



# Resident Handbook

## Easy Read

## The Trusted Homes Team welcomes you to your new home



This handbook will help you understand what you need to know about living in your new home.



You must sign your agreement before you move in. It explains what you must do and what we must do.

## You have the right:



To be treated fairly and respectfully at all times.



To have your privacy and personal information protected.



To tell us when you don't like something in your home



To be safe in your home.



To have your home kept in good condition.



Shared living doesn't mean you have to share your personal belongings. Speak up if you are not happy.

## What you must do:



Pay your rent each fortnight.



Keep your home clean and tidy.



Tell us if something is broken and needs repairing. You or your support staff can contact our 24/7 Maintenance Contact Centre on 1300 296 941 to report any repairs.



You must keep to all the house rules that everyone has agreed to.

## What you must not do:



Don't cause a nuisance to your neighbours or housemates.



Don't be noisy, particular at night.



Don't do anything illegal in your home.



Don't damage the property or any furniture in it.

## What we will do:



We will be fair and respectful.



We will keep your personal information safe.



We will keep your home in good condition and will let you know when repairs are being done.



We will let you know when your rent changes.



We will involve you in decisions which affect your home.



We will help you if you are having problems with a neighbour or house mate.



If someone acts in a way which you find upsetting, please call us or tell the house staff straight away.



We will help you stay safe in your home.

Tell us what you think:



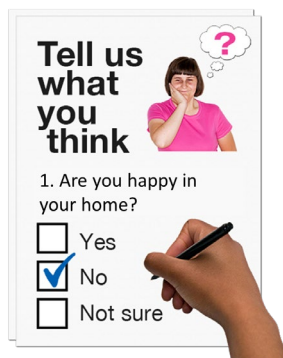
There may be times when you are unhappy with our service.



You might want to let us know what you like about our service.



We have a feedback and complaint form and we will help you complete the form if you would like.



We want to know what you think about your home and we will send you a survey each year so you can have your say.



Always let your support staff know if there is anything that you need. You can also call us on 1300 347 224 or email us at [info@trustedhomes.org.au](mailto:info@trustedhomes.org.au)



We will try and deal with your complaint or enquiry quickly and effectively.

## Staying Safe in your home:



If you are unsure of who someone is, **do not** let them in! Call your support staff.



We will tell you if a workman is coming to your home. Official workmen should carry identity cards. Don't be afraid to ask to see their card before you let them in.



Keep the door to your home locked and windows closed when you go out.



And do not give your keys to anybody else.



No smoking in the home and never smoke in bed.

## What to do if there is a fire:



Do what your support staff ask you to do.



Leave the property.



Go to the agreed meeting point as you have practiced.



Do not go back into the house, wait until you are told it is safe.

## You can talk to us at Trusted Homes



1300 347 224



## Email us

[info@trustedhomes.org.au](mailto:info@trustedhomes.org.au)