. VISITORS..... | Page 16 |
| 10.1 Visitors..... | Page 16 |
| 10.2 Visitors and damage to the property..... | Page 17 |
| 10.3 Do visitors need to pay rent?..... | Page 17 |
| 11. PETS..... | Page 17 |
| 11.1 Can a Tenant Have a Pet?..... | Page 17 |
| 12. SMOKING..... | Page 18 |
| 12.1 Can I smoke at my property..... | Page 18 |
| 13. MOVING OUT..... | Page 18 |
| 13.1 Steps to Take When Moving Out..... | Page 18 |
| 14. HOW TO GIVE FEEDBACK..... | Page 18 |
| 14.1 Compliments, Complaints and Appeals..... | Page 19 |
| 14.2 Who Do I Contact If I Have A Question?..... | Page 19 |
| 15. RIGHT TO AN ADVOCATE..... | Page 20 |
| 15.1 Right to an Advocate..... | Page 20 |
| 16. CRITICAL INCIDENTS..... | Page 20 |
| 16.1 Critical Incidents..... | Page 20 |
| 17. FORMS | Page 21 |
| 17.1 Additional person(s) request & review form..... | Page 22 |
| 17.2 Pet Agreement form..... | Page 24 |
| 17.3 Applications to undertake alterations or additions form..... | Page 25 |
| 18. EMERGENCY CONTACTS..... | Page 27 |
| 18.1 Emergency Contact Numbers..... | Page 27 |



1. ACCESS 2 PLACE HOUSING

Welcome to Access 2 Place Housing. This Guide provides information and contacts to support you as an Access 2 Place tenant. As a tenant, you have both rights and responsibilities which are outlined in full in your Residential Tenancy Agreement. A2P also has rights and responsibilities as your Landlord.

Please contact your Tenancy Officer if you have any questions regarding your home and Conditions of Tenancy.

1.1 ABOUT US

Access 2 Place Housing (A2P) is the social landlord for a range of accessible community houses in metropolitan and regional South Australia and our mission is to provide innovative, choice based and affordable housing options and tenancy management services for people living with a disability.

More information about A2P and our work is available on our website at www.access2place.com.au

1.2 ACCESS 2 PLACE HOUSING VALUES

Access 2 Place Housing has core value that underpin all our policies, processes and service delivery. Please refer to the 'A2P Service standards' brochure for more information.

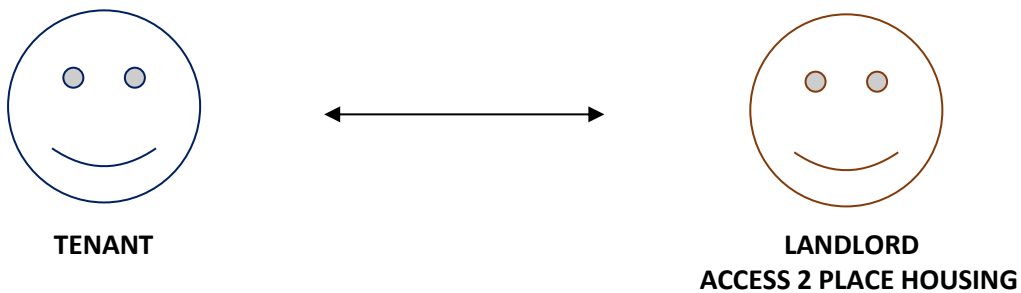




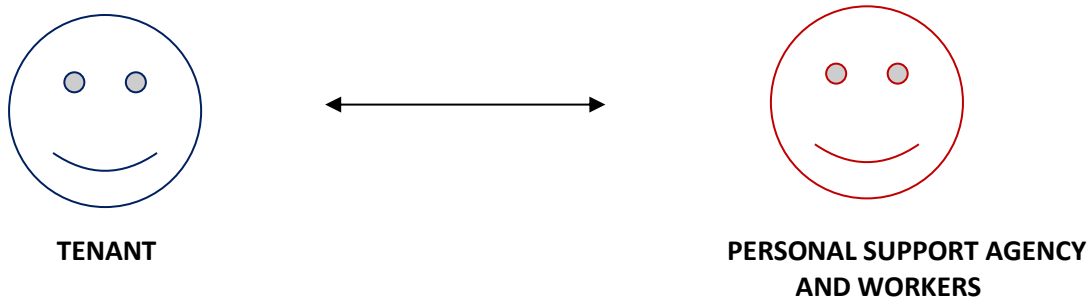
2. SERVICE PARTNERSHIPS

2.1 WHAT SERVICE PARTNERSHIPS MIGHT OPERATE IN YOUR HOUSE?

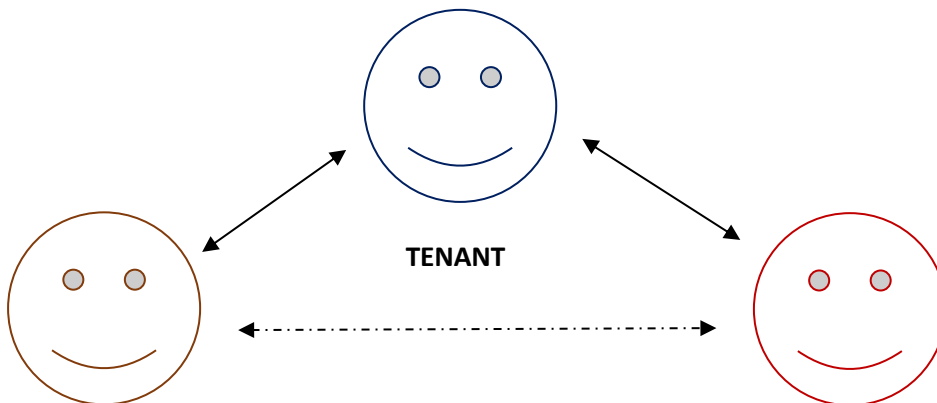
There is a rental partnership that involves a tenant and a landlord (Access 2 Place Housing)



In some situations, particularly if a person is living with disability and requires support with daily living, a tenant will have a separate partnership with a personal support agency.



The tenant's partnership with the landlord and the personal support agency are separate.





| | | | | |
|-----|--|---|--|-----------------|
| 2.2 | LANDLORD ACCESS 2 PLACE HOUSING | SERVICE RELATIONSHIP PRINCIPLES WHERE A SUPPORT AGENCY IS INVOLVED | PERSONAL SUPPORT AGENCY AND WORKERS | PERSONAL |
|-----|--|---|--|-----------------|

Separation of tenancy services from support services

Disability support services are not included within an Access 2 Place Housing Residential Tenancy Agreement. Access 2 Place Housing becoming your landlord will not change anything regarding the way in which your support or care services are delivered. Changes to your support services will not affect your Tenancy Agreement with Access 2 Place Housing. If you require changes to the way in which your support services are provided this will need to be negotiated with your support provider. If you require changes to your property and/or Residential Tenancy Agreement, this needs to be negotiated with Access 2 Place. Access 2 Place Housing will work with you, and the people who provide you with support services, to facilitate a sustainable and safe tenancy.

In some cases there may be a ‘Collaboration Agreement’ between Access 2 Place, the tenant/s and the primary Support Agency which outlines certain responsibilities and obligations relating to that tenancy.

A Tenant’s Home

People living with disability are the tenant and the tenant must be at the centre of all decisions related to tenancy responsibilities and the enjoyment of the property. The property is the tenant’s home and tenants are encouraged to decorate and furnish their home to suit their individual taste. This can include personal touches, comforts and accessibility modifications (refer to Section 7 for further information on how to apply for landlord approval before to make changes that modify the property.

Responsibility

To rent a property from Access 2 Place Housing you must uphold your tenant responsibilities, with assistance from personal support workers where necessary. Access 2 Place Housing will uphold its responsibilities as a landlord.



Regulation

Access 2 Place Housing manages tenancies as prescribed under the *Residential Tenancies Act* and a suite of funding agreements. Where applicable they guide the setting of rents and exemptions for maintenance and repairs. Further information is available at www.sa.gov.au/housing

3. ELIGIBILITY

3.1 TENANT ELIGIBILITY CRITERIA

To be eligible to lodge a Registration of Interest for Community Housing, all registrants must satisfy the base eligibility criteria as outlined in the *Community Housing Core Operating Procedure – Eligibility*.

A Registration of Interest for Community Housing may be lodged by an individual irrespective of their race or ethnic origin, disability, marital status, religious or political opinion, pregnancy, sex or sexuality, provided that:

- The Registrant is a current resident of South Australia; and
- The Registrant is in receipt of independent income; and
- The Registrant and any member of their household named in the registration do not hold ownership in residential property.

** There may be extenuating circumstances which allow exceptions to the base eligibility criteria.

Additional eligibility requirements for houses provided by Access 2 Place;

- Be in receipt of a disability support pension or equivalent
- Require significant support/s in your day to day living
- Demonstrate financial need (low income earner)

Preference will be given to National Disability Insurance Scheme (NDIS) participants.

3.2 TENANT SELECTION



The selection of tenants for a vacant property shall be the responsibility of Access 2 Place Housing. Access 2 Place Housing has an established process for allocating eligible tenants to available dwellings. All decisions in relation to eligibility assessment, determination of category of need and allocation will be clearly documented.

Access 2 Place Housing will adhere to the principles and procedures outlined in the community Housing Registration Management Policy for tenant selection processes for dwellings prescribed by Housing SA eligibility criteria. Access 2 Place Housing will assess the suitability and need of the Applicant Household taking into consideration the following matters:

- The values and principles of Access 2 Place Housing
- The requirement that the prospective Applicant meets the Tenant Eligibility Criteria
- The appropriateness of the housing to facilitate any clinical and behavioural requirements of the Applicant Household
- The capacity for any member of the Registrant Applicant to contribute positively to the living environment and not cause or permit an interference with the reasonable peace, comfort or privacy of another person who resides within or in the immediate vicinity of the premises.

4. RENT AND OTHER PAYMENTS

4.1 DETERMINING RENT

Access 2 Place Housing provides accommodation at a rental rate often considerably below the market rate. Rent is set according to Housing SA's policy for Community Housing.

Income based rent

Depending on your financial circumstances, rent is either income-based (a percentage of your income) and charged at 25% of the households gross income plus 100% of eligible Commonwealth Rental Assistance (CRA); or it is charged at the market rate. Full details are available in the Access 2 Place *Rent Management Policy* and *Minimum Rent Policy*, which are available from the Access 2 Place Housing office.



4.2 RENTAL PAYMENTS AND SECURITY BOND

All tenants must pay a security bond of at least four (4) weeks rent and rent must always be paid two (2) weeks ahead.

How to pay your Rent

You can pay your rent via the Centrepay Rent Reduction scheme or by Direct Debit into A2P' bank account.

- Centrepay Rent Reduction scheme: if you are on a Centrelink benefit, your rent can be debited fortnightly from your account straight to A2P. Please see the 'applying for Centrepay' form included in this guide for further information, or call our office for assistance.
- Direct Debit: please call or email Access 2 Place Housing for bank account details or refer to your lease for bank details.

4.3 RENT REVIEWS

Rent reviews will be conducted at least once a year. A2P will send a rent review letter to you to provide evidence of your household income, for A2P to work out the amount of rent to be charged. If you do not reply within the time specified on the request, your rent will be set at the market rent rate. This is the highest amount of rent that can be charged for your property based on the capital value of the property and is calculated by the Valuer General or an independent Valuer on a yearly basis. If you sign the Income Confirmation Service (ICS) consent form provided by your A2P Tenancy Officer, you can give Centrelink permission to provide your income details to A2P and you should not need to provide evidence of your income at rent review times.

If the home you are residing in is registered with the NRAS (National Rental Affordability Scheme) your rent will be reviewed annually on or around the anniversary of your commencement date.



4.4 WHAT IF I AM UNABLE TO PAY RENT ON TIME?

If you are unable to pay your rent on time, please contact Access 2 Place Housing and we will do our best to work with you to find a solution.

4.5 WHAT IF I DON'T AGREE WITH A CHARGE?

Access 2 Place Housing has both an informal and formal way to question a decision, policy or process related to your tenancy. Access 2 Place Housing has a range of information brochures: 'We Appreciate Feedback', 'How to Make a Complaint', 'How to Appeal a decision' or our 'A2P Service Standards'. To access them please visit our website or contact the office to request a copy.

5. MOVING IN

5.1 PREPARATIONS AND PROCESSES

The following process is in place to support tenants as they move into their new home:

- **Establishing a Tenancy Agreement**

Once a tenant is matched with a property, Access 2 Place Housing will arrange for a *Tenancy Agreement* to be signed. This document establishes the formal (legal) relationship between the tenant and Access 2 Place Housing.

- **Paying Rent and Security Bond**

Your rent and security bond is established and paid and must be paid prior to taking possession. A2P are unable to hand over keys to the property until security bond and required rent is paid.

- **Contact Details**

Your household contact details, family/personal support worker and any other relevant consents are recorded.

- **Adaptations to the House**



If you need any modifications to the property you will need to discuss this with Access 2 Place Housing. You need to apply in writing using the 'Property Alterations – Additions Form'. Access 2 Place Housing must approve in writing all modifications to a property. A copy of 'Property Alterations – Additions Form' is included in this guide or you can email the office for an electronic copy

- **Initial Property Inspection**

An initial property inspection will need to be undertaken by an Access 2 Place Housing Tenancy Officer to record the condition of the property. A copy of the 'Property Inspection Form' will be filled in by the Tenancy Officer and signed. The form will be used to record the condition of your home when you move out and to compare this to the condition of it when you moved in. You will then be given a further 14 days to check and add any comments to the report and return to A2P for filing. 2 copies of the completed inspection report will be provided to the new tenant.

5.2 UTILITIES

The tenant must arrange for the connection of utilities, such as electricity, gas and telephone, into their name. This process is recommended to be done in advance of the moving in date, we suggest contacting the supplier of choice at least 5 days before moving in. It remains the responsibility of the tenant to connect utilities, with the exception of water. Supply of water to the property is the responsibility of Access 2 Place Housing.

6. RESPONSIBILITIES

6.1 TENANT RESPONSIBILITIES

Your responsibilities as a Tenant are outlined in the Tenancy Agreement you sign before moving into your Access 2 Place Housing rental property. Your tenancy services are separate from your support services and it is your responsibility to maintain your service relationship with your support provider.

If your support worker and/or support provider damages the property, you will be responsible for any charges payable to Access 2 Place Housing.



6.2 LANDLORD RESPONSIBILITIES

The responsibilities of the Landlord (Access 2 Place Housing) are to:

- Ensure the house is clean before the tenant moves in.
- Meet the cost of necessary repairs resulting from wear and tear to the property, as determined by Access 2 Place Housing (refer to Section 7 for more information).
- Provide appropriate notice to enter the tenant's premises.
- Provide a tenant with appropriate receipts of all payments.
- Provide a tenant with a copy of the lease agreement and inspection sheets.
- Keep tenant details confidential.
- Only request information where it is relevant to a tenancy.

6.3 PERSONAL SUPPORT AGENCY RESPONSIBILITIES (RELATIVE TO THE PROPERTY)

The responsibilities of a personal support agency, if one is in place, may include supporting you to meet your responsibilities as described in your Tenancy Agreement. If you are unsure, please discuss this with your support provider.

6.4 GARDEN

Tenants are responsible for keeping the garden neat and tidy throughout the duration of the tenancy.

6.5 RUBBISH AND RECYCLING

It is the tenant's responsibility to dispose of rubbish from the house and garden. Please check with your local council about dates for rubbish collection and access to recycling and general waste bin services.

6.6 INSURANCE



Building

Building insurance for the property is provided by Access 2 Place Housing.

Contents

Tenants are advised to arrange their own contents insurance. It is the tenant's choice and responsibility to organise contents insurance.

7. REPAIRS/MAINTENANCE AND BREAKDOWNS

7.1 PAYMENT RESPONSIBILITIES

Repairs required as a result of **anything other than normal wear and tear** must be paid for by the tenant in a timely manner as negotiated with Access 2 Place Housing.

7.2 FAIR WEAR AND TEAR

Fair wear and tear' means any deterioration of, or damage to, the property due to age and/or reasonable use of the property.

7.3 ITEMS NOT MAINTAINED BY THE LANDLORD

Access 2 Place Housing provides housing at a rental rate considerably below the market rate and does not operate at a profit. This means there is a limit to what we can pay for. Please refer to your lease agreement to find out more about what landlords are not responsible for; or contact our office.



7.4 WHO CAN MAKE A REQUEST FOR MAINTENANCE AND REPAIR WORK ?

Maintenance of your Property

If a work request is **not** urgent please send an email to maintenance@access2place.com.au or phone the office during business hours. Please ensure that other people at the property know about the initiation and status of repair jobs, this helps avoid multiple requests or any confusion.

The person requesting the work must understand who will pay for the cost of the repairs and, where appropriate, have gained authorisation. There is a requirement for you to provide clear billing instructions when initiating work.

7.5 PRIORITISING REPAIR WORK

Response Times

Response times for repairs will vary depending on the nature and urgency of the request. Access 2 Place Housing response times are in accordance with the Community Housing Maintenance Accommodation Standards (CHMAS). The following response times for responsive maintenance are provided as a guide only.

| Priority | Response | Description | Urgency | *Examples (not exhaustive) |
|----------|--|---|------------|---|
| 1 | Work to commence within 4 hours after notification. | Any repair work that is urgent and immediately affects tenants' health, safety or security. | Urgent | Storm damage, fire damage, fallen tree, electrical faults, internal/confined area gas escapes, faulty main door locks/secure premises |
| 2 | Work to commence within 24 hours after notification. | Any repair work that is urgent but does not immediately affect tenants' health, safety or security. | Urgent | No light, no power, blocked sewer drains, repair/replacement of hot water units, leaking taps |
| 3 | Work to commence within 14 days or a longer reasonable period. | Non-emergency maintenance requests. | Non urgent | Any work not defined in Priority 1 or 2 section 3.43 of the CHMAS. |

***For a full list of examples please refer to the Community Housing Maintenance Accommodation Standards**



7.6 AFTER HOURS EMERGENCY REPAIRS

For all after-hours emergency repairs please call the office number 8274 6300 and the phone will divert to the appropriate on-call phone number. Please use this only if the situation warrants **immediate** attention prior to the next business day (revisit table in section 7.7 for examples).

7.7 CYCLICAL (ROUTINE) MAINTENANCE

Access 2 Place Housing carries out general routine maintenance as part of its landlord responsibilities and has service relationships with a pool of contractors to carry out this maintenance. Contractors will generally contact the tenant and arrange a suitable time to carry out the required routine maintenance. If you have any concerns or questions about contractors and arranging times for maintenance to be completed you can talk with your tenancy officer.

Access 2 Place Housing has service agreements for specific contractors in the areas of thermostatic mixing valves (TMVs) and hot water unit check, smoke alarms and residual current device and air-conditioning

8. ACCESSIBILITY

8.1 ACCESSIBLE HOUSES

Subject to availability, Access 2 Place Housing are able to provide a range of accessible housing with varying levels of accessibility. This range includes houses that may have:

- Step-less entries throughout with widened doorways and passageways
- Accessible bathrooms
- Power points, light switches and kitchens that are at a level that people in a wheelchair can easily reach.

Some of the older style of housing in the Access 2 Place Housing portfolio have accessible bathrooms but are not always accessible throughout the entire house; and group housing which is built to be accessible to high support standards.



Current and future developments Access 2 Place Housing are involved with will be built to accessible standards and design in alignment with the Liveable Housing Australia Guidelines and SDA (specialist Disability Accommodation) through the National Disability Insurance Association (NDIA).

9. PROPERTY INSPECTIONS

9.1 WHAT TO EXPECT FROM A PROPERTY INSPECTION

Access 2 Place Housing will inspect the property at regular intervals to ensure it is adequately maintained. You will receive an inspection notice giving you between 7-14 days' notice of planned inspections.

It is a condition of your tenancy that, with appropriate notice, you must provide access for maintenance and inspections of your home. If you are not going to be home for the property inspection you must contact Access 2 Place Housing to make alternative arrangements or agree to allow the Tenancy Officer to enter and inspect the property in your absence. If you repeatedly do not make your appointment and your Tenancy Officer cannot inspect the property, it is a breach of the tenancy conditions and A2P will have to seek guidance through the Residential Tenancies Tribunal.

10. VISITORS

10.1 VISITORS

A Visitor is defined as a person who has their own residential address (separate from the address they are currently visiting) and who intends to return to reside in that property

A Tenant may accommodate visitors with accordance with the Landlord's Rules (refer to the tenancy agreement) and government policy.



10.2 VISITORS AND DAMAGE TO THE PROPERTY

The tenant is responsible for any damage caused to the Premises by any of his or her visitors or invitees, including any carers.

10.3 DO VISITORS NEED TO PAY RENT?

The income of Visitors is assessed as per the Community Housing Provider's By-laws, or where these are not defined after a maximum of 12 weeks.

If a Visitor,

- Does not have their own residential address; or
- Has their own residential address, but will not/does not know if they will be returning to reside in that property; or
- Uses the property they are visiting as a residential address for a local, state or federal Government Authority (eg: is registered for income support payments from Centrelink at the property) regardless of the above,

They will be considered to be living at the Access2Place property, and rent will be reviewed accordingly (ie: they will be included in the assessment)

11. PETS

11.1 CAN A TENANT HAVE A PET?

To support sustainable and safe tenancies Access 2 Place Housing has a formal process for assessing and granting approval for pets. No pets can be kept at your property unless you have formally applied, been granted approval and signed a Pet Agreement.

It is important for Tenants to be aware that they are responsible for any damage caused by their approved pet and failure to adequately control a pet is a breach of the tenancy agreement.



12. SMOKING

12.1 CAN I SMOKE AT MY PROPERTY

Smoking is not permitted in any Access 2 Place Housing property.

13. MOVING OUT

13.1 STEPS TO TAKE WHEN MOVING OUT

Moving out of an Access 2 Place Housing property is guided by the following steps:

- You must give A2P a minimum of 14 days' notice in writing of the day you wish to vacate the premises. This must be done either by email or by having a copy hand delivered to the office – **we do not suggest posting a notice to vacate to our office due to potential delays with postage.** Please call your tenancy Officer or the office if you have any questions about giving notice of moving out.
- Leave your home in a clean condition and remove all personal possessions.
- Completely vacate the property by the nominated date and return all keys.
- Finalise any rent or other charges by the agreed upon vacate date and provide Access 2 Place with your forwarding address.
- Access 2 Place will organise a final inspection. The Tenancy Officer inspecting your property will compare the condition of the property before you moved in with the condition of the property when you move out. The Tenancy Officer will assess what is considered fair wear and tear and what is considered non-fair wear and tear (damage to property that results from age and appropriate use of the property). A2P will be responsible for fixing any fair wear and tear and you will be charged for any repairs that are not considered fair wear and tear.



- Any charges as a result of the final inspection can be taken from the Security Bond on the property. If the charges exceed the Security Bond amount, the relevant legal steps may be taken by Access 2 Place Housing to recover costs.

14. HOW TO GIVE FEEDBACK

14.1 COMPLIMENTS, COMPLAINTS AND APPEALS

Access 2 Place Housing welcomes feedback from tenants, their significant others and support workers. Our priority is to support you in maintaining a sustainable and safe tenancy. If at any stage you are delighted or unhappy with our service and want to discuss the matter further please contact Access 2 Place.

Access 2 Place Housing has both an informal and formal way to provide feedback and make complaints about a decision, policy or process related to your tenancy. Access 2 Place Housing has a range of information brochures: 'We Appreciate Feedback', 'How to Make a Complaint', 'How to Make an Appeal' or our 'A2P Service Standards'. To access them please visit our website or contact the office.

14.2 WHO DO I CONTACT IF I HAVE A QUESTION?

Questions can be directed to:

The office on 8274 6300 or post to Ground Floor, 20 Greenhill Road, Wayville SA 5034

- Email info@access2place.com.au or maintenance@access2place.com.au
- Email or call your Tenancy Officer.



15. RIGHT TO AN ADVOCATE

15.1 RIGHT TO AN ADVOCATE

Access 2 Place supports your right as a tenant to have an Advocate.

An Advocate is a person who represents the interests or expressed wishes of tenants and/or their families/guardians and who acts in their best interest where he or she is unable to express his or her wishes.

They can be obtained through Advocacy Service (TIAS) for assistance with appealing a decision. The South Australian Tenants' Information and Advisory Service (TIAS) is a free, independent service, helping people maintain their tenancies in private rental, community housing or public housing.

16. CRITICAL INCIDENTS

16.1 CRITICAL INCIDENTS

A critical incidence is one that:

- Caused or is likely to cause significant negative impact on the health, safety or wellbeing of the tenant or support.
- Usually requires a crisis response, incident, management or coordination.

If such an incident happens at your home first ensure that you are safe and/or arrange for an emergency services agency to assist. Secondly, report the incident to Access 2 Place Housing.



17. FORMS

Below are hard copies of the forms mentioned in this guide for you to use. You can also obtain an electronic copy by emailing info@access2place.com.au; or more paper copies by asking your Tenancy Officer or by contacting the office on 8274 6300.

- Additional Occupants Request
- Pet Lease
- Property Alterations – Additions Form

Please contact the office for a 'Applying for Centrepay' form.



Additional Person(s) Request and Review of Household Income Application

A2P understands that choices around household compositions can change over time and tenants may want additional people such as a partner, carer or friend to live at their A2P property. While A2P supports the tenants’ rights to make choices about who they live with, there is also a need for A2P to ensure that property configurations are safe and mitigate any risks that may compromise the sustainability of a tenancy.

Access 2 Place tenants who would like an additional occupant to live at their property are required to fill in and submit this form. Upon receiving this form an assessment will be undertaken and the household income will be reviewed to see if there are any changes. Access 2 Place will then contact you to ensure that you are fully informed of potential changes or consequences that an additional occupant may have on your current tenancy arrangement with Access 2 Place.

| 1. TENANT NAME: | | | | | |
|---|----------------------|---|---|---|-------------------|
| 2. TENANT ADDRESS: | | | | | |
| 3. TENANT TELEPHONE NO: | | | | | |
| 4. NAME, ADDRESS AND TELEPHONE NO OF ADDITIONAL PERSON(S) | | | | | |
| 5. HOUSEHOLD INCOME (For the applicant and all household members). | | | | | |
| Full Name and Title (e.g Mrs Jan Joyce Smith) | Date of birth | Relationship to applicant (e.g. father, sister, nephew, friend) | Gross Weekly Income (You must attach proof of income – refer below) | Source of Income Code (Refer below) | C/link No: |
| | | Applicant | \$ | | |
| | | | \$ | | |
| | | | \$ | | |
| | | | \$ | | |
| | | | \$ | | |
| | | | \$ | | |



6. OWNERSHIP OF PROPERTY (For the applicant and all household members).

Do any person(s) named on this application own property elsewhere? YES / NO

If yes please provide details:

7. Declaration (To be read and signed by the applicant)

I declare that: the information provided is true and correct.

I confirm that I have attached proof of income for myself and all household members 16 years and older and acknowledge that I am able to provide proof of my relationship to the tenant if requested by Access 2 Place.

I undertake to inform Access 2 Place in writing within 14 days of any changes to my household or financial circumstances.

Applicant's Signature:

Date:

 / /

PROOF OF INCOME

Proof of income must be supplied for the applicant and all household members 16 years and over. The proof must be no older than **two weeks**. Any of the following are acceptable proof of income:

- **wage slips** (if the wage varies then copies of the last 6-8 weeks need to be supplied)
- **Centrelink or Veteran Affairs letter** showing the amount of benefit, pension, family tax benefit (A and B) and maintenance/child support (if applicable)
- **Centrelink fortnightly lodgement form** which shows the amount of last payment
- **Austudy letter** showing amount of entitlement. If supplement loan is received please provide proof of this payment.
- **financial statement** showing interest payments.

SOURCE OF INCOME CODE

| | | |
|---|-------------|--------------------------|
| Abstudy | ABY PPS | Parenting Payment Single |
| Additional Family Payment | AFP PA | Partner's Allowance |
| Age Pension Business | AGE SELF | Self Employed/Own |
| Austudy | AUS SA | Sickness Allowance |
| AUSAID | ADAP | Special Benefit SP |
| Bank Interest | INT SM | Spousal Maintenance |
| Carer's Pension | CP | Superannuation SUP |
| Child Disability Allowance Incapacitated | CDA TPI | Totally/Permanently |
| Child Support/Maintenance | M | Veterans Affairs WAR |
| Disability Support Pension | DSP | Wages/salary W |

Access 2 Place Office use only

Date received: / /

User ID:

Approval granted? Yes / No

Please provide details of decision reached



Pet Agreement

Property:

Name of tenant:

Type of animal/s:

Breed: **Name of pet:**

Age: **Colour:** **Gender:**

Is the pet required for medical reasons? Yes / No (If yes, attach a letter from your Doctor)

Desexed: YES / NO / NA **Registered:** YES / NO / NA

The tenant agrees and is required to:

- Provide care, feeding and supervision of their animal
- Control the animal at all times
- Pay for damages caused by the animal
- Maintain the good health of the animal
- Clean up and dispose of all waste promptly
- Maintain flea and odor control
- Ensure the pet remains outside the property.

The animal shall be maintained and properly licensed as required by local council.

An animal of vicious or dangerous disposition shall not be permitted within the property for any reason whatsoever.

Whenever the animal constitutes a threat to health and safety of other people, or otherwise creates a nuisance, which disturbs the rights, comfort, or quiet enjoyment, Access 2 Place shall request the removal of the offending animal within (10) days.

This agreement applies only to the specific pet described in this agreement and no other pets may be added or substituted without written permission from Access 2 Place.

If at any stage the animal is neglected the appropriate local authority will be contacted to remove the animal.

By signing below, the tenant acknowledges they agree to comply with the terms of this agreement.

Tenant signature: **Date:**

ACCESS 2 PLACE TO COMPLETE

Confirmation from Carer to confirm tenant's capacity to look after a pet: Yes/ No

Is the pet required to remain outside the property: Yes/ No?

Pet approved: Yes/ No **Date:**

Name: **Signature:**



APPLICATION TO UNDERTAKE ALTERATIONS OR ADDITIONS TO PROPERTY Access 2 Place understands that your needs may change over time and that you may want to alter your property to make it more suitable to your needs. Where these alterations or additions do not breach building codes or expose you or others to danger, Access 2 Place may grant you permission to make changes. You must, however, request permission from Access 2 Place for any additions or alterations you wish to make to the property, before commencing the additions or alterations.

Name:.....

Address:.....

Phone Number:.....

PLEASE SELECT THE LOCATION AND TYPE OF ALTERATION/ADDITION YOU WISH TO MAKE

1. The following alterations require Access 2 Place Ltd. approval only:

- TV-Antenna – Location..... Blinds/curtains – Location.....
- Cable/Satellite TV installation – Location.....
- Concrete/Brick Paving – Location..... Roller Shutters -Location.....
- Security Doors/Screens – Location.....
- Other – Type..... Location.....

2. The following (electrical/plumbing/gas) work must be completed by a licensed tradesperson only (a certificate of compliance must be supplied on completion of electrical/plumbing/gas work)

- Air Conditioner – Type.....Location:..... Security System/Alarm- Location.....
- Ceiling Fans – Location..... Sensor Light – Location.....
- Exhaust Fan/Head Lamp – Location.....
- Other –Type..... Location.....
- Solar PV system (a deed must be completed) – Location.....

3. Alterations to the following require council approval. You must provide Access 2 Place Ltd. with a site plan/drawing of the proposed alteration/addition before you seek council approval.

- Garage..... Carport/Veranda.....
- Pergola.....
- Other (e.g. Toolshed, Shade-house, Aviary) – Type.....
- Location.....



I understand that I MUST

1. Not commence any work until written approval is received from Access 2 Place. Making alterations or additions to the property without permission from Access 2 Place is a serious breach of your Conditions of Tenancy and may result in eviction.
2. Comply with the requirements of any law that applies to the work and obtain any approvals required by law.
3. Engage a registered or licensed person to undertake the work, to ensure compliance with the law.
4. Remove the addition when vacating the property and compensate for any costs incurred in repairing any damage to the premises caused by undertaking or removing alterations/additions. All work must be completed in a tradesperson-like manner.
5. Inform Access 2 Place when additions or alterations are completed.

Ownership of alteration or addition

Is your request for the addition to the property to remain the ownership of the tenant/s? YES / NO

If YES :

1. The tenant is responsible for all maintenance and repairs and removal if required to the approved addition/item/s at their cost
2. The tenant must remove the approved addition/item/s and make good to the property or space upon removal at their cost

If NO :

1. The approved addition / item remains the property of Access 2 Place and must stay with the property if the tenant vacates
2. Access 2 Place will carry out repairs and maintenance on the approved addition / item/s for the duration of the tenancy
3. In the case of malfunction Access 2 Place will only replace the addition / item/s at their discretion and where deemed necessary

Tenant Declaration:

I understand that Access 2 Place Ltd. is not responsible for any adverse consequences including injury or property damage that may arise as a result of the alteration and/or addition.

SIGNATURE (tenant)..... DATE.....

SIGNATURE (guardian – if applicable)..... DATE.....

Access2Place Authorisation (signature) DATE.....



18. EMERGENCY CONTACTS

18.1 EMERGENCY CONTACT NUMBERS

| Emergency Contact Numbers | |
|---|-----------------------|
| Emergency (Police, Fire, Ambulance) | 000 |
| Police | 131 444 |
| CFS Bushfire Information Hotline | 1300 362 361 |
| State Emergency Service (SES) | 132 500 |
| SA Power Networks for Electricity Emergencies | 131 366 |
| Australian Gas Networks for Gas Leak Emergencies | 1800 427 532 |
| Hospital – RAH | (08) 8222 4000 |
| Hospital – Flinders Medical Centre | (08) 8204 5511 |
| Hospital – Lyell McEwin | (08) 8182 9000 |
| Environmental Protection Authority | (08) 8204 2004 |
| Poisons Information Centre | 131 126 |
| SA Water | 1300 650 950 |