



Welcome to Trusted Homes

Vision: Quality homes supporting an inclusive world where people with disability live the life they choose.

Mission: *Trusted Homes* partners with people with disability to supply quality accessible homes which are well maintained and meet the housing goals of our residents.

Trusted Homes is a part of The Disability Trust, we acknowledge and respects the lived experience of people with a disability. We value that experience and partner with people with disabilities and their families in the design and provision of accommodation to create resilient, inclusive communities.

The Trusted Homes Team welcomes you to your new home

This handbook gives you information about living in a Trusted Homes property, it lets you know what your rights and responsibilities are and what we as your landlord are responsible for.

Below is a list of sections in this handbook and what pages they are on. There are four (4) sections, and each has a different colour.

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ABOUT YOUR ACCOMMODATION AGREEMENT

Your Accommodation Agreement is a written agreement about where you live. It is a contract between you and Trusted Homes.

Your agreement explains what you must do as a resident and what Trusted Homes must do as your landlord.

When you moved in a staff member should have explained the agreement to you. If you are not clear about anything, please contact us.

Your rights as a resident

- To be treated fairly and respectfully at all times
- To have your privacy and personal information maintained in a confidential manner at all times.
- To have your accommodation agreement, rights and responsibilities explained to you
- To be able to tell us if you feel that the service is not adequate
- To have access to an interpreter if you need one
- To have access to your file
- To have housing that is safe and secure
- To have your property maintenance requests addressed in a timely manner
- To request we review a decision when you feel we have not applied our policies appropriately.
- You and your roommates should be able to live in the home without fear of bullying or harm
- Shared living does not mean shared everything. Speak up or tell someone if you are not happy or your personal belongings go missing

Your responsibilities as a resident

- To sign your accommodation agreement with Trusted Homes before you move in.
- To pay your rent on time. It's important that you do not miss payments or fall behind.
- To tell us if your income changes or stops as your rent may change. You must contact us as soon as this happens to avoid owing a debt.
- To let us know about any repairs that are needed in your home so that they don't become a big problem. For example, a small water leak can sometimes cause a lot of damage and increase your water bill.
- Look after your home, keep it clean and tidy and don't cause any damage. If you cause damage that is deliberate you may be asked to repay the repair costs.
- Use shared areas in the home safely and responsibly.
- Being a considerate housemate is important. We encourage you to have visitors to your home, but you need to make sure they are also considerate to others in the household.
- Being a good neighbour is important, if you have problems with your neighbours, let us know so we can help you resolve any issues.
- 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 too noisy particularly at night
- Don't damage the house or the furniture
- Don't bully or intimidate your housemates or staff
- Don't Leave a mess for others to clean

Paying your rent

How do we calculate rent?

Your rent for the accommodation is based on 25% of your Disability Pension or equivalent income and 100% of all rent assistance that you are entitled to receive from Centrelink. This can be paid weekly or fortnightly.

Rent reviews

We will review your household income twice yearly in line with Centrelink CPI increases.

How to pay rent

Trusted Homes makes it easy for you to pay your rent, you can pay by:

- Automatic deductions from your Centrelink benefit (preferred method)
- Direct Deposit into The Disability Trust bank account

For security reasons, Trusted Homes does not accept cash payments.

Rent Arrears

We are here to help you, so if something happens and you are unable to make your rent payments, please contact us straight away. We can work with you to put a repayment plan together to help you get back on track.

Rent Statements

You can request a rent statement at any time by contacting us on 1300347224

SDA – Specialist Disability Accommodation Payments

SDA payments are made by the NDIS to SDA providers for the cost of housing a person with an extreme functional impairment or very high support needs. The payment is for the actual property ('bricks and mortar'), and is paid in addition to other supports in a person's NDIS Plan. The NDIS will only use SDA payments to support a small number of people. The amount paid in SDA payments will vary, depending on the type of housing, the level of accessibility the housing provides and where it is located.

The NDIS will look at the information in a persons Housing Plan to decide which SDA housing design category will best support independence, and where to look for SDA.

SDA payments will appear as a 'capital support' in the NDIS Plan. There will be information explaining the dwelling type, the SDA Design Category and the location funded in the NDIS Plan.

The Disability Trust has a number of NDIS registered SDA properties, if you choose a property that is SDA registered, once you have signed the tenancy or occupancy agreement and move into the property, if you are eligible the NDIS will make SDA payments directly to The Disability Trust as the registered provider of the SDA property.

WHAT WE WILL DO

What you can expect from us

We will be respectful and responsive to you and your support team. We will treat you fairly and equally when communicating with you.

We will always treat your personal information in a confidential manner

We will help you understand your accommodation agreement, your rights and responsibilities.

We will ensure we respond to your feedback or complaints in a professional and timely manner.

What we must do as a landlord

We must ensure your home is in good condition and organise repairs and maintenance when required in a timely manner.

We must make sure your house is safe which includes things like fire alarms, evacuation plans and locks on doors and windows.

We must respond to your complaints quickly and resolve issues in a satisfactory manner

We will inspect your property at least once a year so that we can be sure that the property is in good order. This is a good opportunity for us to discuss any issues that you may have. You will receive 7 days' notice of any upcoming inspections.

How you can make a complaint

We welcome feedback and complaints as part of our ongoing commitment to providing you with a high-quality service. If you are unhappy with the service we have provided, tell us where we need to improve. If you have a concern, we need to know about it.

We always take complaints seriously and treat them confidentially. It is important to us that you feel we have listened to you to understand your concerns and work together to resolve them in a timely manner.

If you would like to make a complaint, you can:

- Contact Trusted Homes and ask to speak with a Trusted Homes Team member on 1300347224
- You can also email the Trusted Homes team at info@trustedhomes.org.au
- Talk to your support staff and tell them you want to make a complaint.

If you are not happy with our response you can escalate your concerns and

- Call our head office on 1300 DISABILITY (1300 347 224) and tell them you want to make a complaint.
- Email complaints@disabilitytrust.org.au
- Fill out a Complaints Notification Form on the contact section of our website: www.disabilitytrust.org.au

If you are unhappy with the resolution of your complaint you can contact:

- The NDIS Quality & Safeguards Commission on 1800 035 544
- The NSW Ombudsman, 02 9286 1000 or
- The ACT Office of the Human Services Registrar, 02 6207 5474
- The Victorian Disability Services Commissioner, 1800 677 342.

How to get involved

We want to know what you think about being a client of Trusted Homes. We will give you an opportunity to complete a tenant survey to tell us how you think we have done and what you think we can do better. We will keep you informed about what is going on in your home and will consult with you about any important changes.

You can also phone or email us any time to provide us with feedback or ideas on how to improve your home.

STAYING SAFE IN YOUR HOME

Security in your home

All properties are fitted with efficient and up to date fire service equipment which are regularly maintained.

We will tell you/or your support staff when a workman is due to come to your home. All contractors should carry identity cards, ask to see their card before you let them in if you don't recognise them.

Keep the doors to your home locked and windows closed when you are out.

Smoking is not allowed inside your home; however, you can smoke outside in a designated area. You are not allowed to smoke in your room. If you do the smoke alarm will sound.

We want you to always feel safe in your home, if you do not feel safe or feel threatened by anyone please tell someone - your support staff, your family, your friend or you can contact us. If you have concerns about a member of your support staff, please speak to their manager.

What to do if there is a fire

Always follow the instructions of the support staff, leave the property and go to the agreed meeting point as you have practiced.

Call the Fire Brigade 000. Do not go back into the house, wait until you are told it is safe.

Your support staff have clear guidelines and processes to follow during an emergency and they will talk to you about these at your regular house meetings and they will also practice safety evacuations with you on a regular basis

If you or your support staff identify any safety issues at the property, please call us immediately so we can resolve them for you.

What is anti-social behaviour?

All of our residents should be able to live in their home without fear of bullying or harm. Anti-social behaviour is when someone acts in a way which causes distress or harassment.

If somebody acts in a way which you find upsetting, please tell your support staff straight away. This includes any behaviour which is threatening, violent or abusive.

You can contact us, and we will listen to what you have to say, and we will work with you to try and stop the behaviour.

If necessary, we can take action against a guest or another resident who causes a nuisance to you or others. We might give a written warning, and in very serious cases, we might involve the police.

If the anti-social behaviour continues, the person responsible might be asked to leave their home.

LIVING IN YOUR HOME

Repairs: Who is Responsible?

Trusted Homes is responsible for all repairs and maintenance. We have a dedicated maintenance plan in place to ensure that our properties are maintained to a high standard that extends the life of all properties while continuing to meet the needs of our residents.

If any emergency occurs that is a potential risk to life your first call should be to Emergency Services on 000

What are Emergency Repairs? These are repairs that need to be fixed (made safe) within 4 hours, they can include:

- *fire or flood*
- *significant burst water service*
- *gas leak*
- *dangerous electrical fault*

What are Urgent repairs? These are repairs that need to be fixed within 24 hours, they can include:

- *a minor burst water service*
- *hot water service failure*
- *total failure of oven or cooktop*
- *power points not working*

What are Non-urgent repairs? these are repairs that need to be fixed within 28 days, they can include:

- *door not closing*
- *dripping tapware*
- *sticking*
- *broken gate*
- *fence palings missing*
- *holes in walls*

Repairs: how to report a problem

All repairs and maintenance must be reported to the Trusted Homes Team, you or your support staff can do this by telephoning our 24/7 Maintenance Call Centre on 1300 296 941

Feedback on repairs It is always helpful for us to know that repair work has been completed and hear feedback on how the contractor performed both good and bad. Please contact the Trusted Homes Team to let us know how you think your repairs were managed.

Repairs that aren't fixed: If your repair has not been fixed, or has not been fixed properly, please let us know. There may be a delay with the contractor, or the contractor might not have been able to contact you.

General Information

Insurance- Trusted Homes insures all our buildings. It is up to you to insure the things you own. If they are lost, stolen or damaged you may get back some of the money they cost from your insurance company. If this is something that you want to do you can contact any insurance company in Australia.

Visitors – you are responsible for how your guests behave. Please make sure they show respect to others and to your home.

Pets – You may be able to keep a pet, depending on the type of property you are living in. Some of our properties are privately leased and have a no pets policy. If this is something you want to know more about you need to discuss with the other residents and your support staff before you get a pet. If you are allowed a pet, you must take full responsibility for the care and cleaning of your pet.

Leaving your home

If you would like to move out of your home, you will need to tell as least four weeks before you go.

You should organise removal of your own belongings. You must take everything you own with you, anything left will be thrown away.

You should leave your room clean and tidy and return your keys to us on the day you leave. We will finalise your rent account and refund any credit balances to you quickly.

What to do if you want to move to another Trusted Home

Trusted Homes understands that your needs and wants can change over time, we don't expect our residents to live in the same home for life if they do not want to.

If your home no longer meets your needs because of changes to your situation for example you need a property that supports, your changing physical needs or you no longer feel safe at the property you may want to move.

Trusted Homes has a number of options that may suit you, to apply for a transfer, contact us to talk about your situation and we will organise a meeting with you and your support team to find the best solution for you.

TRUSTED HOMES CONTACT DETAILS

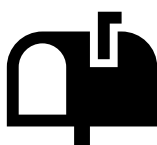


Trusted Homes Team 1300 347 224

Maintenance Call Centre 1300 296 941



info@trustedhomes.org.au



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