

Appendix 7
**OPERATIONAL PLAN OF
MANAGEMENT**
Evolve Pacific Developments

NEW GENERATION BOARDING HOUSE

1A WALLIS AVE CANTON BEACH NSW 2263



PLAN OF MANAGEMENT

Dated: 26 July 2018

Prepared by: Evolve Pacific Developments

Revision:

A (DA Lodgement)

Amendment, Distribution & Authorisation Record

Amendment Record


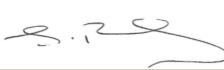
Revision	Description / Details	Date
A	For DA Lodgement	26/7/18

Distribution

This Project Report is prepared for distribution to:

Name	Organisation
Evolve Pacific Developments (EPD) – Project Control Group	Representatives from Evolve Housing (EH) & Pacific Link Housing (PLH)
Manager Housing & Assets	Pacific Link Housing
DA Assessment Officer	Central Coast Council

Authorisation Record

Prepared by Manager Property Assets & Development	Mark Glew		26/07/2018
	<i>Name</i>	<i>Signature</i>	<i>Date</i>
Approved by EPD PCG Chair	Stephen Brahams		26/07/2018
	<i>Name</i>	<i>Signature</i>	<i>Date</i>

Up until occupation of the New Generation Boarding House, the **Manager Property Assets & Development (PLH)** is responsible for control, maintenance and issue of this document, for disposal of any superseded documentation, and for informing other project participants of changes to the report.

Post occupation of the New Generation Boarding House, the **Manager Housing & Assets (PLH)** is responsible for control, maintenance and issue of this document, for disposal of any superseded documentation, and for informing other project participants of changes to the report.

Contents

1. Introduction	5
2. Purpose of the Plan of Management	6
2.1 General parameters of the New Generation Boarding House use	6
3. Overview of the Development	7
3.1 Project Description	7
3.2 Location	7
3.3 Building Presentation & Layout	8
4. Management of the New Generation Boarding House	9
4.1 Evolve Pacific Development	9
4.2 Pacific Link Housing	9
4.3 Evolve Housing	10
4.4 Key Contact Details	10
5. Management Processes and Policies	11
5.1 Tenant Applications and Allocations Process	11
5.1.1 Social Housing	11
5.1.2 Affordable Housing	11
5.1.3 Local Allocations Policy	12
5.2 Tenancy agreements	12
5.3 Tenant Lease Kit Information	12
5.4 Tenant Responsibilities & New Generation Boarding House Rules	13
5.5 Car Parking Management	13
5.6 Public Transport Information	14
5.7 Garbage Removals	17
5.8 Tenancy Inspections	17
5.9 Pet Policy	17
5.10 Abandonment Policy	17
5.11 Tenant Complaints Management	17
5.12 Neighbourhood / Community Management	17
5.13 Tenancy Terminations	18
5.14 Privacy & Confidentiality Policy	18

Contents

6. Tenancy Support Services	19
6.1 Tenancy Programs	19
6.2 Client / Tenancy Support Services	20
7. Property Management	21
7.1 Building & Unit Maintenance	21
7.2 Asset Inspections & Audits	21
7.3 Fire Safety Inspections	21
7.4 Emergency Evacuation Plans	21
7.5 Flood Evacuation	21
7.6 Onsite Caretaker / Manager	22
Appendices	24
Appendix A. Eligibility for Social Housing, and Affordable Housing Tenancy Application Form	25
Appendix B. Draft Standard Form Tenancy Agreement	26
Appendix C. Tenancy Lease Kit	27
Appendix D. Supporting Our Tenants	28
Appendix E. House Rules	29
Appendix F. Floor Plans	30

1. Introduction

This Operational Plan of Management accompanies a development application for the New Generation Boarding House at the following address:

- 1a Wallis Ave Canton Beach NSW.

This Plan of Management sets out how the proposed New Generation Boarding House will operate based on the proposed design.

The New Generation Boarding House will contain the following:

- 29 Tenant rooms (including 5 adaptable / accessible rooms), plus
- 1 Caretaker / Managers room (which has the same facilities as the other rooms)
- 7 Car Parking Spaces (including 1 accessible space & minivan space)
- 6 Motorcycle Parking Spaces
- Bicycle Parking
- Mobile Scooter charging facilities

Each room within the New Generation Boarding House will include:

- Kitchenette & cooking facilities
- Provision for laundry facilities
- Bathroom facilities
- Sleeping and storage areas

The New Generation Boarding House will also include the following facilities:

- Communal living area at ground level
- Communal open space areas around the building
- Manager's private open space area
- Accessible paths of travel

The owners of the New Generation Boarding House will be Evolve Pacific Developments (EPD), which is an unincorporated Joint Venture between Pacific Link Housing (PLH) and Evolve Housing (EH). Both organisations are Tier 1 Registered Community Housing providers with experience in owning and operating New Generation Boarding Houses.

PLH will manage the day to day operations for the property in accordance with the Plan of Management and with all conditions and any development consent requirements that may be issued by Council.

2. Purpose of the Plan of Management

This operational Plan of Management sets out the manner in which the New Generation Boarding House will operate. The management objectives are:

- To ensure the safety of tenants
- To provide a comfortable, supportive and harmonious residential environment for tenants
- To prevent unacceptable noise impacts or other disturbances to neighbours
- To provide clarity regarding the use of the resources within the site
- To ensure reasonable equity in the allocation of resources within the site
- To ensure that the building and the other parts of the site are properly maintained, and
- To implement principles of ecologically sustainable development.

The Plan of Management will be reviewed and updated on a regular basis by EPD to maintain the relevance and compliance of the referred documents within the plan.

2.1 General parameters of the New Generation Boarding House use

- The rooms within the New Generation Boarding House are to be tenanted under a Residential Tenancy Agreement for Tenants to use as their permanent place of residence.
- The New Generation Boarding House is not required to be a registrable Boarding House under New South Wales Boarding Houses Act 2012, as the Tenancy Agreements are issued and managed by a Social Housing Provider.
- The New Generation Boarding House is not to offer any alternative type of accommodation or be used for any purpose other than its approved use.
- There shall be no advertising of accommodation at the premises of any type other than permanent accommodation.
- The use of all outdoor communal area is restricted to the hours of 7am to 10pm daily.
- An information board will be provided in the communal area for communication with Tenants.
- An onsite manager / caretaker will be located and live within the New Generation Boarding House with the roles and responsibilities as outlined in section 7.6.

3. Overview of the Development

3.1 Project Description

The New Generation Boarding House will contain the following:

- 29 Tenant rooms (including 5 adaptable / accessible rooms), plus
- 1 Caretaker / Managers room (which has the same facilities as the other rooms)
- 7 Car Parking Spaces (including 1 accessible space & minivan space)
- 6 Motorcycle Parking Spaces
- Bicycle Parking
- Mobile Scooter charging facilities

Each room within the New Generation Boarding House will include:

- Kitchenette & cooking facilities
- Provision for laundry facilities
- Bathroom facilities
- Sleeping and storage areas

The New Generation Boarding House will also include the following facilities:

- Communal living area at ground level
- Communal open space areas around the building
- Manager's private open space area
- Accessible paths of travel

3.2 Location

The site is located at 1A Wallis Avenue, Canton Beach. The site is located on the southern side of Wallis Avenue, near the corner of Kantara Road and Wallis Avenue, between Hibbard Street and Kantara Road. The site is a rectangular shaped lot with frontage to Wallis Avenue and a site area of approximately 1264sqm.



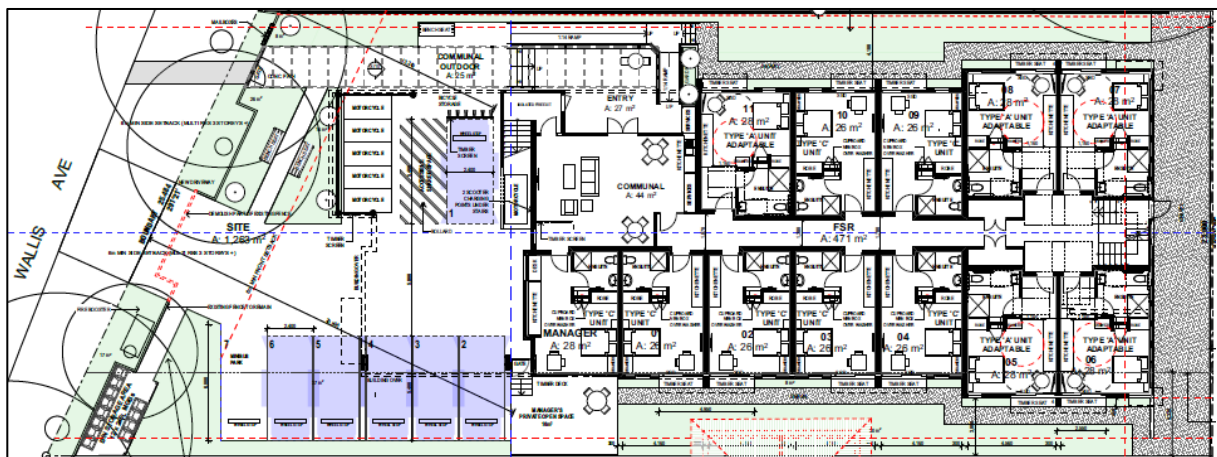
3.3 Building Presentation & Layout

The building will be 2 storeys in height with rooms on both the ground floor and first floor. The following plans provide an indicative layout of the ground and first floor. There are also external communal areas, vehicle parking, landscaping, garbage storage and circulation paths.

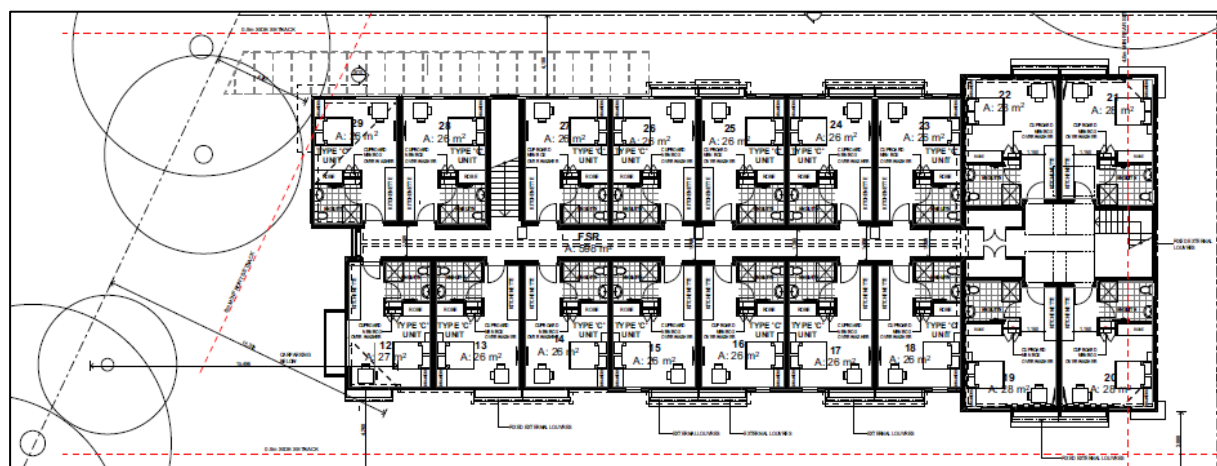
A copy of the ground floor and first floor plans are attached in **Appendix F**.



Ground Floor Plan



First Floor Plan



4. Management of the New Generation Boarding House

4.1 Evolve Pacific Development

Evolve Pacific Developments (EPD) is an unincorporated joint venture between Evolve Housing (Parramatta) and Pacific Link Housing (Gosford). Both organisations are Not For Profit Tier 1 community housing providers.



EPD has been formed to delivery several New Generation Boarding Houses in various regions throughout NSW. These include:

- Woy Woy (Central Coast)
- Roselands (Sydney)
- Canton Beach (Central Coast)

Under the joint venture, Pacific Link Housing will be responsible for the tenancy and property management aspects of the Canton Beach New Generation Boarding House. All properties developed will be retained by the joint venture as is the requirement under the Funding Agreement with the Department of Family and Community Services (FACS).

4.2 Pacific Link Housing

Pacific Link Housing (PLH) is a government approved, not-for-profit, social and community housing provider with over 30 years' experience, 1,000 properties housing 2,000 residents in the Central Coast and Hunter regions. We provide and deliver excellent management of social housing for those in-need who successfully apply for assisted housing through the NSW Housing Pathways Program.



PLH is committed to the use of independent regional research to develop sector-leading policies and award-winning tenant support programs.

PLH work with government to develop housing solutions that are innovative, focused and financially responsible. PLH also develop and directly invest in government-initiated projects and new housing solutions in our region.

PLH offer tenants a range of award winning support programs to help those who are able regain their independence and return to private housing. PLH has exceeded tenant satisfaction level in excess of 90% for the past eight years (since 2010).

PLH is registered as a Tier 1 Community Housing Provider. Tier 1 providers face the highest level of performance requirements and regulatory engagement. PLH is also a registered charity with the Australian Charities and Not-for-profits Commission.

PLH has a skills-based board of directors with extensive experience in management, finance, property investment and development, social services, public policy and government. All directors are graduates of The Australian Institute of Company Directors (or equivalent).

4.3 Evolve Housing

Evolve Housing (Evolve) is a dynamic, innovative, and successful Tier 1 Community Housing Provider (CHP) with over 25 years' experience in both the management and development of private, affordable and social housing properties. Evolve's portfolio of over 3,500 homes is located in Metro Sydney, Newcastle, Hunter, Central Coast and the mid North Coast regions. Evolve consistently works to deliver the important social outcomes that flow when these housing assets are carefully managed and the tenants are supported to access appropriate services and supports.



Evolve provide housing solutions to eligible people on very low to moderate incomes who are unable to access appropriate housing in the private market. This includes social and affordable housing.

Evolve's purpose is to build better lives and strengthen communities, by supporting individuals on their "Journey Home". The Journey Home is about:

- Creating an environment and real opportunities that allow individuals to embark on the journey to greater independence and less and less reliant on government funding,
- Breaking intergenerational cycles with early intervention,
- Working in partnership with private and community organisations to provide wrap-around services that assist with education, training, employment, health, well-being and social interaction, and
- Transforming the lives of those residents that embark on The Journey Home.



Evolve skills-based board brings a wealth of industry and related professional expertise to Evolve, providing sound, ethical, and legal governance and financial management policies, for a sustainable, impactful organisation.

4.4 Key Contact Details

Daily operational management of the Canton Beach New Generation Boarding House will be the responsibility of Pacific Link Housing. Contact details for management are outlined below:

Ms Larissa Llowarch
Manager Housing & Assets, Pacific Link Housing
 Ph: 02 4324 7617
 Office: Level 1, Suite 2, 10 Williams St Gosford NSW 2250
 Postal: PO Box 1888 Gosford NSW 2250
 Email: info@pacificlink.org.au
 Web: www.pacificlink.org.au

5. Management Processes and Policies

5.1 Tenant Applications and Allocations Process

EPD will be managing the allocation of tenancies within the New Generation Boarding House to generally focus on the following 4 key demographic / tenant cohorts to occupy the rooms:

- Mature age single adults.
- Mature / older age single females.
- Older / elderly low income couples.
- Younger single key workers (particularly for the affordable rental units).

It is critical to get a mix of cohorts within the building to ensure that it operates as a sustainable, supportive, cohesive and positive community.

Within the New Generation Boarding House there will be 2 separate types of tenancy allocations, being:

- Social Housing
- Affordable Housing

5.1.1 Social Housing

Allocation of Social Housing Tenancies will be managed via the Housing NSW Housing Register / waitlist. Potential tenants will be required to register through this process.

Rent is calculated according to formulas set by Housing NSW (Community and Private Market Housing Directorate). All community housing associations adopt these formulae. For Tenants, rent is assessed at 25% of the gross income of your household plus 100% of Commonwealth Rental Assistance to which you are entitled.

A copy of the **Eligibility for Social Housing** brochure is attached in **Appendix A**

5.1.2 Affordable Housing

Allocation of Affordable Housing Tenancies will be allocated from Pacific Link Housings current Affordable Housing Applications process.

Affordable rental housing is housing that meets the needs of people on very low to moderate incomes and is priced so that tenants can afford basic living costs such as food, clothing, transport, medical care and education. Applicants must meet eligibility criteria to apply. Pacific Link Housing's aim is to manage affordable housing properties in accordance with the NSW Affordable Housing Guidelines (2014)

Income eligibility thresholds vary across affordable housing programs and according to household size, with the maximum limit increasing with each additional person in a household. Income limits are derived from the median income figures for Sydney and NSW and are set at the top of the moderate income band level. Income limits are reviewed annually. Generally, affordable housing tenants of Pacific Link Housing must receive income from regular paid employment.

Rent charges are in accordance with the relevant affordable housing guidelines. Generally, rent is set at 74.9% of the market rate, but will not be more than 30% of gross household income. Rent will be set in line with the program guidelines and to ensure that it is affordable to the tenant and also to ensure the program is financially viable.

A copy of the **Tenancy Application Form – Affordable Housing** is attached in **Appendix A**

5.1.3 Local Allocations Policy

As a Tier One Community Housing Provider, Pacific Link Housing (PLH) adopts flexible approaches known as Local Allocation Strategies (LAS). Under LAS, PLH considers local community needs, sensitively matching applicants to properties that meet individual priorities. Our strong local presence allows close management to resolve conflict, protect property and sustain tenancies. This includes:

- Individual allocations made from the Housing New South Wales (HNSW) waitlist will be extensively planned through reviewing applications and conversations with applicants.
- Sensitive allocations strategies to be considered for each unit:
 - Consider age, physical capabilities, extent of social interaction, resilience, existing support – either family or external (or lack of) - to achieve neighbourly cohesion.
 - recognise tenant vulnerabilities – older people or those diagnosed with physical ailments to be housed in suitably accessible, adaptable and/or modified units to support ageing in place; proximity to parking/transport for those with physical restrictions.
 - Local support agencies to be involved well before sign-up to ensure applicants are assisted through transition process.

5.2 Tenancy agreements

All tenancies will let on in accordance with the Standard Form Residential Tenancies Agreement with Special Conditions. Typically there will only be a single Tenant within each room. There is a maximum of two tenants permitted per room as per the AHSEPP requirements.

A copy of a **Draft Standard Form Residential Tenancies Agreement** is included in **Appendix B**.

5.3 Tenant Lease Kit Information

On commencement of a Tenancy a tenant will be provided with Lease Kit that includes a comprehensive range of information to assist tenants in settling in to and living within the New Generation Boarding House.

A copy of the typical **Lease Kit** is included in **Appendix C**.

5.4 Tenant Responsibilities & New Generation Boarding House Rules

The following rules will apply and will be posted on a community notice board in the common area:

- The tenants and no other person shall occupy the tenancy / room.
- Tenants are to ensure that they do not generate significant noise affecting surrounding neighbours. The volume of music, televisions, radios and of people talking is to be audible within the room and no louder than that.
- After 10 PM every night, expectations of reduced noise levels are heightened. Music, television and the like is to be lowered in volume so that it is not audible from outside the room. If the neighbouring residents complain that the noise is audible from their rooms, the noise generating activity is to cease.
- Tenants must treat one another with respect. Tenants may not make comments to one another that are of a derogatory nature on the basis of the other person's appearance, race, gender, sexual orientation, religion or ethnicity.
- Tenants must ensure that they do not damage or remove fixtures, fittings and furniture within their rooms and elsewhere within the site. Tenants must follow instructions to be provided by the owner or their delegate concerning the operation and cleaning of fixtures and fittings.
- Tenants are to keep their room clean and tidy. Tenants must sweep or vacuum the floors on a regular basis to prevent the excessive accumulation of dust, so as to avoid health impacts to other tenants. Tenants must ensure that their kitchenettes and bathrooms are kept in hygienic condition.
- Tenants are not to consume alcohol within the common areas of the site. Tenants are not to consume such an amount of alcohol within their own rooms as will cause them to be incapable of behaving in accordance with these rules.
- Tenants must not consume any illegal drugs within the site and must not engage in illegal activities within the site.
- Tenants are to contain their general rubbish within a liner within the bins provided. When full or as required, the liners are to be tied and disposed of in the bins within the waste bin area. Tenants are to practice recycling, including recyclable containers and clean paper, within the recycling bins provided. For reasons of hygiene, containers should be lightly washed before disposal, as no liners may be used.
- Tenants may not store their goods in common areas of the site and must ensure to leave the common area in a cleanly state.
- Guests are to abide by the same rules as Tenants.

Tenants will be provided with a detailed set of House Rules on commencement of their tenancy. They will be required to execute and return a copy of the rules prior to being able to occupy their tenancy.

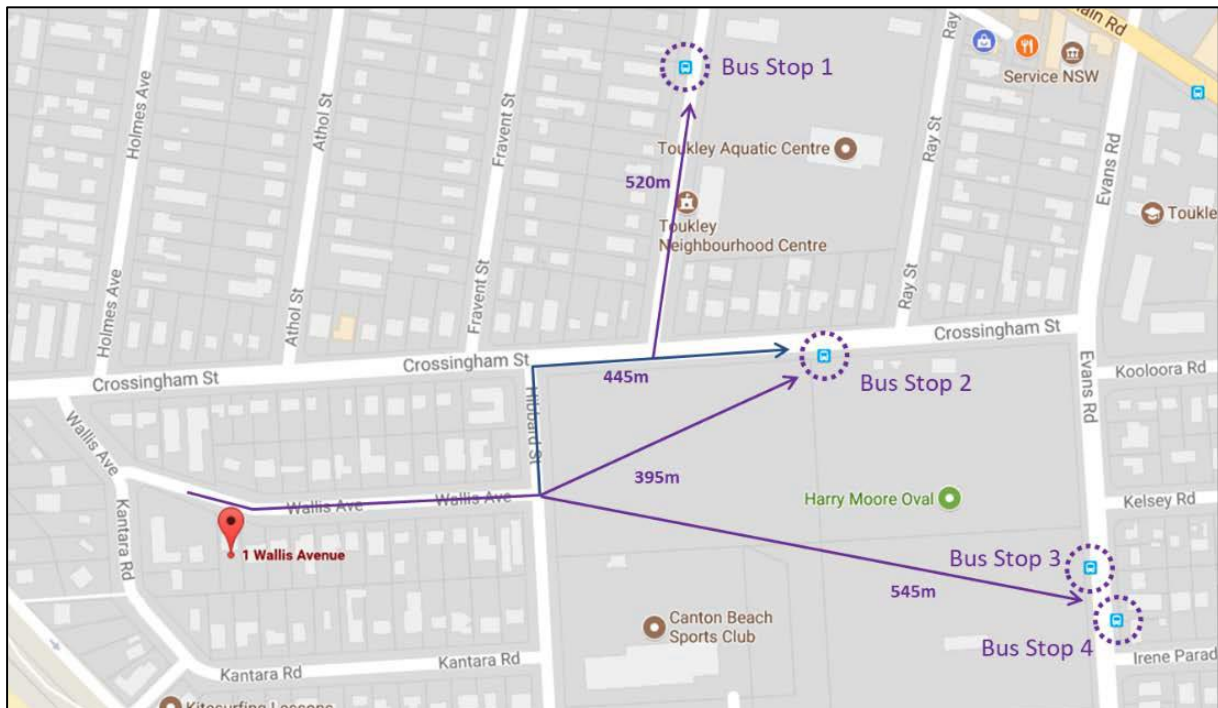
A copy of the proposed **House Rules** is included in **Appendix E**.

5.5 Car Parking Management

The New Generation Boarding House has been designed to comply with the required car parking standards. Pacific Link Housing will manage the allocation of onsite car parking spaces between the tenants depending on their specific needs and requirements. We encourage our tenants to utilise public transport services.

5.6 Public Transport Information

Information relating to Public Transport Services within the area will be provided to all tenants. The major source of public transport is the local Bus Provider. Details on the surrounding bus stops and services are outlined below:

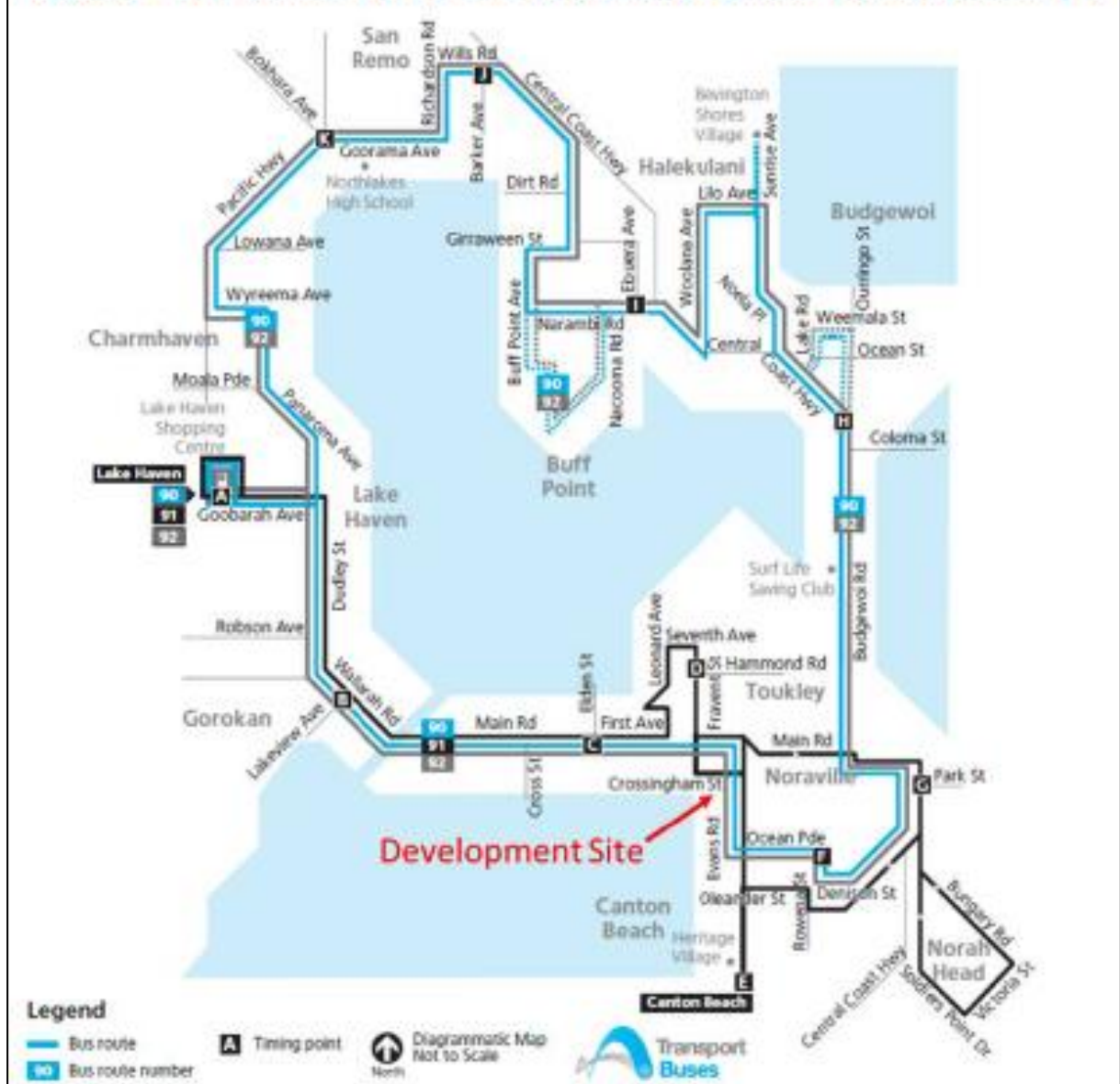


Bus Stop	Route No.	Route Description
1	91	Norah Head to Lake Haven via Gorokan
2	91	Norah Head to Lake Haven via Gorokan
3	91	Norah Head to Lake Haven via Gorokan
	92	Wyong Intersection to Lake Haven Interchange via Noraville
	93	Noraville to Westfields Tuggarah
4	90	Wyong Intersection to Westfields Tuggarah
	93	Noraville to Westfields Tuggarah

Figure 4 – Bus Routes 93 Operating near Development Site



Figure 3 – Bus Routes 90, 91 and 92 Operating near Development Site



5.7 Garbage Removals

The caretaker will be responsible for placing the garbage bins out for collection on the allocated days for collection. Tenants must place all garbage in the garbage bins (including recycling bins) provided in the garage area. All garbage must be securely wrapped and placed wholly into the red lid bins. Any spillage must be cleaned immediately and the garbage area is not to be used for dumping large items that do not fit completely inside the bins.

5.8 Tenancy Inspections

Pacific Link Housing will carry out regular room inspection up to a maximum of 4 per year. In addition to this Pacific Link Housing will also undertake 3 year asset audits of the entire building and grounds.

5.9 Pet Policy

Tenants within the New Generation Boarding House are not allowed to have any pets. The building is to remain a pet free property at all times.

5.10 Abandonment Policy

Abandonment of a tenancy by a tenant will be managed in accordance with the requirements of the Residential Tenancies Agreement and Act.

5.11 Tenant Complaints Management

Should a tenant have any specific complaints they may be raised formally with Pacific Link Housing, through the required process as outlined in the Tenant Information Handbook in Appendix C.

5.12 Neighbourhood / Community Management

Prior to the opening of the New Generation Boarding House, Pacific Link Housing will contact and meet with neighbours within close proximity to the site. We will provide them with direct contact details should they need to discuss any matters regarding the development.

Should any neighbours or the community have any concerns or comments in relation to the New Generation Boarding House, they can contact Pacific Link Housing directly:

Ms Larissa Llowarch
Manager Housing & Assets, Pacific Link Housing
Ph: 02 4324 7617
Office: Level 1, Suite 2, 10 Williams St Gosford NSW 2250
Postal: PO Box 1888 Gosford NSW 2250
Email: info@pacificlink.org.au

5.13 Tenancy Terminations

Terminations of tenancies will be managed in accordance with the requirements of the Residential Tenancies Agreement and Act.

5.14 Privacy & Confidentiality Policy

Privacy is important because the people we deal with at Pacific Link Housing (PLH) expect us to handle their personal information in an appropriate manner. Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained.

We have a legal obligation to protect the privacy of personal information, and we also have funding arrangements which require us to ensure the privacy and confidentiality of the information we collect. PLH recognises that even a simple breach of privacy could potentially have serious consequences.

PLH must comply with the Federal Privacy Act 1988, as well as NSW privacy laws (the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002). Both the Federal and NSW Privacy Commissioners may investigate our conduct, even if no privacy complaint has been made.

A copy of the Pacific Link Housing Privacy Policy can be provided on request.

6. Tenancy Support Services

6.1 Tenancy Programs

Pacific Link Housing has been working towards improving tenant outcomes through a suite of programs and projects. The PLH Tenant Outcomes Coordinator, develops projects and programs that align with the NSW Government's policy vision for social housing over the next 10 years, known as Future Directions. This vision looks at the whole continuum of housing – from homelessness to private market, in an aim to help those who do not need continuous social/affordable housing avoid long term supported tenancies. Future Directions focusses on breaking down the barriers that prevent tenants from leaving social and/or affordable housing. These barriers include access to education, finding work and having affordable housing options to transition to.

As part of our suite of tenant support and enrichment programs, we offer:

- Education & Training providing tenants with free life-skills training courses throughout the year to help kick start their career.
- Education scholarships to assist tenants in primary, secondary or tertiary (TAFE, Uni, College) education, with financial support towards the costs of continuing education or studies.
- Laptop Loans to provide an easy interest free loan to assist tenants to purchase their own laptop allowing access and connection to internet-based services.
- Learner Driver Lessons which are offered in partnership with NRMA's Safer Driving School to support young tenants seeking a driver's licence with funds to pay for 10 professional driving lessons.
- Sports Scholarships providing funding for young tenants aged 5 – 17 to pay fees or purchase items or services, which will help in their physical education or activities and promote healthy living and community inclusion through membership of sporting teams and clubs.
- Excursions & Events that promote social and cultural inclusion, community engagement and celebrate milestones and holidays.
- Garden Competitions to engage tenants, build community, social inclusion and offer prizes for their gardening endeavours.
- Youth Engagement to gain input, knowledge and understanding of the experiences of our young tenants. Previously we have engaged young people in a video project about their experiences in Community Housing.

Further details on the Tenancy Support Programs can be found within the **Supporting Our Tenants** brochure in **Appendix D**.

6.2 Client / Tenancy Support Services

In addition to housing, we assist tenants through the provision of additional support/wraparound services and programs tailored to their individual needs. These are provided through a range of support service providers and partners in the region.

These partners include:

Aboriginal Mental Health	Coast Shelter	Narara Neighbourhood Centre
Allambie Youth Hope	Coimba Refuge	Neami Hunter Valley
Benevolent Society	Elandra Refuge	New Horizons
Brighter Futures Central Coast	Kara Refuge	New Horizons Boarding House Project
Brighter Futures Newcastle	Maya Refuge	Nova Women and Children
Bungree Aboriginal Association	Neleh House	NSW Health Assertive Outreach Team
Carries Place	Rondelay	Oasis Centre Wyong
Catholic Care	Rumbalara Youth Refuge	Options Disability Support
Catholic Community Services	Woy Woy Youth Refuge	Port Stephens Family Support Service
Central Coast Disability Network	Wyong Youth Refuge	Regional Youth Support Services
Central Coast Family Support	Youth Angle	Safe Pathways
Central Coast Local Health District Mental Health	Department of Ageing Disability and Home Care	Samaritans Early Intervention Family Service
Central Coast Primary Care	Department of Family and Community Services Gosford	Toukley Neighbourhood Centre
Centrelink Support Team	HASI Central Coast – Uniting Church	Ungooroo Aboriginal Corporation
Challenge Disability Services	Horizons Family Support	Uniting
Coast Community Connections	House With No Steps	Wesley Mission Central Coast Family Support Service
	Hunter Partners In Recovery	Wyong Neighbourhood Centre
	Life Without Barriers	
	Meals on Wheels	

7. Property Management

7.1 Building & Unit Maintenance

EPD are responsible for the maintenance of the building and grounds of the New Generation Boarding House. If Tenants have a repair or maintenance problem, they can report it to the Pacific Link Housing Maintenance Department directly on (02) 4324 7617 or in person or online (www.pacificlink.org.au). Pacific Link Housing can also be contacted for afterhour's emergency matters on the same contact phone number.

Emergency repairs will be attended to within 24 hours, urgent repairs within 5 working days and normal repairs within 28 days. Usually our response time is much quicker than this and is actively measured against benchmarks.

7.2 Asset Inspections & Audits

In addition to the regular Pacific Link Housing inspections, the asset management team will undertake asset condition audits every 3 years. This will enable the EPD to plan for any major works that needs to occur within the building or rooms.

Separate to EPD, the NSW government (Family and Community Services) may undertake a Property Assessment Survey to confirm that the building is being maintained in accordance with their requirements.

7.3 Fire Safety Inspections

Every 12 months EPD will engage a qualified inspector to undertake the annual Fire Safety Inspection and certification process. This ensure that the building remains safe and compliant with the required fire safety standards.

A copy of the annual Fire Safety Compliance Statement shall be displayed within the communal area in a highly visible location. The premises shall at all times comply with the fire safety provisions of the New South Wales Environmental Planning and Assessment Regulation 2000.

7.4 Emergency Evacuation Plans

An emergency evacuation plan written by a professional accredited consultant shall be prepared and displayed in the required locations of the building, including within each boarding room and in the communal living areas.

7.5 Flood Evacuation

An emergency flood plan written by a professional accredited consultant shall be prepared and displayed in the required locations of the building. This will form part of the emergency procedures for the building. This should include;

- Education and awareness for staff, tenants and visitors;
- Preparation for a flood event including making provision for temporary services such as electricity, potable water and sewer;

- Clear roles and responsibilities when responding to a flood event;
- Designation of safe areas for refuge and appropriate routes to these locations; and
- Guidance in what to do in the aftermath of an event.

7.6 Onsite Caretaker / Manager

The New Generation Boarding House will have an onsite caretaker / manager who will live in the managers within the development. The role will report to the Pacific Link Housing Assets Coordinator.

The caretaker / manager shall either be on-site or capable of being contacted 24 hours a day, seven days a week. Such means of contact may include pager/text message/mobile 'phone message. If at any time the caretaker is not contactable, tenants will have a 24hr contact number for PLH.

The role of the caretaker / Manager will enable EPD to address the following:

- Essential cleaning and maintenance tasks in order to ensure the premises and grounds are kept in an acceptable condition and standard.
- Enforce the House Rules, control and direction in relation to any unacceptable behaviour and on-site disputes between tenants.
- A means of addressing any complaints by neighbours, Council, police or other relevant government agencies and implement any agreed actions.
- A point of contact and assistance during emergencies.
- Implementing appropriate emergency procedures.
- Implementing on-site WHS procedures and practices.

The caretaker's duties will include:

- Be first point of contact for Tenant Building matters
- Responsible for cleaning and maintaining all common areas and gardens
- Report any maintenance issues to PLH asset team contact
- Waste management (Bins, Bin area, Common Areas rubbish removal)
- CCTV/Car Park monitoring as required
- Assist with service providers management on site
- Ensure building / Tenant Policies are adhered to.
- Minor property repairs (eg. Light bulbs changes etc)
- Maintain entrance ways and thoroughfares
- Report any anti-social behaviour to police/PLH as required
- Ensure WHS policies, building and accommodation rules are being adhered to – report as necessary to PLH staff
- Ensure emergency evacuation procedures are implemented and made known to all occupants of the buildings. All required signage shall be displayed at all times.
- Other maintenance/compliance duties as required by PLH

CUSTOMER SERVICE & EXPECTATIONS CHARTER

Our Mission

Pacific Link Housing aims to provide and further develop affordable and appropriate housing solutions for those in the community who are in greatest need. We operate within a culture of social justice, fairness and transparency and remain accountable to all stakeholders.

Our Commitment to you

The Pacific Link team will:

- Abide by our Code of Ethical Conduct
- Provide you with prompt, courteous, respectful and efficient customer service
- Respect your privacy and properly manage your personal information
- Provide information for you that is accurate and easy to understand
- Keep you informed of changes and inspections with due notice
- Take time to listen and understand your requests
- Always act with honesty and integrity and apply our policies consistently
- Correct any mistakes openly, honestly and quickly
- Continuously improve our service to you.

Our Standards

Response times:

- Phone calls and emails – same business day or next business day in peak periods.
- In person (no appointment) – within one hour or arrange a suitable alternative appointment.
- In person with appointment – we will be on time or advise you if there is any delay.
- Emergency repairs for immediate danger to health or safety – immediate response on our after-hours phone line.
- Urgent repairs – response within 24 hours and actioned within 5 days.
- Routine repairs – actioned within 28 days.
- Complaints & Appeals – acknowledgement within two days and response within 21 days.

Our Expectations of You

- Treat our team with courtesy and respect
- Provide us with accurate information
- Respond to our requests on time
- Contact us if your situation changes
- Abide by your occupancy agreement terms
- Not harass, bully, threaten or defame our team, contractors or other tenants (in person, in writing or on social media)
- Not physically harm our team, contractors, other tenants or property.

Actions we will take

Where tenants or applicants do not abide by this Charter, we will:

- Terminate the conversation or meeting and refer to a manager
- Issue a verbal warning
- Issue a written warning
- Require a behaviour agreement to be signed
- Apply for a Specific Performance Order (SPO) at NSW Civil and Administrative Tribunal (NCAT)
- Apply to terminate a tenancy if an SPO is breached
- If serious threats, intimidation or harassment to our team or contractors persist, issue an immediate Notice of Termination
- If serious threats, intimidation or harassment to a neighbour persists, take legal action at NCAT.

Feedback

We welcome feedback to improve our performance:

Toll Free 1300 654 973

Phone (02) 4324 7617

Fax (02) 4324 1601

Email info@pacificlink.org.au

Appendices

Appendix A.

Eligibility for Social Housing, and Affordable Housing Tenancy Application Form

MAKING IT SIMPLER, FAIRER & EASIER FOR PEOPLE APPLYING FOR HOUSING ASSISTANCE

Housing Pathways is making it simpler, fairer and easier for people to apply for and be matched with housing assistance. Now, you are able to fill out application forms to apply for housing owned by Housing NSW, participating Community Housing providers or Aboriginal Housing owned by the Aboriginal Housing Office.

You are able to choose who you would like to provide housing assistance to you and, depending on who you selected, you may get an offer of housing from either Housing NSW or a community Housing Provider.

Housing pathways ensures that the criteria for assessing eligibility for social housing applies once across the board. This will lead to us being able to deliver a more efficient and streamlined service to you and a single state-wide waiting list.

WAITING TIMES

The time that a client will wait on the NSW Housing register depends on:

- The number of vacancies,
- The supply of social housing in the area, including the number of social housing providers,
- The number of people waiting for the same type of housing in the same area who have been waiting longer,
- Willingness to accept offers of both public and community housing, and
- The number of people who have demonstrated a high need to be housed.



GET IN TOUCH

Office Address:

Suite 2 - Level 1
10 William Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

Phone: (02) 43247617

Toll-free: 1300 654 973

Fax: (02) 4324 1601

Email: info@pacificlink.org.au



**PACIFIC LINK
HOUSING**
Home & Community



**PACIFIC LINK
HOUSING**
Home & Community

ELIGIBILITY FOR SOCIAL HOUSING

TENANCY INFORMATION



ELIGIBILITY FOR SOCIAL HOUSING?

To be eligible for social housing you must meet the following criteria:

RESIDENCY

Clients must be an Australian citizen or a permanent resident. Clients applying for social housing must live or work in NSW. However, social housing providers may waive the NSW residency rule in certain circumstances.

IDENTITY

Clients must establish their identity by providing two forms of acceptable identification. They must also provide proof of identity for each person on their application who is eighteen years or over. Social housing providers will not accept the same document as proof of both income and identity. Further details can be found on the evidence requirements information sheet.

HOUSEHOLD INCOME

Clients must have a household income within the income eligibility limits. To determine whether a household meets the income eligibility for social housing, providers will assess income eligibility according to the applicants household size, type and gross assessable household income. There are no minimum income criteria. Permanent residents with no income are able to apply. Where a client declines to apply for a Centrelink income, the social housing provider will assess the client as receiving basic Centrelink income support payment, for example, Newstart Allowance.

ASSETS AND SUSTAINABILITY

Clients must not own any assets or property that could be lived in. Clients must also be able to sustain a successful tenancy, with or without support.

HOW TO APPLY FOR SOCIAL HOUSING?

To apply for housing You will need to complete an Application for Housing Assistance form and, a Social Housing Assistance form and, a Social Housing Supplement form.

Application for Housing Assistance and the social Housing Supplement forms ask important questions about you and other people in your household. The answers you give will help us to understand what kind of help you might need and how urgent and/or complex your situation is.

EVIDENCE REQUIREMENTS

You will be provided an Evidence Requirement Information Sheet and asked to provide documents that support your application.

IDENTIFICATION

Passport, birth certificate, or driver's license, proof of aboriginality.

INCOME & ASSETS

Current income statements, Centrelink statements; tax assessments notices, wage slips, bank books or bank statements.

MEDICAL

You will also need to complete a medical assessment form and provide medical certificate; support letters or treating reports from your GP, psychiatrist, psychologist, counsellor or other support provider.

INTERVIEW

Once you have completed your application, you will be required to attend an interview to allow your application to be assessed. This should take approximately 30 minutes.

NEED HELP OR FURTHER INFORMATION TO APPLY FOR SOCIAL HOUSING?

PACIFIC LINK HOUSING ARE HERE TO HELP

If you have any further questions or require further information or assistance please call us and speak with one of our housing specialists. We are here to assist and will be happy to help you with your application for social housing.

PHONE: (02) 4324 7617

or visit one of the below websites

www.pacificlink.org.au

www.housing.nsw.gov.au

www.housingpathways.nsw.gov.au

INTERPRETER SERVICE

For assistance with translation services we have a dedicated phone number to assist.

Please call 13 14 50

OTHER USEFUL RESOURCES

There are plenty of service providers available to assist you through this process.

Temporary Accommodation - P. 1800 152 152

Lifeline - P. 13 11 14

Domestic Violence Line - Freecall 1800 656 463

Coast Shelter - P. 02 4325 3540

PHONE PACIFIC LINK HOUSING ON 1300 654 973 FOR MORE INFORMATION

TENANCY APPLICATION FORM

AFFORDABLE HOUSING

Applicant eligibility and supporting document requirements

Applicants' income must be equal to or less than the initial income limit when you apply for affordable housing

Income Eligibility	Initial Income
Single	up to \$ 52,900
Single + 1 child	up to \$ 68,800
Single + 2 children	up to \$ 84,700
Single + 3 children	up to \$ 100,600

Income Eligibility	Initial Income
Couple	\$ 79,400
Couple + 1 child	\$ 95,300
Couple + 2 children	\$ 111,200
Couple + 3 children	\$ 127,100

The following documents **MUST** be returned with your application to be considered for an *Affordable Housing dwelling*

- **EVERY** Household member requires a Birth Certificate/Passport/Citizenship
- **OVER 18** Household members must provide current Centrelink income statement and current payslips (from July 1st - current) with at least 3 forms of ID, including **PHOTO ID** e.g. drivers licence, medicare, healthcare card, citizenship papers, birth certificate, passport.
- **RENTAL LEDGER** for the past 12 months
- Proof of assets - **BANK STATEMENT** showing 3 months of transactions
- Previous year tax assessment and centrelink PAYG summary statement if you have received any benefits in the last 12 months.
- Proof of citizenship and residency

Incomplete applications will not be assessed or considered. If you require assistance please contact the Pacific Link Housing office on 02 4324 7617.

Property Details

Address of Property:

Lease Term:

Main Applicant Details

Surname Mr/Mrs/Miss/Ms (Please circle)

First Name/s

Address

Postcode

Contact No. (Home)

(Mobile)

(Work)

Date of Birth

/ /

Country of Birth

Email

Drivers Licence No.

Drivers Licence State

Document no: HS096.2.0

Passport No.

Passport Country

Do you require an Interpreter?

Yes

No

First Language

Second Contact details

Surname Mr/Mrs/Miss/Ms (Please Circle)

First Name/s

Address

Postcode

Contact No. (Home)

(Mobile)

(Work)

Date of Birth

/ /

Country of Birth

Email

Drivers Licence No.

Drivers Licence State

Passport No.

Passport Country

Do you require an Interpreter?

Yes

No

First Language

Household Members

Please list **ALL** members of your household (including yourself), who will live with you in this property.

Name	Sex	Date of Birth	Relationship to You (e.g. son, partner, wife)	Centrelink CRN No. Weekly Income	Gross Annual Income

Current Tenancy details

Length of time at current address

Rent Paid

Reason for Leaving

Name of Landlord/Agent

Phone

Previous Tenancy details

Length of time at previous address

Rent Paid

Reason for Leaving

Name of Landlord/Agent

Phone

Current Employment

Occupation

Current Employer

Employer's Address

Contact Name (pay roll/manager)	Contact No
Length of Employment	Gross Annual Income
	Full Time Part Time Casual

Please circle your employment status

Previous Employment

Occupation	Previous Employer
Employer's Address	
Contact Name (pay roll/manager)	Contact No
Length of Employment	Gross Annual Income
	Full Time Part Time Casual

Please circle your employment status

Self Employment details (if applicable)

Company Name	Business Type
Business Address	
Position Held	ABN
Accountant Name	Phone
	Gross Annual Income

Details of study (if applicable)

Place of Study	Course Name
Course Length	Enrolment/Student No
Campus Contact	Contact No

Emergency Contact

Surname	First Name/s
Contact No. (Home)	(Mobile)
	(Work)

Further Information

	Yes	No
Have any of your previous tenancies been terminated?	<input type="checkbox"/>	<input type="checkbox"/>
Are you in debt to another leaser or agent?	<input type="checkbox"/>	<input type="checkbox"/>
Is there an existing reason that may affect your rent payment? <i>If yes, please provide details:</i>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No
Do you own any properties or land? <i>If yes, please provide details:</i>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No
Does anyone included in your application have an associaition with a member of the Board of Directors or staff of Pacific Link Housing? <i>If yes please provide details</i>	<input type="checkbox"/>	<input type="checkbox"/>

Document No: HS096.2.0

Have you ever been a tenant of Housing NSW, our company or another community housing association?

If yes please provide details

Yes

No

☐☐

Privacy Statement and Consent

ACKNOWLEDGEMENT OF HOLDING DEPOSIT

The applicant and the Landlord/Landlord's Agent acknowledge and agree:

1. A holding deposit of 1x week rent is required to be paid within 24 hours of the application being approved by the Landlord's Agent.
2. Should the holding deposit not be paid by the approved applicant within 24 hours, the Landlord's Agent is entitled to approve another applicant.
3. Until such time as the holding deposit is received, the Landlord's Agent is entitled to continue advertising of the property.
4. The holding fee is to be paid via EFTPOS, bank cheque or money order.
5. Once the holding deposit is received by the Landlord's Agent, the advertising of the property will cease and all other applicants will be declined.
6. Should the approved applicant no longer wish to enter into a Residential Tenancy Agreement at any time after paying the holding deposit, the approved applicant will forfeit the full 1x week rent holding deposit to the Landlord's agent.
7. If a Residential Tenancy Agreement is entered into, the holding deposit will be contributed towards the initial first 2 weeks rent in advance.

If applicant is not accepted - all documents will be destroyed.

PRIVACY DISCLOSURE STATEMENT FOR PACIFIC LINK HOUSING

We are a non-for-profit organisation. We are bound by the National Privacy principals. We collect personal information about you in this form to assess your application for a residential tenancy. We may need to collect information about you from your previous landlords or letting agents, your current employer and your referees. Your consent to us collection this information is set out below. We may disclose your details to service providers relevant to the tenancy relationship including maintenance contractors and the landlord's insurers. We may also send personal information about you by contacting our property management department. If you do not complete this form or do not sign the consent below then your application for a residential tenancy may not be considered by the owner of the relevant property or, if considered, may be rejected.

PRIVACY DISCLOSURE STATEMENT FOR TENANT RELATED DATABASES

We will disclose your tenancy information to any defaulting tenant database used by this agency as part of the normal processing of your tenancy application.

I, the applicant, acknowledge that I have read the Privacy Notice of Pacific Link Housing. I authorise Pacific Link Housing to collect information about me from:

1. My previous letting agents and/or landlords
2. My personal referees
3. Any Tenancy Default Database which may contain personal information about me. I authorise Pacific Link Housing to disclose details about any defaults by me under the tenancy to which this application relates to any tenancy default database to which it subscribes including Tenancy Information Centre of Australia (TICA), National Tenancy Database (NTD) and/or Trading Reference Australia (TRA).

I authorise Pacific Link Housing to disclose personal information it collects about me to the owner of the property even if the owner is a resident outside Australia and to any third parties - valuers, contractors, sales people, insurance companies, body corporates, other agents and tenancy default databases.

Tenant name

Signature

Date

Email applications with supporting documents to info@pacificlink.org.au

Document No: HS096.2.0

Appendix B.

Draft Standard Form Tenancy Agreement

Standard Form Residential Tenancy Agreement

Residential Tenancies Regulation 2010, Schedule 1, Clause 4(1)

AGREEMENT

This Agreement is made on ____ / ____ / ____ at: **GOSFORD** NSW **BETWEEN**

LANDLORD (insert name of Landlord(s) and contact details)

Name/s: **Pacific Link Housing**

Phone: _____ Fax: **(02) 4324 1601** Mobile: _____

Email: **info@pacificlink.org**

TENANT(S) (insert name of Tenant(s) and contact details)

Name/s: _____

Address for service of notices: _____

Phone: _____ Fax: _____ Mobile: _____

Email: _____

LANDLORD'S AGENT DETAILS (insert name of Landlord's Agent (if any) and contact details)

Name/s: **Pacific Link Housing Ltd**

Address: **Level 1, Suite 2 10 William Street** ACN: _____

Gosford NSW 2263 ABN: _____

Phone: **4324 7617** Fax: **4324 1601** Mobile: _____

Email: **info@pacificlink.org.au** Licence No.: _____ Licence Expiry: ____ / ____ / ____

TENANT'S AGENT DETAILS (insert name of Tenant's Agent (if any) and contact details)

Name/s: _____ ABN: _____

Address: _____

Phone: _____ Fax: _____ Mobile: _____

Email: _____

TERM OF AGREEMENT

The term of this Agreement is: _____ weeks / months / years

starting on: ____ / ____ / ____ and ending on: ____ / ____ / ____ (cross out if not applicable)

RESIDENTIAL PREMISES Note: insert any excluded items in the Additional Terms Item on the signature page

The residential premises are: _____

The residential premises include: (include any additional matters, such as a parking space, garages or furniture provided)

RENT

The rent is: **\$0.00** per: _____ payable in advance starting on: ____ / ____ / ____

Rent Increase: Then from: ____ / ____ / ____ pay: **\$0.00** per: _____

The tenant must pay the rent in advance on the _____ of every _____ (see Clause 4.2)

The method by which the rent must be paid:

(a) to: **Pacific Link Housing** at: **10 William Street, Gosford** by cash or cheque; or

(b) into the following account:

Account Name: **Pacific Link Housing** Bank: **Commonwealth Bank**

BSB: **062 544** Account No.: **1023 2330** Payment Reference: _____

or any other account nominated by the landlord; or

(c) as follows: _____

Note: The Landlord or Landlord's Agent must permit the Tenant to pay the rent by at least one means for which the Tenant does not incur a cost (other than bank or other account fees usually payable for the Tenant's transactions) (see Clause 4.1) and that is reasonably available to the Tenant.

RENTAL BOND *(Cross out if there is not going to be a bond)*

A rental bond of **650.80** must be paid by the Tenant on signing this Agreement. The amount of the rental bond must not be more than 4 weeks rent.

IMPORTANT INFORMATION**MAXIMUM NUMBER OF OCCUPANTS**

No more than **0** persons may ordinarily live in the Premises at any one time.

Other people who will ordinarily live at the premises may be listed here: *(cross out if not needed)*

URGENT REPAIRS

Nominated tradespeople for urgent repairs:

Electrical Repairs:	Phone:
Plumbing Repairs:	Phone:
Building Repairs:	Phone:
Other: Emergency	Phone: (02) 4324 7617

WATER USAGE

Will the Tenant be required to pay separately for water usage? ☐ Yes ☐ No If 'yes', see Clauses 11 and 12

STRATA BY-LAWS

Are there any strata or community scheme by-laws applicable to the residential premises? ☐ Yes ☐ No If 'yes', see Clause 35

CONDITION REPORT

A condition report relating to the condition of the premises must be completed by or on behalf of the Landlord before or when this Agreement is signed.

If this Agreement is for premises already occupied by the tenant under a previous agreement, **the landlord and tenant agree** that the condition report prepared for a tenancy agreement entered into by the tenant and dated **/ /** applies to this Agreement.

TENANCY LAWS

The Residential Tenancies Act 2010 and the Residential Tenancies Regulation 2010 apply to this Agreement. Both the Landlord and the Tenant must comply with these laws.

STANDARD TERMS OF AGREEMENT**RIGHT TO OCCUPY THE PREMISES**

1. **The landlord agrees** that the tenant has the right to occupy the residential premises during the tenancy. The residential premises include the additional things (if any) noted under **"Residential premises"**.

COPY OF AGREEMENT

2. **The landlord agrees** to give the tenant:

2.1 a copy of this agreement before or when this agreement is signed and given by the tenant to the landlord or a person on the landlord's behalf, and

2.2 a copy of this agreement signed by both the landlord and the tenant as soon as is reasonably practicable.

RENT

3. **The tenant agrees:**

3.1 to pay rent on time, and

3.2 to reimburse the landlord for the cost of replacing rent deposit books or rent cards lost by the tenant, and

3.3 to reimburse the landlord for the amount of any fees paid by the landlord to a bank or other authorised deposit-taking institution as a result of funds of the tenant not being available for rent payment on the due date.

4. **The landlord agrees:**

4.1 to provide the tenant with at least one means to pay rent for which the tenant does not incur a cost (other than bank fees or other account fees usually payable for the tenant's transactions) and that is reasonably available to the tenant, and

4.2 not to require the tenant to pay more than 2 weeks rent in advance or to pay rent for a period of the tenancy before the end of the previous period for which rent has been paid, and

4.3 not to require the tenant to pay rent by a cheque or other negotiable instrument that is post-dated, and

4.4 to accept payment of unpaid rent after the landlord has given a termination notice on the ground of failure to pay rent if the tenant has not vacated the residential premises, and

4.5 not to use rent paid by the tenant for the purpose of any amount payable by the tenant other than rent, and

4.6 to give a rent receipt to the tenant if rent is paid in person (other than by cheque) and to make a rent receipt available for collection by the tenant or to post it to the residential premises if rent is paid by cheque, and

4.7 to keep a record of rent paid under this agreement and to provide a written statement showing the rent record for a specified period within 7 days of a request by the tenant (unless the landlord has previously provided a statement for the same period).

Note:

The landlord and tenant may, by agreement, change the manner in which rent is payable under this agreement.

RENT INCREASES

- 5. The landlord and the tenant agree** that the rent cannot be increased after the end of the fixed term (if any) of this agreement or under this agreement unless the landlord gives not less than 60 days written notice of the increase to the tenant. The notice must specify the increased rent and the day from which it is payable.

Note:

Section 42 of the *Residential Tenancies Act 2010* sets out the circumstances in which rent may be increased during the fixed term of a residential tenancy agreement. An additional term for this purpose may be included in the agreement.

6. The landlord and the tenant agree:

- 6.1 that the increased rent is payable from the day specified in the notice, and
- 6.2 that the landlord may cancel or reduce the rent increase by a later notice that takes effect on the same day as the original notice, and
- 6.3 that increased rent under this agreement is not payable unless the rent is increased in accordance with this agreement and the *Residential Tenancies Act 2010* or by the Civil and Administrative Tribunal.

RENT DEDUCTIONS

- 7. The landlord and the tenant agree** that the rent abates if the residential premises:
- 7.1 are destroyed, or become wholly or partly uninhabitable, otherwise than as a result of a breach of this agreement, or
- 7.2 cease to be lawfully usable as a residence, or
- 7.3 are compulsorily appropriated or acquired by an authority.
- 8.** The landlord and the tenant may, at any time during this agreement, agree to reduce the rent payable.

PAYMENT OF COUNCIL RATES, LAND TAX, WATER AND OTHER CHARGES

- 9. The landlord agrees** to pay:
- 9.1 rates, taxes or charges payable under any Act (other than charges payable by the tenant under this agreement), and
- 9.2 the installation costs and charges for initial connection to the residential premises of an electricity, water, gas, bottled gas or oil supply service, and
- 9.3 all charges for the supply of electricity, gas (except bottled gas) or oil to the tenant at the residential premises that are not separately metered, and
- 9.4 the costs and charges for the supply or hire of gas bottles for the supply of bottled gas at the commencement of the tenancy, and
- 9.5 all charges (other than water usage charges) in connection with a water supply service to separately metered residential premises, and
- 9.6 all charges in connection with a water supply service to residential premises that are not separately metered, and
- 9.7 all charges for the supply of sewerage services (other than for pump out septic services) or the supply or use of drainage services to the residential premises, and
- 9.8 all charges for the availability of gas to the residential premises if the premises do not have any appliances, supplied by the landlord, for which gas is required and the tenant does not use gas supplied to the premises for any purpose.
- 10. The tenant agrees** to pay:
- 10.1 all charges for the supply of electricity, gas (except bottled gas) or oil to the tenant at the residential premises if the premises are separately metered, and
- 10.2 all charges for the supply of bottled gas to the tenant at the residential premises, and
- 10.3 all charges for pumping out a septic system used for the residential premises, and
- 10.4 any excess garbage charges relating to the tenant's use of the residential premises, and

- 10.5 water usage charges, if the landlord has installed water efficiency measures referred to in clause 11 and the residential premises:

- 10.5.1 are separately metered, or
- 10.5.2 are not connected to a water supply service and water is delivered by vehicle.

11. The landlord agrees that the tenant is not required to pay water usage charges unless:

- 11.1 the landlord gives the tenant a copy of the part of the water supply authority's bill setting out the charges, or other evidence of the cost of water used by the tenant, and
- 11.2 the landlord gives the tenant at least 21 days to pay the charges, and
- 11.3 the landlord requests payment of the charges by the tenant not later than 3 months after the issue of the bill for the charges by the water supply authority, and
- 11.4 the residential premises have the following water efficiency measures:
- 11.4.1 all internal cold water taps and single mixer taps for kitchen sinks or bathroom hand basins on the premises have a maximum flow rate of 9 litres per minute,
- 11.4.2 all showerheads have a maximum flow rate of 9 litres per minute,
- 11.4.3 there are no leaking taps at the commencement of this agreement or when the water efficiency measures are installed, whichever is the later.

12. The landlord agrees to give the tenant the benefit of, or an amount equivalent to, any rebate received by the landlord for water usage charges payable or paid by the tenant.

POSSESSION OF THE PREMISES

13. The landlord agrees:

- 13.1 to make sure the residential premises are vacant so the tenant can move in on the date agreed, and
- 13.2 to take all reasonable steps to ensure that, at the time of signing this agreement, there is no legal reason why the premises cannot be used as a residence for the term of this agreement.

TENANT'S RIGHT TO QUIET ENJOYMENT

14. The landlord agrees:

- 14.1 that the tenant will have quiet enjoyment of the residential premises without interruption by the landlord or any person claiming by, through or under the landlord or having superior title to that of the landlord (such as a head landlord), and
- 14.2 that the landlord or the landlord's agent will not interfere with, or cause or permit any interference with, the reasonable peace, comfort or privacy of the tenant in using the residential premises, and
- 14.3 that the landlord or the landlord's agent will take all reasonable steps to ensure that the landlord's other neighbouring tenants do not interfere with the reasonable peace, comfort or privacy of the tenant in using the residential premises.

USE OF THE PREMISES BY TENANT

15. The tenant agrees:

- 15.1 not to use the residential premises, or cause or permit the premises to be used, for any illegal purpose, and
- 15.2 not to cause or permit a nuisance, and
- 15.3 not to interfere, or cause or permit interference, with the reasonable peace, comfort or privacy of neighbours, and
- 15.4 not to intentionally or negligently cause or permit any damage to the residential premises, and
- 15.5 not to cause or permit more people to reside in the residential premises than is permitted by this agreement.

16. The tenant agrees:

- 16.1 to keep the residential premises reasonably clean, and

- 16.2 to notify the landlord as soon as practicable of any damage to the residential premises, and
- 16.3 that the tenant is responsible to the landlord for any act or omission by a person who is lawfully on the residential premises if the person is only permitted on the premises with the tenant's consent and the act or omission would be in breach of this agreement if done or omitted by the tenant, and
- 16.4 that it is the tenant's responsibility to replace light globes and batteries for smoke detectors on the residential premises.
- 17. The tenant agrees**, when this agreement ends and before giving vacant possession of the premises to the landlord:
 - 17.1 to remove all the tenant's goods from the residential premises, and
 - 17.2 to leave the residential premises as nearly as possible in the same condition, fair wear and tear excepted, as at the commencement of the tenancy, and
 - 17.3 to leave the residential premises reasonably clean, having regard to their condition at the commencement of the tenancy, and
 - 17.4 to remove or arrange for the removal of all rubbish from the residential premises, and
 - 17.5 to make sure that all light fittings on the premises have working globes, and
 - 17.6 to return to the landlord all keys, and other opening devices or similar devices, provided by the landlord.

LANDLORD'S GENERAL OBLIGATIONS FOR RESIDENTIAL PREMISES

- 18. The landlord agrees:**
 - 18.1 to make sure that the residential premises are reasonably clean and fit to live in, and
 - 18.2 to make sure that all light fittings on the residential premises have working light globes on the commencement of the tenancy, and
 - 18.3 to keep the residential premises in a reasonable state of repair, considering the age of, the rent paid for and the prospective life of the premises, and
 - 18.4 not to interfere with the supply of gas, electricity, water, telecommunications or other services to the residential premises (unless the interference is necessary to avoid danger to any person or enable maintenance or repairs to be carried out), and
 - 18.5 to comply with all statutory obligations relating to the health or safety of the residential premises.

URGENT REPAIRS

- 19. The landlord agrees** to pay the tenant, within 14 days after receiving written notice from the tenant, any reasonable costs (not exceeding \$1,000) that the tenant has incurred for making urgent repairs to the residential premises (of the type set out below) so long as:
 - 19.1 the damage was not caused as a result of a breach of this agreement by the tenant, and
 - 19.2 the tenant gives or makes a reasonable attempt to give the landlord notice of the damage, and
 - 19.3 the tenant gives the landlord a reasonable opportunity to make the repairs, and
 - 19.4 the tenant makes a reasonable attempt to have any appropriate tradesperson named in this agreement make the repairs, and
 - 19.5 the repairs are carried out, where appropriate, by licensed or properly qualified persons, and
 - 19.6 the tenant, as soon as possible, gives or tries to give the landlord written details of the repairs, including the cost and the receipts for anything the tenant pays for.

Note:

The type of repairs that are urgent repairs are defined in the *Residential Tenancies Act 2010* and are defined as follows:

- (a) a burst water service,

- (b) an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted,
- (c) a blocked or broken lavatory system,
- (d) a serious roof leak,
- (e) a gas leak,
- (f) a dangerous electrical fault,
- (g) flooding or serious flood damage,
- (h) serious storm or fire damage,
- (i) a failure or breakdown of the gas, electricity or water supply to the premises,
- (j) a failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, cooling or laundering,
- (k) any fault or damage that causes the premises to be unsafe or insecure.

SALE OF THE PREMISES

- 20. The landlord agrees:**
 - 20.1 to give the tenant written notice that the landlord intends to sell the residential premises, at least 14 days before the premises are made available for inspection by potential purchasers, and
 - 20.2 to make all reasonable efforts to agree with the tenant as to the days and times when the residential premises are to be available for inspection by potential purchasers.
- 21. The tenant agrees** not to unreasonably refuse to agree to days and times when the residential premises are to be available for inspection by potential purchasers.
- 22. The landlord and tenant agree:**
 - 22.1 that the tenant is not required to agree to the residential premises being available for inspection more than twice in a period of a week, and
 - 22.2 that, if they fail to agree, the landlord may show the residential premises to potential purchasers not more than twice in any period of a week and must give the tenant at least 48 hours notice each time.

LANDLORD'S ACCESS TO THE PREMISES

- 23. The landlord agrees** that the landlord, the landlord's agent or any person authorised in writing by the landlord, during the currency of this agreement, may only enter the residential premises in the following circumstances:
 - 23.1 in an emergency (including entry for the purpose of carrying out urgent repairs),
 - 23.2 if the Civil and Administrative Tribunal so orders,
 - 23.3 if there is good reason for the landlord to believe the premises are abandoned,
 - 23.4 if there is good reason for serious concern about the health of the tenant or any other person on the residential premises and a reasonable attempt has been made to obtain consent to the entry,
 - 23.5 to inspect the premises, if the tenant is given at least 7 days written notice (no more than 4 inspections are allowed in any period of 12 months),
 - 23.6 to carry out, or assess the need for, necessary repairs, if the tenant is given at least 2 days notice each time,
 - 23.7 to carry out, or assess the need for, work relating to statutory health and safety obligations relating to the residential premises, if the tenant is given at least 2 days notice each time,
 - 23.8 to show the premises to prospective tenants on a reasonable number of occasions if the tenant is given reasonable notice on each occasion (this is only allowed during the last 14 days of the agreement),
 - 23.9 to value the property, if the tenant is given 7 days notice (not more than one valuation is allowed in any period of 12 months),
 - 23.10 if the tenant agrees.

- 24. The landlord agrees** that a person who enters the residential premises under clause 23.5, 23.6, 23.7, 23.8 or 23.9 of this agreement:
- 24.1 must not enter the premises on a Sunday or a public holiday, unless the tenant agrees, and
 - 24.2 may enter the premises only between the hours of 8.00 a.m. and 8.00 p.m., unless the tenant agrees to another time, and
 - 24.3 must, if practicable, notify the tenant of the proposed day and time of entry.
- 25. The landlord agrees** that, except in an emergency (including to carry out urgent repairs), a person other than the landlord or the landlord's agent must produce to the tenant the landlord's or the landlord's agent's written permission to enter the residential premises.
- 26. The tenant agrees** to give access to the residential premises to the landlord, the landlord's agent or any person, if they are exercising a right to enter the residential premises in accordance with this agreement.

ALTERATIONS AND ADDITIONS TO THE PREMISES

- 27. The tenant agrees:**
- 27.1 not to install any fixture or renovate, alter or add to the residential premises without the landlord's written permission, and
 - 27.2 not to remove, without the landlord's permission, any fixture attached by the tenant that was paid for by the landlord or for which the landlord gave the tenant a benefit equivalent to the cost of the fixture, and
 - 27.3 to notify the landlord of any damage caused by removing any fixture attached by the tenant, and
 - 27.4 to repair any damage caused by removing the fixture or compensate the landlord for the reasonable cost of repair.
- 28. The landlord agrees** not to unreasonably refuse permission for the installation of a fixture by the tenant or to a minor alteration, addition or renovation by the tenant.

LOCKS AND SECURITY DEVICES

- 29. The landlord agrees:**
- 29.1 to provide and maintain locks or other security devices necessary to keep the residential premises reasonably secure, and
 - 29.2 to give each tenant under this agreement a copy of the key or opening device or information to open any lock or security device for the residential premises or common property to which the tenant is entitled to have access, and
 - 29.3 not to charge the tenant for the cost of providing the copies except to recover the cost of replacement or additional copies, and
 - 29.4 not to alter, remove or add any lock or other security device without reasonable excuse (which includes an emergency, an order of the Civil and Administrative Tribunal, termination of a co-tenancy or an apprehended violence order prohibiting a tenant or occupant from having access) or unless the tenant agrees, and
 - 29.5 to give each tenant under this agreement a copy of any key or other opening device or information to open any lock or security device that the landlord changes as soon as practicable (and no later than 7 days) after the change.
- 30. The tenant agrees:**
- 30.1 not to alter, remove or add any lock or other security device without reasonable excuse (which includes an emergency, an order of the Civil and Administrative Tribunal, termination of a co-tenancy or an apprehended violence order prohibiting a tenant or occupant from having access) or unless the landlord agrees, and
 - 30.2 to give the landlord a copy of the key or opening device or information to open any lock or security device that the tenant changes within 7 days of the change.

- 31.** A copy of a changed key or other opening device need not be given to the other party if the other party agrees not to be given a copy or the Civil and Administrative Tribunal authorises a copy not to be given or the other party is prohibited from access to the residential premises by an apprehended violence order.

TRANSFER OF TENANCY OR SUB-LETTING BY TENANT

- 32. The landlord and tenant agree** that:
- 32.1 the tenant may, with the landlord's written permission, transfer the tenant's tenancy under this agreement or sub-let the residential premises, and
 - 32.2 the landlord may refuse permission (whether or not it is reasonable to do so) to the transfer of the whole of the tenancy or sub-letting the whole of the residential premises, and
 - 32.3 the landlord must not unreasonably refuse permission to a transfer of part of a tenancy or a sub-letting of part of the residential premises, and
 - 32.4 without limiting clause 32.3, the landlord may refuse permission to a transfer of part of the tenancy or to sub-letting part of the residential premises if the number of occupants would be more than is permitted under this agreement or any proposed tenant or sub-tenant is listed on a residential tenancy database or it would result in overcrowding of the residential premises.

Note:

Clauses 32.3 and 32.4 do not apply to social tenancy housing agreements.

- 33. The landlord agrees** not to charge for giving permission other than for the landlord's reasonable expenses in giving permission.

CHANGE IN DETAILS OF LANDLORD OR LANDLORD'S AGENT

- 34. The landlord agrees:**
- 34.1 if the name and telephone number or contact details of the landlord change, to give the tenant notice in writing of the change within 14 days, and
 - 34.2 if the address of the landlord changes (and the landlord does not have an agent), to give the tenant notice in writing of the change within 14 days, and
 - 34.3 if the name, telephone number or business address of the landlord's agent changes or the landlord appoints an agent, to give the tenant notice in writing of the change or the agent's name, telephone number and business address, as appropriate, within 14 days, and
 - 34.4 if the landlord or landlord's agent is a corporation and the name or business address of the corporation changes, to give the tenant notice in writing of the change within 14 days.

COPY OF CERTAIN BY-LAWS TO BE PROVIDED

[Cross out if not applicable]

- 35. The landlord agrees** to give to the tenant within 7 days of entering into this agreement a copy of the by-laws applying to the residential premises if they are premises under the *Strata Schemes Management Act 1996*, the *Strata Schemes (Leasehold Development) Act 1986*, the *Community Land Development Act 1989* or the *Community Land Management Act 1989*.

MITIGATION OF LOSS

- 36. The rules of law** relating to mitigation of loss or damage on breach of a contract apply to a breach of this agreement. (For example, if the tenant breaches this agreement the landlord will not be able to claim damages for loss which could have been avoided by reasonable effort by the landlord.)

RENTAL BOND

[Cross out this clause if no rental bond is payable]

- 37. The landlord agrees** that where the landlord or the landlord's agent applies to the Rental Bond Board or the Civil and Administrative Tribunal for payment of the whole or part of the rental bond to the landlord, then the landlord or the landlord's agent will provide the tenant with details of the amount claimed and with copies of any quotations, accounts and receipts that are relevant to the claim and a copy of a completed condition report about the residential premises at the end of the residential tenancy agreement.

SMOKE ALARMS

- 38. The landlord agrees** to ensure that smoke alarms are installed and maintained in the residential premises in accordance with section 146A of the *Environmental Planning and Assessment Act 1979* if that section requires them to be installed in the premises.
- 39. The landlord and tenant each agree** not to remove or interfere with the operation of a smoke alarm installed on the residential premises unless they have a reasonable excuse to do so.

SWIMMING POOLS

[Cross out this clause if there is no swimming pool]

- 40. The landlord agrees** to ensure that the requirements of the *Swimming Pools Act 1992* have been complied with in respect of the swimming pool on the residential premises.

[Cross out the following clause if there is no swimming pool or the swimming pool is situated on land in a strata scheme (within the meaning of the *Strata Schemes Management Act 1996*) or in a community scheme (within the meaning of the *Community Land Development Act 1989*) and that strata or community scheme comprises more than 2 lots]

- 40A. The landlord agrees** to ensure that at the time that this residential tenancy agreement is entered into:
- 40A.1 the swimming pool on the residential premises is registered under the *Swimming Pools Act 1992* and has a valid certificate of compliance under that Act or a relevant occupation certificate within the meaning of that Act, and
- 40A.2 a copy of that valid certificate of compliance or relevant occupation certificate is provided to the tenant.

LOOSE-FILL ASBESTOS INSULATION

- 40B. The landlord agrees:**

- 40B.1 if, at the time that this residential tenancy agreement is entered into, the premises have been and remain listed on the LFAI Register, the tenant has been advised in writing by the landlord that the premises are listed on that Register, or
- 40B.2 if, during the tenancy, the premises become listed on the LFAI Register, to advise the tenant in writing, within 14 days of the premises being listed on the Register, that the premises are listed on the Register.

ADDITIONAL TERMS

Additional terms may be included in this agreement if:

- (a) both the landlord and tenant agree to the terms, and
- (b) they do not conflict with the *Residential Tenancies Act 2010*, the *Residential Tenancies Regulation 2010* or any other Act, and
- (c) they do not conflict with the standard terms of this agreement.

ANY ADDITIONAL TERMS ARE NOT REQUIRED BY LAW AND ARE NEGOTIABLE.

ADDITIONAL TERM - BREAK FEE

[Cross out this clause if not applicable]

- 41. The tenant agrees** that, if the tenant ends the residential tenancy agreement before the end of the fixed term of the agreement, the tenant must pay a break fee of the following amount:

- 41.1 if the fixed term is for 3 years or less, 6 weeks rent if less than half of the term has expired or 4 weeks rent in any other case, or
- 41.2 if the fixed term is for more than 3 years, [specify amount below].

This clause does not apply if the tenant terminates the residential tenancy agreement early for a reason that is permitted under the *Residential Tenancies Act 2010*.

Note:

Permitted reasons for early termination include destruction of residential premises, breach of the agreement by the landlord and an offer of social housing or a place in an aged care facility. Section 107 of the *Residential Tenancies Act 2010* regulates the rights of the landlord and tenant under this clause.

- 42. The landlord agrees** that the compensation payable by the tenant for ending the residential tenancy agreement before the end of the fixed term is limited to the amount specified in clause 41 and any occupation fee payable under the *Residential Tenancies Act 2010* for goods left on the residential premises.

ADDITIONAL TERM - PETS

[Cross out this clause if not applicable]

- 43. The tenant agrees** not to keep animals on the residential premises without obtaining the landlord's consent.
- 44. The landlord agrees** that the tenant may keep the following animals on the residential premises:

- 45. The tenant agrees** to have the carpet professionally cleaned or to have the residential premises fumigated if the cleaning or fumigation is required because animals have been kept on the residential premises during the tenancy.

- 46. The tenant agrees** to indemnify the landlord in respect of any claims arising as a result of damage to person or property caused or arising from the tenant's failure to control an animal on or about the premises.

ADDITIONAL TERM - CONDITION REPORT

[Cross out this clause if not applicable]

- 47.** Where the landlord has in compliance with the *Residential Tenancies Act 2010* provided the tenant with the landlord's signed condition report and the tenant has not returned the condition report within 7 days of receipt the tenant will be deemed to have accepted the condition report.
- 48.** The condition report will form part of and be included in this agreement.

ADDITIONAL TERM - CARE OF PREMISES

[Cross out this clause if not applicable]

- 49. The tenant agrees**, in addition to the requirements of Clauses 15, 16 and 17 of this agreement:
- 49.1 to place all household rubbish suitably bagged and wrapped in the bin provided by the local authority and to put the bin out for collection on the designated day for collection and to remove the bin to the premises as soon as practicable after it has been emptied and return it to its allotted place. Where bins are lost or stolen it is the tenant's responsibility to replace the bins at the tenant's cost.

- 49.2 not to use any sink, basin, toilet, drain or like facility in or connected to the premises for other than their intended use or do anything that might damage or block the plumbing drainage or sewerage system on the premises.
- 49.3 not to hang washing or other articles outside anywhere but the areas designated for this purpose.
- 49.4 to maintain all garden areas including watering trees and other plants, to mow the lawn and remove garden rubbish (including pet waste) from the garden and lawn areas.
- 49.5 keep the premises free of rodents, cockroaches and other vermin and to notify the landlord promptly of any vermin or pest infestation which, should the presence of such vermin or infestation have arisen due to act or neglect on the part of the tenant, shall be the tenant's responsibility to remedy.
- 49.6 to, in respect to smoke alarms in the premises, advise the landlord/landlord's agent as soon as practicable when the tenant is aware a smoke alarm has failed or is about to fail.
- 49.7 where a product, fixture or fitting provided with the premises has a warning label or safety instructions attached the tenant is not to deface, damage or remove such label.
- 49.8 to properly look after and not alter or remove any landlord's property including fixtures, furniture, electrical and other appliance and equipment let with the premises and only to operate appliances or equipment in accordance with the manufacturer's instructions or landlord's directions.
- 49.9 not to do anything that involves painting, marking or defacing the premises internally or externally or using nails, screws or adhesives without the prior written consent of the landlord.
- 49.10 not to affix any television antenna to the premises.
- 49.11 not to maliciously or negligently damage the premises or any part of the premises.
- 49.12 to replace cracked and/or broken glass where such breakage has arisen as a result of malicious damage or other action on the part of the tenant or it's guest/s.
- 49.13 to replace any light bulbs and fluorescent tubes that have blown during the term of the tenancy.
- 49.14 to take all reasonable steps to prevent the occurrence of mould or dampness in or about the premises and will advise the landlord promptly of the occurrence of mould and dampness at the premises.
- 49.15 to notify the landlord of any infectious disease at the premises.

ADDITIONAL TERM - SWIMMING POOL SAFETY AND MAINTENANCE

[Cross out this clause if not applicable]

50. Swimming Pool Safety and Maintenance

- 50.1 At the commencement of the tenancy, the landlord will:
- handover the pool in a condition that is safe for use
 - provide to the tenant a copy of the pool compliance certificate together with all relevant documentation and instructions on the use and maintenance of the swimming pool.
- 50.2 During the term of the tenancy:
- the tenant must comply with all safety requirements of the *Swimming Pool Act 1992* in particular ensure:
 - child-restraint barriers are in place and properly maintained,
 - access gates and doors are securely closed at all times,
 - at all times to maintain and not interfere with, move or obscure in any way warning notices and resuscitation signs in the immediate vicinity of the swimming pool,

- at all times, there are no climbable objects near the child-restraint barriers that would allow children to access the swimming pool.
- where a child-restraint barrier, warning sign or resuscitation sign is damaged and becomes ineffective the tenant must advise the landlord or the agent immediately.
 - the tenant is responsible for general maintenance including:
 - regular cleaning of filter baskets
 - maintaining required water levels
 - removing vegetation and other rubbish from the pool
 - maintaining the pool water condition
 - regular pool services
 - payment of costs for all required pool chemicals
 - advising the landlord or the agent immediately of any pool related problem.

50.3 Immediately prior to the end of the term of the tenancy the tenant will provide to the landlord or the agent:

- opportunity to inspect the pool; and/or
- a pool condition report completed by a professional pool service company.

The tenant is to return the pool in good order and condition as at the beginning of the tenancy.

50.4 The landlord is responsible for repair of the pool and repair or replacement of the pool equipment resulting from general wear and tear and for reasons beyond the tenant's control and responsibility however, the tenant will be responsible for any damage or want of repair arising from the tenant's failure to comply with its obligations.

50.5 If the tenant does not maintain the pool and pool equipment to the satisfaction of the landlord acting reasonably, the tenant will be in default and the landlord may seek to recover, in compliance with the Act, any loss or damage incurred.

ADDITIONAL TERM - RENTAL BOND

[Cross out this clause if not applicable]

51. The parties agree the rental bond cannot be used for payment of the rent unless the landlord and tenant both agree in writing.

ADDITIONAL TERM - TERMINATION

[Cross out this clause if not applicable]

52. On termination or expiration of the term **the tenant agrees:**

- to deliver vacant possession in accordance with the termination notice
- to deliver up all keys and security devices
- to advise as soon as possible of the tenants contact address

53. The termination of this agreement by notice or otherwise shall not affect in anyway either party's right to compensation for breach of the terms of this agreement nor either party's obligations to comply with this agreement and the *Residential Tenancies Act 2010*.

54. Where the tenancy is at an end and the tenant does not vacate the premises the landlord is entitled to make an application to the Civil and Administrative Tribunal for vacant possession and/or compensation.

55. Should the agreement be terminated by the tenant (other than as permitted under the *Residential Tenancies Act 2010*) before the ending date of this agreement and where Additional Term Clauses 41 and 42 have been crossed out:

- (a) the tenant must pay a reasonable percentage of the costs of advertising and the landlord's agent's re-letting fee and will continue to fulfil their obligations under this agreement until another tenancy agreement is entered into by the landlord/landlord's agent for the premises or until the tenant's tenancy agreement expires, whichever is sooner; and
- (b) the tenant may be liable to pay, for the balance term of the tenancy, any loss of rent incurred by the landlord in re-letting the premises where the landlord/landlord's agent has taken reasonable steps to reduce or minimise rental losses
- (c) the parties are not relieved from their obligations to mitigate any loss on termination.

56. Acceptance by the landlord of payment of rent or other monies owing by the tenant after service of a notice of termination by the tenant will not amount to or be seen as a waiver of such notice or any of the landlord's rights under this agreement or the *Residential Tenancies Act 2010*.

ADDITIONAL TERM - END OF TERM OR OCCUPANCY

[Cross out this clause if not applicable]

57. The tenant will on vacating the premises:

- (a) Return all keys, keycards and other security devices (if any) and make good the cost of replacement should any of these items not be returned or be lost at any time.
- (b) At the end of the tenancy have all carpets cleaned to a professional standard similar to the standard as provided by the landlord/landlord's agent at the start of the tenancy.
- (c) Fair wear and tear excepted, repair damage to the premises arising or as a result of the tenant's or its guest's actions including damage (if any) caused by the tenant's pets.
- (d) Remove all the tenant's property from the premises including rubbish and property on the premises not the property of the landlord.
- (e) Leave the premises (including the grounds) in a neat and tidy condition.
- (f) Fumigate as reasonably required if pets have been on the premises.
- (g) Provide written evidence of compliance with the requirements of Clauses 57 (b), (c) and (f) to the landlord/landlord's agent on or before vacating.
- (h) Return all remote control devices in good working order and condition including batteries, and where not returned, make good the cost of replacement.

ADDITIONAL TERM - OCCUPANTS

[Cross out this clause if not applicable]

58. Taking into account the provisions of Clause 16.3 of this agreement, all persons using the premises as occupants or otherwise must comply with the provisions of this agreement and the *Residential Tenancies Act 2010*.

ADDITIONAL TERM - TELEPHONES AND ELECTRONIC SERVICES

[Cross out this clause if not applicable]

59. On termination the tenant agrees to leave the telephone equipment and service in the same condition it was in at the start of the tenancy, and ensure (if required) the connection is transferred or terminated as the landlord may direct.

60. The tenant must satisfy itself as to the provisions of any electronic communication services to the premises (internet, television - analogue, digital or cable) or fittings. The landlord gives no warranty in respect to the provision or adequacy of such services or fittings to the premises.

ADDITIONAL TERM - STATUTES AND BY-LAWS

[Cross out this clause if not applicable]

61. The tenant will at all times comply with all statutes, orders, regulations, by-laws (including by-laws referred to in Clause 35 or if applicable, as set out in Annexure 1 of this agreement) and management statements relating to the premises or the tenant's occupation of the premises.

- 62. (a) Where the premises are subject to any of the Acts referred to in Clause 35, the tenant will observe and comply with the Strata or Community Scheme by-laws.
- (b) where the Strata or Community Scheme by-laws applicable to the Scheme differ from the by-laws contained in Annexure 1 of this agreement, the Strata or Community Scheme by-laws will apply.
- (c) where the residential premises are an apartment or unit but not subject to any of the Acts referred to in Clause 35 the by-laws set out in Annexure 1 of this agreement will apply as Special Conditions.

ADDITIONAL TERM - INSURANCE

[Cross out this clause if not applicable]

63. The landlord is not responsible for insuring the tenant's own property.

64. The tenant agrees, not by act or omission to, do anything which would cause any increase in the premium of any insurance the landlord may have over the premises (or their contents) or cause such insurance policy to be invalidated.

ADDITIONAL TERM - RENT INCREASE

[Cross out this clause if not applicable]

65. In the case of a fixed term agreement the tenant agrees, if a rent increase is stated in the rent increase section on the first page of this agreement:

- (a) subject to Standard Term 5, the rental may be increased before the term ends and such increase shall be as set out in the rent increase section on the first page of this agreement.
- (b) where the agreement is for a period of more than 2 years the rent payable must not be increased more than once in any period of 12 months but may be increased subject to Standard Term 5 whether or not the agreement sets out the amount or method of calculating the increase.

Note: *Residential Tenancies Act 2010* section 41: Notice of a rent increase must be given by a landlord or landlord's agent in accordance with this section even if details of the rent increase are set out in the residential tenancy agreement.

ADDITIONAL TERM - PROVISION OF DOCUMENTS

[Cross out this clause if not applicable]

66. The parties agree and confirm this agreement may be forwarded electronically to a person if that person has provided an email address or facsimile number in the Item Schedule to this agreement.

ADDITIONAL TERM - PRIVACY STATEMENT

[Cross out this clause if not applicable]

67. (a) The landlord's agent must comply with the provisions of the Australian Privacy Principles (*Privacy Act 1988*) and where required maintain a Privacy Policy.

- (b) The Privacy Policy outlines how the landlord's agent collects and uses personal information provided by you as the tenant, or obtained by other means, to provide the services required by you or on your behalf.
- (c) You as the tenant agree the landlord's agent may, subject to the *Privacy Act 1988 (CTH)* (where applicable), collect, use and disclose such information to:
 - (1) the landlord of the premises to which this tenancy agreement applies; and/or
 - (2) (subject to the provisions of Division 2 of the *Residential Tenancies Act 2010*) residential tenancy databases for the purposes of properly assessing the risk in providing you with the lease and if applicable listing tenancy agreement breaches; and/or
 - (3) tradespeople and similar contractors engaged by the landlord/landlord's agent in order to facilitate the carrying out of works with respect to the premises; and/or
 - (4) the landlord's insurance companies; authorised real estate personnel; courts and tribunals and other third parties as may be required by the landlord/landlord's agent relating to the administration of the premises and use of the landlord's agent's services; and/or
 - (5) Owners Corporations.
- (d) Without provision of certain information the landlord's agent may not be able to act effectively or at all in the administration of this agreement.
- (e) The tenant has the right to access such personal information and may require correction or amendment of any inaccurate, incomplete, out of date or irrelevant information.
- (f) The landlord's agent will provide (where applicable), on request, a copy of its Privacy Policy.

NOTES

DEFINITIONS

1. In this agreement:
 - (1) **landlord** means the person who grants the right to occupy residential premises under this agreement, and includes a successor in title to the residential premises whose interest is subject to that of the tenant.
 - (2) **landlord's agent** means a person who acts as the agent of the landlord and who (whether or not the person carries on any other business) carries on business as an agent for:
 - (a) the letting of residential premises, or
 - (b) the collection of rents payable for any tenancy of residential premises.
 - (3) **LFAI Register** means the register of residential premises that contain or have contained loose-fill asbestos insulation that is required to be maintained under Division 1A of Part 8 of the *Home Building Act 1989*.
 - (4) **rental bond** means money paid by the tenant as security to carry out this agreement.
 - (5) **residential premises** means any premises or part of premises (including any land occupied with the premises) used or intended to be used as a place of residence.
 - (6) **tenancy** means the right to occupy residential premises under this agreement.

- (7) **tenant** means the person who has the right to occupy residential premises under this agreement, and includes the person to whom such a right passes by transfer or operation of the law and a sub-tenant of the tenant.

CONTINUATION OF TENANCY (if fixed term agreement)

2. Once any fixed term of this agreement ends, the agreement continues in force on the same terms as a periodic agreement unless the agreement is terminated by the landlord or the tenant in accordance with the *Residential Tenancies Act 2010* (see notes 3 and 4). Clause 5 of this agreement provides for rent to be able to be increased if the agreement continues in force.

ENDING A FIXED TERM AGREEMENT

3. If this agreement is a fixed term agreement it may be ended by the landlord or the tenant by giving written notice of termination. The notice may be given at any time up until the end of the fixed term but cannot take effect until the term ends. The landlord must give at least 30 days notice and the tenant must give at least 14 days notice.

ENDING A PERIODIC AGREEMENT

4. If this agreement is a periodic agreement it may be ended by the landlord or the tenant by giving written notice of termination. The notice may be given at any time. The landlord must give at least 90 days notice and the tenant must give at least 21 days notice.

OTHER GROUNDS FOR ENDING AGREEMENT

5. The *Residential Tenancies Act 2010* also authorises the landlord and tenant to end this agreement on other grounds. The grounds for the landlord include sale of the residential premises, breach of this agreement by the tenant and hardship. The grounds for the tenant include sale of the residential premises (not revealed when this agreement was entered into), breach of this agreement by the landlord and hardship. For more information refer to that Act or contact NSW Fair Trading on 13 32 20.

WARNING

6. It is an offence for any person to obtain possession of the residential premises without an order of the Civil and Administrative Tribunal if the tenant does not willingly move out. A court can order fines and compensation to be paid for such an offence.

ANNEXURE 1 - Model By-Laws for Residential Strata Schemes (Strata Schemes Management Regulation 2010 - Schedule 2)

1. **Noise**
An owner or occupier of a lot must not create any noise on a lot or the common property likely to interfere with the peaceful enjoyment of the owner or occupier of another lot or of any person lawfully using common property.
2. **Vehicles**
An owner or occupier of a lot must not park or stand any motor or other vehicle on common property except with the prior written approval of the owners corporation.
3. **Obstruction of common property**
An owner or occupier of a lot must not obstruct lawful use of common property by any person except on a temporary and non-recurring basis.
4. **Damage to lawns and plants on common property**
An owner or occupier of a lot must not, except with the prior written approval of the owners corporation:
 - (a) damage any lawn, garden, tree, shrub, plant or flower being part of or situated on common property, or
 - (b) use for his or her own purposes as a garden any portion of the common property.

5. **Damage to common property**
 - (1) An owner or occupier of a lot must not mark, paint, drive nails or screws or the like into, or otherwise damage or deface, any structure that forms part of the common property except with the prior written approval of the owners corporation.
 - (2) An approval given by the owners corporation under clause (1) cannot authorise any additions to the common property.
 - (3) This by-law does not prevent an owner or person authorised by an owner from installing:
 - (a) any locking or other safety device for protection of the owner's lot against intruders or to improve safety within the owner's lot, or
 - (b) any screen or other device to prevent entry of animals or insects on the lot, or
 - (c) any structure or device to prevent harm to children, or
 - (d) any device used to affix decorative items to the internal surfaces of walls in the owner's lot,unless the device is likely to affect the operation of fire safety devices in the lot or to reduce the level of safety in the lots or common property.
 - (4) Any such locking or safety device, screen, other device or structure must be installed in a competent and proper manner and must have an appearance, after it has been installed, in keeping with the appearance of the rest of the building.
 - (5) Despite section 62 of the *Strata Schemes Management Act 1996*, the owner of a lot must:
 - (a) maintain and keep in a state of good and serviceable repair any installation or structure referred to in clause (3) that forms part of the common property and that services the lot, and
 - (b) repair any damage caused to any part of the common property by the installation or removal of any locking or safety device, screen, other device or structure referred to in clause (3) that forms part of the common property and that services the lot.
6. **Behaviour of owners and occupiers**

An owner or occupier of a lot when on common property must be adequately clothed and must not use language or behave in a manner likely to cause offence or embarrassment to the owner or occupier of another lot or to any person lawfully using common property.
7. **Children playing on common property in building**

An owner or occupier of a lot must not permit any child of whom the owner or occupier has control to play on common property within the building or, unless accompanied by an adult exercising effective control, to be or to remain on common property comprising a laundry, car parking area or other area of possible danger or hazard to children.
8. **Behaviour of invitees**

An owner or occupier of a lot must take all reasonable steps to ensure that invitees of the owner or occupier do not behave in a manner likely to interfere with the peaceful enjoyment of the owner or occupier of another lot or any person lawfully using common property.
9. **Depositing rubbish and other material on common property**

An owner or occupier of a lot must not deposit or throw on the common property any rubbish, dirt, dust or other material or discarded item except with the prior written approval of the owners corporation.
10. **Hanging out of washing**
 - (1) An owner or occupier of a lot may hang any washing on any lines provided by the owners corporation for that purpose. Such washing may only be hung for a reasonable period.
 - (2) An owner or occupier of a lot may hang washing on any part of the lot provided that the washing will not be visible from street level outside the parcel.
 - (3) An owner or occupier of a lot may hang washing on any part of the lot that will be visible from street level outside the parcel only if the owner or occupier has the prior written approval of the owners corporation.
 - (4) In this clause:
washing includes any clothing, towel, bedding or other article of a similar type.
11. **Preservation of fire safety**

The owner or occupier of a lot must not do any thing or permit any invitees of the owner or occupier to do any thing on the lot or common property that is likely to affect the operation of fire safety devices in the parcel or to reduce the level of fire safety in the lots or common property.
12. **Cleaning windows and doors**
 - (1) Except in the circumstances referred to in clause (2), an owner or occupier of a lot is responsible for cleaning all interior and exterior surfaces of glass in windows and doors on the boundary of the lot, including so much as is common property.
 - (2) The owners corporation is responsible for cleaning regularly all exterior surfaces of glass in windows and doors that cannot be accessed by the owner or occupier of the lot safely or at all.
13. **Storage of inflammable liquids and other substances and materials**
 - (1) An owner or occupier of a lot must not, except with the prior written approval of the owners corporation, use or store on the lot or on the common property any inflammable chemical, liquid or gas or other inflammable material.
 - (2) This by-law does not apply to chemicals, liquids, gases or other material used or intended to be used for domestic purposes, or any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.
14. **Changes to floor coverings and surfaces**
 - (1) An owner or occupier of a lot must notify the owners corporation at least 21 days before changing any of the floor coverings or surfaces of the lot if the change is likely to result in an increase in noise transmitted from that lot to any other lot. The notice must specify the type of the proposed floor covering or surface.
 - (2) This by-law does not affect any requirement under any law to obtain a consent to, approval for or any other authorisation for the changing of the floor covering or surface concerned.
15. **Floor coverings**
 - (1) An owner of a lot must ensure that all floor space within the lot is covered or otherwise treated to an extent sufficient to prevent the transmission from the floor space of noise likely to disturb the peaceful enjoyment of the owner or occupier of another lot.
 - (2) This by-law does not apply to floor space comprising a kitchen, laundry, lavatory or bathroom.

16. **Garbage disposal**

- (1) An owner or occupier of a lot in a strata scheme that does not have shared receptacles for garbage, recyclable material or waste:
- (a) must maintain such receptacles within the lot, or on such part of the common property as may be authorised by the owners corporation, in clean and dry condition and (except in the case of receptacles for recyclable material) adequately covered, and
 - (b) must ensure that before garbage recyclable material or waste is placed in the receptacles it is, in the case of garbage, securely wrapped or, in the case of tins or other containers, completely drained, or, in the case of recyclable material or waste, separated and prepared in accordance with the applicable recycling guidelines, and
 - (c) for the purpose of having the garbage, recyclable material or waste collected, must place the receptacles within an area designated for that purpose by the owners corporation and at a time not more than 12 hours before the time at which garbage, recyclable material or waste is normally collected, and
 - (d) when the garbage, recyclable material or waste has been collected, must promptly return the receptacles to the lot or other area referred to in paragraph (a), and
 - (e) must not place any thing in the receptacles of the owner or occupier of any other lot except with the permission of that owner or occupier, and
 - (f) must promptly remove any thing which the owner, occupier or garbage or recycling collector may have spilled from the receptacles and must take such action as may be necessary to clean the area within which that thing was spilled.
- (2) An owner or occupier of a lot in a strata scheme that has shared receptacles for garbage, recyclable material or waste:
- (a) must ensure that before garbage, recyclable material or waste is placed in the receptacles it is, in the case of garbage, securely wrapped or, in the case of tins or other containers, completely drained, or, in the case of recyclable material or waste, separated and prepared in accordance with the applicable recycling guidelines, and
 - (b) must promptly remove any thing which the owner, occupier or garbage or recycling collector may have spilled in the area of the receptacles and must take such action as may be necessary to clean the area within which that thing was spilled.
- (3) An owner or occupier of a lot must:
- (a) comply with the local council's requirements for the storage, handling and collection of garbage, waste and recyclable material, and
 - (b) notify the local council of any loss of, or damage to, receptacles provided by the local council for garbage, recyclable material or waste.
- (4) The owners corporation may post signs on the common property with instructions on the handling of garbage, waste and recyclable material that are consistent with the local council's requirements.

17. **Keeping of animals**

Note. Select option A, B or C. If no option is selected, option A will apply.

Option A

- (1) Subject to section 49 (4) of the *Strata Schemes Management Act 1996*, an owner or occupier of a lot must not, without the prior written approval of the owners corporation, keep any animal (except fish kept in a secure aquarium on the lot) on the lot or the common property.
- (2) The owners corporation must not unreasonably withhold its approval of the keeping of an animal on a lot or the common property.

Option B

- (1) Subject to section 49 (4) of the *Strata Schemes Management Act 1996*, an owner or occupier of a lot must not, without the prior written approval of the owners corporation, keep any animal (except a cat, a small dog or a small caged bird, or fish kept in a secure aquarium on the lot) on the lot or the common property.
- (2) The owners corporation must not unreasonably withhold its approval of the keeping of an animal on a lot or the common property.
- (3) If an owner or occupier of a lot keeps a cat, small dog or small caged bird on the lot then the owner or occupier must:
- (a) notify the owners corporation that the animal is being kept on the lot, and
 - (b) keep the animal within the lot, and
 - (c) carry the animal when it is on the common property, and
 - (d) take such action as may be necessary to clean all areas of the lot or the common property that are soiled by the animal.

Option C

Subject to section 49 (4) of the *Strata Schemes Management Act 1996*, an owner or occupier of a residential lot must not keep any animal on the lot or the common property.

18. **Appearance of lot**

- (1) The owner or occupier of a lot must not, without the prior written approval of the owners corporation, maintain within the lot anything visible from outside the lot that, viewed from outside the lot, is not in keeping with the rest of the building.
- (2) This by-law does not apply to the hanging of any clothing, towel, bedding or other article of a similar type in accordance with by-law 10.

19. **Change in use of lot to be notified**

An occupier of a lot must notify the owners corporation if the occupier changes the existing use of the lot in a way that may affect the insurance premiums for the strata scheme (for example, if the change of use results in a hazardous activity being carried out on the lot, or results in the lot being used for commercial or industrial purposes rather than residential purposes).

20. **Provision of amenities or services**

- (1) The owners corporation may, by special resolution, determine to enter into arrangements for the provision of the following amenities or services to one or more of the lots, or to the owners or occupiers of one or more of the lots:
- (a) window cleaning,
 - (b) garbage disposal and recycling services,
 - (c) electricity, water or gas supply,
 - (d) telecommunication services (for example, cable television).

- (2) If the owners corporation makes a resolution referred to in clause (1) to provide an amenity or service to a lot or to the owner or occupier of a lot, it must indicate in the resolution the amount for which, or the conditions on which, it will provide the amenity or service.

Note. Section 111 of the *Strata Schemes Management Act 1996* provides that an owners corporation may enter into an agreement with an owner or occupier of a lot for the provision of amenities or services by it to the lot or to the owner or occupier.

21. **Compliance with planning and other requirements**

- (1) The owner or occupier of a lot must ensure that the lot is not used for any purpose that is prohibited by law.
- (2) The owner or occupier of a lot must ensure that the lot is not occupied by more persons than are allowed by law to occupy the lot.

22. **Service of documents on owner of lot by owners corporation**

A document may be served on the owner of a lot by electronic means if the person has given the owners corporation an e-mail address for the service of notices and the document is sent to that address.

Draft

SPECIAL CONDITIONS

Special Conditions to this Agreement where inserted at the direction of the Landlord were prepared by the Landlord or an Australian Legal Practitioner under instruction from the Landlord and not from the Agent. No warranty is given by the Agent with respect to such clauses. Legal advice should be sought.

SIGNATURES

THE LANDLORD AND TENANT ENTER INTO THIS AGREEMENT AND AGREE TO ALL ITS TERMS.

SIGNED BY THE LANDLORD:

.....
(Signature of landlord or landlord's agent on behalf of the landlord)

in the presence of:

.....
(Name of witness)

.....
(Signature of witness)

SIGNED BY THE TENANT:

.....
(Signature of tenant)

in the presence of:

.....
(Name of witness)

.....
(Signature of witness)

SIGNED BY THE TENANT (2):

.....
(Signature of tenant 2)

in the presence of:

.....
(Name of witness)

.....
(Signature of witness)

SIGNED BY THE TENANT (3):

.....
(Signature of tenant 3)

in the presence of:

.....
(Name of witness)

.....
(Signature of witness)

SIGNED BY THE TENANT (4):

.....
(Signature of tenant 4)

in the presence of:

.....
(Name of witness)

.....
(Signature of witness)

The tenant acknowledges that, at or before the time of signing this residential tenancy agreement, the tenant was given a copy of the New Tenant Checklist published by the NSW Fair Trading.

.....
(Signatures of tenants)

For information about your rights and obligations as a landlord or tenant, contact:

- (a) NSW Fair Trading on 13 32 20 or www.fairtrading.nsw.gov.au, or
- (b) Law Access NSW on 1300 888 529 or www.lawaccess.nsw.gov.au, or
- (c) your local Tenants Advice and Advocacy Service at www.tenants.org.au

SPECIAL CONDITIONS 1a Wallis Ave Canton Beach NSW

Occupancy

Only persons listed on the Residential Tenancy Agreement are to reside at the complex. No guests are permitted to stay overnight unless they have the written permission of Pacific Link Housing.

Moving In/Out

Tenants are to ensure there is no damage during the moving process.

All moves must take place between 7.30am and 6:00pm from Monday through Saturday.

No Moving of Goods will be permitted on Sundays and Public Holidays under any circumstances.

Abide by all parking rules. Do not park your moving truck or car at the entrance of the driveway or on the public footpath.

You must repair any damage you (or the person making the delivery) cause to the walls, floors, carpet, windows or any other common property. Any damage caused to the common property by you will be charged and recovered from you.

Do not leave any items or rubbish in the common area after the move, including on the garbage bay floor. You are responsible for disposing of any large items properly.

The common area doors are not to be continuously held or wedged open during your move. They are to be opened while moving items and then closed.

Garage Area

Carpark spaces are allocated to specific residents. Only those tenants with an allocated carpark space are permitted to park in the garage area. Authorised tenants are permitted to park one vehicle, only, within the allocated space. No trailers, boats, bikes etc are permitted to be parked in tandem in one space. Nothing is to be stored in the car spaces or in any other area of the carpark. Tenants are not permitted to trade or utilise other car spaces any time.

Garbage Disposal

All garbage must be placed in the garbage bins provided in the garage area. All garbage must be securely wrapped and placed wholly into the red lid bins. Only recyclable items shall be placed in the yellow lid bins. Any spillage must be cleaned immediately and the garbage area is not to be used for dumping large items that do not fit completely inside the bins.

Common Area

Tenants are not permitted to modify, affix anything to, damage or deface any structure that forms part of the common area of the complex.

All common areas of the complex are alcohol free zones

Tenants are not permitted to modify existing garden beds or plant any plants, vegetables, herbs in the gardens of the complex.

Common Walkways

No items are to be placed or stored on the common walkways or near front doors of units. These walkways must be kept clear at all times and anything found on them will be disposed of without consultation.

No washing of any sort is to be hung over the balcony railings at any time.

Noise

Tenants must be aware of the level of noise within their units, on the balcony and in the common areas at all times. Residents must ensure they do not interfere with the peaceful enjoyment of other tenants in the complex. Loud music will not be tolerated at any time and TV's must be at a level that can't be heard in neighbouring units or in the common area. Noise Control Regulations apply between the hours of 10pm and 8am.

Behaviour

All tenants when on common property need to be adequately clothed and must not use language or behave in a manner likely to cause offence or embarrassment to other tenants.

Tenants are also responsible for the behaviour of their visitors, who are required to behave in a manner that does not interfere with the peaceful enjoyment of other tenants in the complex.

Children Playing on Common Property

Tenants are responsible for the behaviour of themselves and any invited guests, including children. Tenants must not allow any child, for whom they have responsibility, to play on common property within the building, unless they are accompanied by an adult exercising effective control and they are not disturbing the peaceful enjoyment of other tenants. Children are not permitted to play in the car park at any time due to the danger it presents. Riding of bikes, scooters, skateboards, etc are prohibited within the complex at all times.

Appliances

The tenant agrees to use all supplied appliances strictly in accordance with the manufacturer's instructions.

The tenant further agrees to undertake all necessary maintenance including, but not limited to, cleaning in accordance with the manufacturer's instructions.

In the event an appliance fails as a result of misuse or failure to maintain, in accordance with the manufacturer's instructions, the tenant agrees they will be liable for all costs incurred to restore the appliance to working order.

Connection of Services

The tenant acknowledges and agrees that it is their responsibility to arrange for connection of electricity and gas at the commencement of the tenancy and terminate the services when vacating the premises.

Smoking

The Boarding House is a smoke free complex. There is definitely no smoking inside any units or in common areas of the complex. Any tenants breaching this condition may have their tenancy terminated.

Furnishings and Appliances

All furnishings and appliances provided with the unit remain the property of Pacific Link Housing. They must be in the same condition at the end of the tenancy as they were at the commencement (fair wear and tear excepted) The tenant accepts that any damage caused to furnishings or appliances from misuse will be at their cost to repair/ replace.

CCTV

This complex is monitored 24 hours a day by CCTV. Pacific Link Housing is required to give this footage to the Police upon request.

Tenant Signature..... Dated:

Witness Signature..... Dated:

Appendix C.

Tenancy Lease Kit



PACIFIC LINK
HOUSING

Home & Community

TENANT INFORMATION HANDBOOK

WELCOME TO PACIFIC LINK HOUSING



A woman in a white button-down shirt, likely a real estate agent, is smiling and gesturing with her hands while holding a tablet. She is talking to a young couple. The woman on the left is wearing a grey t-shirt and has her hair in a ponytail. The man on the right is wearing a blue t-shirt and khaki shorts, looking out a large glass door. The scene is set in a bright, modern interior with light-colored walls and a large window looking out onto a green landscape.

WELCOME TO YOUR NEW HOME

TENANT INFORMATION HANDBOOK

TENANT INFORMATION HANDBOOK

Welcome to Pacific Link Housing. This Handbook contains information about your tenancy with us.

CONTENTS

About Us.....	4
Our Mission Statement.....	4
Our Commitment To Service.....	5
Membership.....	5
Tenant Participation.....	5
Quick Reference Guide – Do’s & Don’ts	7
Rent Calculations	8
Lease Agreement: Property Condition Report.....	9
Property Inspections.....	9
Periodic Inspection Guide- Checklist.....	10
Repairs and Maintenance.....	11
Pests.....	13
Neighbour Disputes.....	14
Visitors and Relatives.....	14
Pets.....	15
Car Parking.....	15
Ending Your Tenancy	15
Support Options	15
When You Move.....	17
Bills You Are Responsible For	18
Service Directory.....	19
Further Information & Questions.....	20

WE ARE COMMITTED TO CONTINUALLY IMPROVING SERVICES TO MEET THE NEEDS OF ALL OUR CLIENTS AND TENANTS.

Pacific Link Housing is managed by a Board of skilled Directors from the local community and a team of professional staff and management who look after the daily operations of the organisation. We receive funding from NSW Department of Family and Community Services and manage homes on behalf of government (known as “capital” properties) and on behalf of private landlords (known as “leasehold properties”).

Pacific Link Housing operates under our Customer Service & Expectations Charter and has a comprehensive set of policies and procedures, which govern the actions of all directors and employees. These have been carefully written to ensure compliance with the National Regulatory System for Community Housing and the National Community Housing Standards

We are committed to continually improving services to meet the needs of all our clients and tenants. We are also dedicated to continually increase our housing stock by taking all opportunities that become available through property acquisition, growth and development.

OUR MISSION STATEMENT

Pacific Link Housing will continue to provide and further develop affordable and appropriate housing solutions for those in the community who are in the greatest need. The company will operate within a culture of social justice, fairness and transparency and remain accountable to all stakeholders.

OUR COMMITMENT TO SERVICE

Pacific Link Housing will;

- Treat all tenants with the utmost respect and equality
- Confirm our commitment to our code of conduct and confidentiality of tenant’s disclosures, information and files.
- Ensure tenants are informed of their rights and responsibilities
- Encourage tenant participation in any aspect of the organisation
- Welcome tenants complaints and feedback as a positive step to continual improvement of our service
- Ensure tenant’s properties are maintained to a high standard
- Ensure adequate information is made available to inform and empower tenants
- Continue to work to ensure tenants have secure, affordable and sustainable tenancies

MEMBERSHIP

When you become a tenant of Pacific Link Housing you can also become a member of our organisation. Being a member of Pacific Link Housing entitles you to vote at our Annual General Meeting and to re-elect members to the Board of Directors. You may also vote on any changes to the constitution and other matters as they arise.

To become a member you pay a joining fee of \$2.00 and then an annual fee of \$2 each July.

TENANT PARTICIPATION

Pacific Link Housing supports tenants becoming more involved in the management of their housing. So, during your tenancy we will ask for your feedback and/or comments on the way we provide our services and give you opportunities to become involved in decisions about how your housing is managed.

We may also ask you to become involved in other ways;

- attend tenant meetings
- assist us with the publishing/ articles for our tenant newsletter
- respond to surveys
- attend tenant groups and forums
- Block /Estate BBQ's
- Become a member of PLH and vote at Annual General Meetings.

TENANT SOCIAL OUTINGS

PLH also holds various Social Outings throughout the year. You can meet other tenants and enjoy a variety of excursions and day trips; some even include free lunch!

There is sure to be something of interest for everyone. You can also invite a friend or neighbour etc. as long as they are also Pacific Link tenants.

- The trips are free to all PLH tenants; therefore we ask you to carefully consider this when making your booking - If you don't go we still pay and someone else is missing out.
- No bookings will be accepted verbally - a confirmation of Booking form must be completed.

If you are interested in participating in any of these areas and/or activities, or would like more information about how to become more involved, please contact us.

TENANT PROGRAMS

PLH Continue to support and develop programs designed to help tenants pursue their educational objectives, connect and engage with the community, obtain essential skills and participate in the workforce.

Current Programs;

- Learner Driver Program
- Sheila Astolfi Education Scholarship
- Laptop Loan Purchase Program]
- Sports, Health, Education & Wellbeing Program (SHEW)
- Tenant Employment Program
- Financial Literacy Workshops
- Resident Advisory Panel

TENANT FORUMS

PLH also schedule Tenant Forums throughout the year, which is located in various local government regions. This is to ensure that access is viable for all tenants as much as possible. Guest speakers are invited to present interesting and informative topics and lunch is also provided free of charge.

If you have any questions you can email info@pacificlink.org.au or phone (02) 4324 7617.

QUICK REFERENCE GUIDE DO'S & DON'TS

NO PETS

No Pets allowed on or in the premises without written consent from the Landlord.

NO BLU TAC OR ADHESIVE TAPES ON CEILING

Don't use blu tac or other adhesives and tapes on ceilings, walls and doors.

NO HOOKS OR NAILS

No hooks or nails are to be used on ceilings, walls and doors without the written permission from the Landlord.

REPORT MAINTENANCE ISSUES

Any maintenance issues are to be reported to Pacific Link Housing as soon as they happen.

TAKE DUE CARE

All due care must be taken with fixtures and fittings i.e. carpets, blinds, lighting etc.

MAINTAIN PROPERTY GROUNDS

The property grounds are to be mowed and clean and tidy at all times.

GARBAGE DISPOSAL

Garbage bins should be placed on the kerb in accordance with your local councils collection days. Please bring bins in soon after.

RENT

Rent must remain two (2) weeks in advance at all times.



HOW WE CALCULATE YOUR RENT

RENT CALCULATIONS

Your rent is calculated according to formulas set by Housing NSW (Community and Private Market Housing Directorate).

All community housing associations use these formulas. For most of you, rent is assessed at 25% of the gross income of your household plus 100% of Commonwealth Rent Assistance to which you are entitled. An outline of this formula is shown on the next page. Please remember that this may change subject to government policy.

RENT PAYMENTS

It is a condition of your tenancy that you keep your rent two (2) weeks in advance at all times. Your rent statement will indicate your credit / arrears position.

If you are experiencing financial difficulties, please contact your Housing Manager to discuss further. All endeavours will be made to assist you in this regard.

RENT ARREARS

If you have not been in contact with us, we will start proceedings with the NSW Civil & Administrative Tribunal (NCAT) for either an Order for you to pay the rent or an order for possession of the property (also known as eviction).

It is important to contact us if you get behind in your rent. If you do, we can discuss options and organise a payment plan for you to catch up your rental arrears. We do not want your tenancy to fail!

INCOME REVIEWS

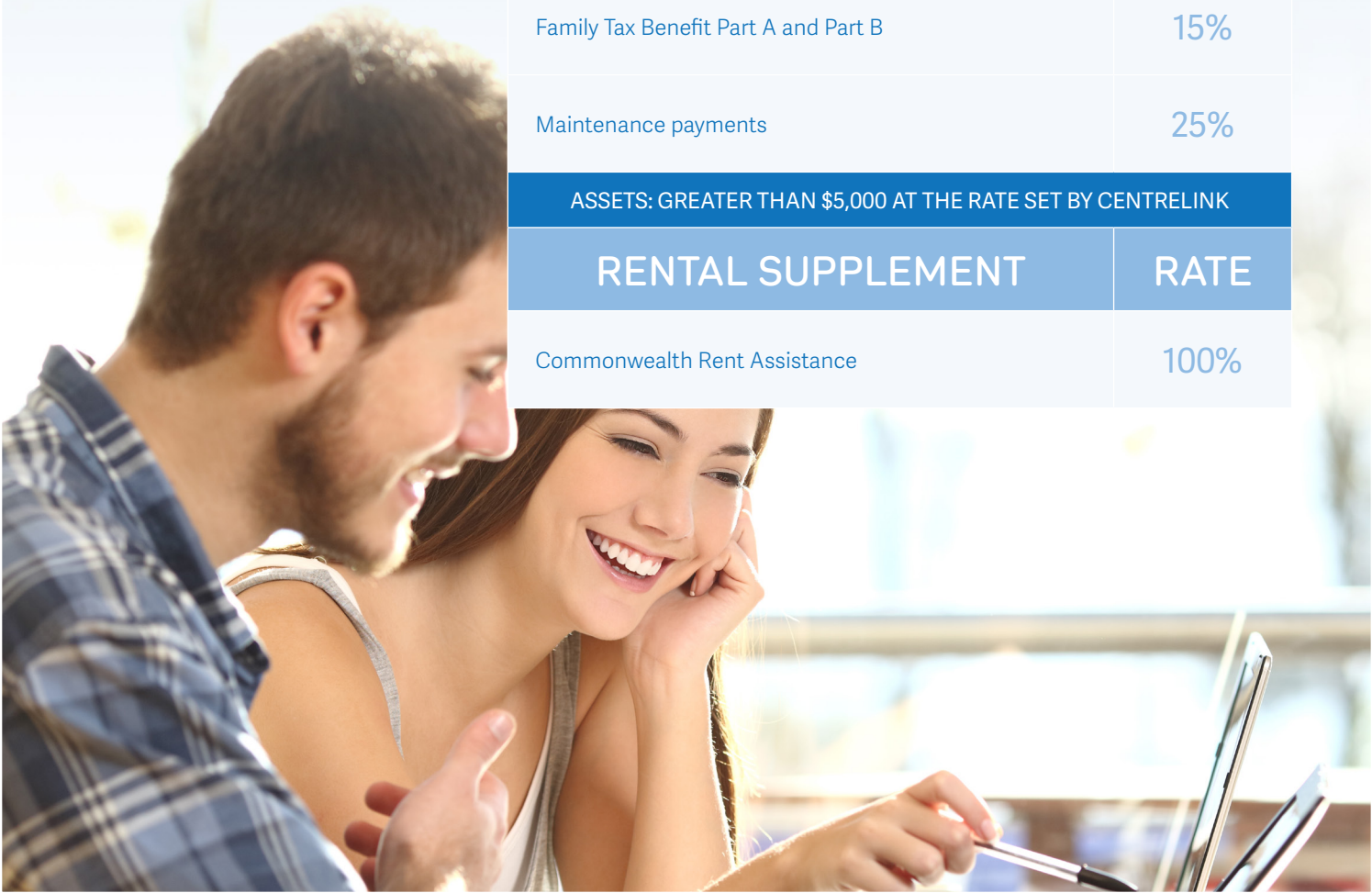
It is a part of the Funding Agreement with the Community and Private Market Housing Directorate that rent reviews are conducted.

If your household income should change at any time throughout the year, you must advise the office within seven (7) working days and provide documentary evidence of income.

If you do not supply the information we ask you for, we will assume you do not wish to apply for a rebated rent and your rent will be set at the market rate.

YOUR RENT IS CALCULATED ACCORDING TO FORMULAS SET BY HOUSING NSW

INCOME	RATE
The tenant, their spouse or live-in partner, irrespective of their age.	25%
All other persons living in the household who are aged 21 years and over	
People living in the household aged 18 to 20 years inclusive who are not the tenant, their spouse or live-in partner.	15%
Family Tax Benefit Part A and Part B	15%
Maintenance payments	25%
ASSETS: GREATER THAN \$5,000 AT THE RATE SET BY CENTRELINK	
RENTAL SUPPLEMENT	RATE
Commonwealth Rent Assistance	100%



LEASE AGREEMENT: PROPERTY CONDITION REPORT

A Residential Premises Condition Report (or property condition report) is Part 2 of your tenancy agreement. It is proof of the condition of the property at the start of your tenancy. The condition report will be compared to the condition of the property at inspections during and at the end of your tenancy. You are responsible for taking care of the property and leaving it in a similar condition to when you rented it, except for 'fair wear and tear'.

As your landlord, we are responsible for 'wear and tear'; you may be held responsible for damage, cleaning or lawn mowing, if you cannot prove it was like that when you moved in. We will do a routine inspection of the property within the first 3 months of your tenancy and then up to 4 per year. If we need to look at a problem before then, please tell us by calling or visiting the office.

WHAT YOU NEED TO DO

1. Inspect your property to see if we recorded everything correctly.
2. Fill in the 'tenant agrees' column with a Y (yes) or an N (no). If you put N (no), write your reason in the space next to it.
3. Sign the report and keep one copy for your records as you will need it when you move out. You must return the other copy to us within 7 days.
4. If a maintenance problem written on the report is urgent, do not wait for us to receive the report. Phone or call into the office and tell us about it.
5. Some problems are not obvious until you live in a property. If you find a problem after you have sent back the report, please tell us as soon as possible.

This Premises Condition Report is an important document as it forms part of your lease agreement – Keep your copy in a safe place.

PROPERTY INSPECTIONS

Pacific Link Housing will carry out an inspection on your property up to a maximum of 4 per year. We will give you a minimum of 7 days' notice of this happening. If you are aware of any repair or maintenance issues at this time, it would assist the Pacific Link Housing Manager if you write them down and present them on the day.

The Housing Manager will also bring a camera to record maintenance issues and/or any damages and may also take photographs of the property for asset purposes.

This inspection helps us assess the condition of the property and keep it in good order. Inspections may happen more frequently if you live in a leasehold property and the agent/owner requests this. They can visit up to 4 times per year. We will also carry out an inspection at the end of your tenancy.

PERIODIC INSPECTION GUIDE CHECKLIST

THE ITEMS LISTED BELOW ARE REVIEWED AT EVERY ROUTINE INSPECTION CARRIED OUT BY PACIFIC LINK HOUSING.

Please use the following list as a guide: (tick 3 box when completed)

1.	<input type="checkbox"/>	Stove, oven, griller and drip trays to be clean
2.	<input type="checkbox"/>	Exhaust fans and range hood filters to be clean
3.	<input type="checkbox"/>	Windows to be cleaned inside and out (if able to be reached)
4.	<input type="checkbox"/>	Marks to be removed from walls on a regular basis
5.	<input type="checkbox"/>	Cobwebs to be removed from inside and outside the property
6.	<input type="checkbox"/>	All floors to be clean
7.	<input type="checkbox"/>	Particular attention should be paid to the bathrooms. Toilets, shower recess to be scrubbed and grout to be free of soap scum, soap residue, mildew and mould. This includes shower screens and curtains
8.	<input type="checkbox"/>	Lawn maintenance – if applicable, lawns must be mowed and edged. Gardens weeded, pruned and all garden waste removed from the premises. Yard to be free of all animal droppings.

NOTES:

REPAIRS AND MAINTENANCE

WHAT TO DO

If you have a repair or maintenance problem, please report it as soon as you can to the Maintenance Department. You may contact the office directly on 4324 7617 (between 9am-5pm, Monday to Friday) or in person or online (www.pacificlink.org.au). Please provide as much detail as possible about the repair. Most repairs are no charge to you, however if there is a charge you will be advised. Either case, we will arrange for the repairs to be carried out. We will contact either a tradesperson or the agent/owner (if you live in a leasehold property).

We will give the tradesperson or agent/owner your contact details so they can make an appointment with you to come and do the work. Remember to let us know if you change your phone number so we can update our records.

TIME FRAMES

Emergency repairs will be attended to within 24 hours, urgent repairs within 5 working days and normal repairs within 28 days.

Usually our response time is much quicker than this. However, in a leasehold property some agents/owners can take longer than this. Please let us know if it is taking longer than the above timeframes to fix your problem and we will follow up.

You can help us by keeping your repair appointments or advise us if you are not available.

EMERGENCY REPAIRS

All repairs are to be reported to Pacific Link Housing. Please do not ring the Contractors directly or you may be charged for the costs.

Some examples of an emergency may be a burst water pipe, gas leak, a serious roof leak, or breakdown in any essential services.

Further information is also available in your lease agreement.

Emergency Repairs

Call Pacific Link Housing on
Phone (02) 4324 7617.

REPAIRS AND MAINTENANCE

WORKING WITH CONTRACTORS

Contractors will call you in the first instance to arrange a mutual appointment. But while they are on site, please:

- Keep young children and animals away from the work area and don't allow them to play with any equipment
- Where possible, clear access to work areas
- Ensure that a person over the age of 16 is present for a contractor to enter your property

PROBLEMS

We randomly check completed repairs to ensure the work has been completed and that you are satisfied. If you have any problems with any trades people or the quality of their work, please let us know, so we can rectify the problem.

DAMAGES

If you break or damage any fixture, fitting or other part of the property you are responsible for its repair or replacement. Visitors/guests to your property are also the responsibility of the tenant and you will be liable for any costs of repairs if they cause damages.

You can ask Pacific Link Housing to do this repair, but you will be charged for the cost. Approval will be required by management before any non-

urgent repair can be carried out. We can arrange a payment plan to help you pay off the cost if needed.

IMPROVEMENTS

Before carrying out any improvements to your property, you will need prior approval. All requests are to be forwarded, in writing, to the Maintenance Department. Do not commence any work until you have received approval from us or the landlord.

EXCESS GARBAGE

Tenants are not charged for the normal weekly garbage collection, using the Council bins. You will not be charged for anything you leave out on Council clean up days.

There are other methods of disposing of goods that cannot be collected with your normal garbage. You can contact your local council for further information on waste and recycling services.

Recycling Near You Hotline

Phone 1300 733 712

Website recyclingnearyou.com.au

YOU ARE RESPONSIBLE TO KEEP YOUR HOME FREE OF PESTS AND VERMIN.

However, if you have been in your home for less than 6 weeks, the incubation time for many of these pests, Pacific Link Housing will assist in removing pests and vermin.

TYPE OF PEST	RESPONSIBILITY	COMMENTS
ANTS	Tenant	Please inform us if you suspect Coastal Brown Ants are nesting in your Hot Water System. You will notice them by the piles of granular debris building up at the base. PLH will deal with them.
BEEES AND MUD WASPS	Tenant	PLH will assist if the nest is in the chimney space, inside a cavity wall or under an external porch.
EUROPEAN WASPS	Tenant	Local Councils deal with the eradication of European Wasps. Contact your local council for advice.
BIRDS	PLH	If you have a problem with birds in the roof PLH will remove them.
COCKROACHES	Tenant	PLH will assist in dealing with this pest on behalf of the tenant.
FLEAS	Tenant	PLH will assist in dealing with this pest on behalf of the tenant.
SPIDERS	Tenant	PLH will assist in dealing with this pest on behalf of the tenant.
MICE AND RATS	Tenant	PLH will seal any openings which could be used by mice or rats, and may assist if mice or rats are at plague levels.
POSSUMS	PLH	PLH will remove the possums and seal any obvious access holes in your home.
SNAKES AND OTHER REPTILES	Tenant	You may get help by contacting a snake catcher. (Look under Snake Removal Services in the Yellow Pages.) or if you live relatively close to the Australian Reptile Park call 4340 1022 or www.reptilepark.com.au
WHITE ANTS	PLH	Tenant to advise PLH. PLH protect the structure of your home.

IF YOU HAVE A DISAGREEMENT WITH A NEIGHBOUR THAT YOU JUST CAN'T SETTLE, IT MAY BE BEST TO GET SOME HELP.

NEIGHBOUR DISPUTES

Community Justice Centres have trained mediators who can help solve problems quickly and fairly.

Mediation can help solve problems on issues like: pets, children, noise, garbage, unreasonable behaviour, or family disputes.

The mediators' role is to manage and facilitate discussion so that people can reach their own common sense solution to their dispute. The process generally follows these steps:

- Mediators and the people involved introduce themselves and mediators explain the process and "ground rules" for the mediation.
- Outline of each person's concerns.
- Each person is listened to without interruption.
- Mediators encourage and facilitate discussion between the people on issues they have identified.
- Mediators see each person privately, while the other has time to think about their options.
- They are then brought back together and encouraged to negotiate future arrangements.
- If all agree Mediators write up an agreement and give a copy to each person as a record of what was decided.

Contact the Community Justice Centres on 1300 990 777.

VISITORS AND RELATIVES

Pacific Link Housing understands that you might have visitors, friends and relatives staying with you in your home from time to time. The tenancy agreement you signed with us clearly states how many people are entitled to live in your home. If this changes, you need to let us know immediately. Having extra people living in your home needs to be approved by us first as it will usually mean a change in your rent. It may also cause overcrowding.

You should be aware that your tenancy agreement states that you agree to be responsible to us for any act or omission by any person you allow on your property who breaks the terms of your tenancy agreement i.e. the tenant will be responsible for costs related to any damages/repairs caused by their visitors. This also includes noise & nuisance i.e. your neighbours have a right to quiet enjoyment and tenants and/or their visitors will not cause or permit interference to their peace and comfort.

YOUR LEASE STATES THAT YOU MAY NOT KEEP PETS WITHOUT THE PRIOR CONSENT OF THE LANDLORD.

PETS

Please let us know if you want to have a pet, particularly a cat or dog. If you are in a leasehold property we cannot give you permission as we do not own the property. However, we are required to seek permission on your behalf from the owner of the property. Pets are often prohibited by private property owners and strata by-laws.

Please apply in writing to us and we will then give you written permission, if you are approved. Please follow this procedure before you get a pet.

Approval may be given if;

- The property is suitable for the animal
- The pets do not interfere with the reasonable peace, comfort and privacy of neighbours, and
- You comply with the Companion Animals Act.

CAR PARKING

Please make sure that cars are parked only in a designated parking area and not on a common property area e.g.; grass strips or lawn areas. In unit blocks it is important that visitor car parking areas are not used by residents.

ENDING YOUR TENANCY

If you wish to end your tenancy with us, please give us 21 days' notice in writing. This is the agreed length of time written in your lease. If there are special reasons why you can't give us 21 days' notice please contact us as soon as possible to discuss them.

If no notice is given and there are no exceptional circumstances, you will be charged rent to the end of the 21 day period.

SUPPORT OPTIONS

We understand that some people may need support to manage and sustain their tenancies. Whether it's a permanent change of lifestyle or a temporary setback, you may need support to help you through those difficult times.

PLH have many partnership agencies with effective programs. We can also advocate on your behalf and offer/ recommend referrals to many other services in the community who may be able to assist you.

[If you are having difficulties or simply have a question or enquiry, please don't hesitate to contact your Housing Manager on Phone 4324 7617.](#)

VACATING PROPERTY CLEANING CHECKLIST

WHEN YOU MOVE

1. Do not leave without telling us. If you do this, we consider the property to be abandoned. You will be charged any unpaid rent up to the time we take possession of the property, and the costs of any repairs that are needed.
2. Take all your personal belongings and furniture with you. If you leave anything of any value behind we are legally required to store it for 14 days, and you will be charged the cost of this if you want to reclaim them. Different rules are in place when dealing with personal documents left behind by a tenant. Personal documents are defined under the Act as being:
 - a birth certificate, passport or other identity document
 - bank books or other financial statements or documents
 - photographs and other personal memorabilia (e.g. medals, trophies)
 - licences, other documents conferring authorities, rights or qualifications.

Personal documents left behind by a tenant need to be kept in a safe place for at least 90 days from the day you give notice to the tenant. This longer period recognises the importance or sentimental value of such items.

3. Leave all fixtures, fittings etc. These will be listed on the residential premises condition report prepared at the start of your tenancy.
4. Remove any fixture or fitting that you installed and agreed to remove at the end of your tenancy. You must repair any damage caused by its installation or removal. If you want to leave anything you have paid for that has improved the property, check with us first if this is okay.
5. You must aim to leave the property in a similar condition to the start of your tenancy. Repair or replace anything you have broken or damaged, but remember, you are not responsible for anything that is caused through normal wear and tear. Report all repairs that you know are needed to the property and that are our responsibility.
6. Leave the property clean. Remove any rubbish from inside and outside, and attend to the lawns and gardens. The property must be in a similar (or better) state of cleanliness as when you moved in.

7. Ensure all light bulbs/globes are fitted and in working order.
8. Attend the end of tenancy outgoing property inspection with us. This helps to sort out disagreements about who is responsible for any cleaning or repairs. Any cleaning or repairs outside of normal wear and tear will be charged to you. We will give you a reasonable opportunity to fix or clean anything you would otherwise be charged for.
9. Return all the keys to the property. This includes any sets you gave to your family members or friends. Tell us if any keys are missing or any locks are not working.
10. Pay your rent and other charges up to the vacate date. You will be charged rent until your keys are returned or we take possession of the property. When keys we will let you know if there are any other costs that may be charged to you (water usage, damages, cleaning, replacing locks if keys are lost).
11. Give us your new contact details. We will send you a final account, and your bond (or the amount remaining after any costs charged to you have been paid), within 28 days of your vacate date.

GENERAL CLEANING		KITCHEN	
	Wash and sweep hard floors		Clean top of stove, trays and splash back
	Vacuum, shampoo & spot clean carpets		Clean grillers and tray
	Clean curtains		Clean oven and shelves
	Clean Venetian blinds		Wipe out cupboards and drawers
	Wash walls		Wipe front of cupboards
	Wash doors and woodwork		Clean sink and bench tops
	Wash windows and window sills		Wipe down window sills
	Replace the original light fittings (if applicable)		Clean exhaust fan and range hood
LOUNGE, BEDROOMS & HALLWAYS		LAUNDRY	
	Clean out cupboards		Clean out cupboards
	Wipe over cupboards		Check tub cupboards are empty & clean
BATHROOM		TOILET	
	Clean bath & tiles in shower recess		Clean toilet bowl
	Clean shower screens and/or wash curtains		Wipe over seat and cover
	Clean hand basin		Clean cistern
OUTSIDE (DOES NOT APPLY TO UNITS)		FINALLY	
	Mow lawns, trim edges & tidy gardens		Re-check cupboards and drawers
	Leave shed garage empty		Check letterbox
	Sweep veranda and paths		Switch off power at main
	Clean windows and fly-screens		Lock all windows, doors & gates
	Remove cobwebs from eaves and gutters		Remove any rubbish/boxes from the property

If you have a pool, ensure the pool & water is clean & all equipment is in the same working order it was given to you.
Note: You must, by law, have a four sided fence around ANY pool that can be filled with more than 300mm of water. This includes inflatable and portable swimming pools.

REMINDER	
Disconnect Gas, Electricity, phone/internet & pay TV	Redirect your mail, 2 weeks before you leave
Please ensure all keys/remotes are returned to the office by 4:00pm on vacate day, as rent is due and payable until all keys/remotes are returned to the office.	

BILLS YOU ARE RESPONSIBLE FOR

ELECTRICITY

Tenants are responsible for the cost of connection and use of electricity. Any faults with the wiring or the meter are our responsibility.

GAS

Tenants are responsible for the cost of connection and use of gas to their property. Any faults with the gas pipes or meter are our responsibility.

TELEPHONE

Tenants are responsible for the cost of installing a telephone service in the property if there is not one already there. Permission must be given before this is carried out. Costs of all phone calls, line rental and handset charges are your responsibility.

INSURANCE

You are responsible for insuring your own possessions against fire, theft and/or other damage. We pay insurance for the property itself (Buildings Insurance), but this does not cover your personal possessions and furnishings etc. (contents insurance).

KEYS

You will get one complete set of keys for yourself and any other tenant named under the lease agreement: to all external doors, security screens, window locks, and internal and garage doors (where required). You are responsible for the cost of cutting extra sets of keys if lost/stolen etc.

SMOKE DETECTORS

It is law in NSW for all new premises and rental properties to be fitted with smoke detectors. We will inspect the smoke detectors in all our own properties once a year to make sure they are working. If you are in a property that does not have a smoke detector or yours is not working, please let us know immediately.

It is law in NSW for all new premises and rental properties to be fitted with smoke detectors. We will inspect the smoke detectors in all our own properties once a year to make sure they are working. If you are in a property that does not have a smoke detector or yours is not working, please let us know immediately.

Where a smoke alarm is of the type that has a replaceable battery, the landlord must put a new battery in at the commencement of a tenancy.

After the tenancy begins, the tenant is responsible for replacing the battery if needed. However, if you are not physically able to change the battery, then you are required to notify the landlord as practicable after becoming aware of the need for it to be replaced.

The tenant is not responsible for the replacement of batteries in 'hard-wired' smoke alarm systems that have battery back-up. This is the responsibility of the landlord.

SERVICE DIRECTORY

ORGANISATION	DESCRIPTION	CONTACT DETAILS
CENTRELINK	If you are claiming benefits, let Centrelink know your new address. You should also make a claim for Rent Assistance	136 240 Phone Self Service 132 300 Seniors 132 490 Youth & Students 132 717 Disability, sickness & Carers 136 150 Family Assistance Office 131 272 Child Support 1800 810 586 TTY Users www.humanservices.gov.au
COMMUNITY JUSTICE CENTRE	Community Justice Centres (CJCs) provides mediation and conflict management services to the people of NSW. The services are FREE, impartial and culturally appropriate.	Freecall 1300 990 777 www.cjc.nsw.gov.au
HOUSING APPEALS COMMITTEE	The HAC is informal and accessible to clients of social housing. There is no charge to clients for this service. The Housing Appeals Committee (HAC) is an independent agency who can review decisions of social housing providers	Freecall 1800 629 794 www.hac.nsw.gov.au
TENANCY ADVICE & ADVOCACY SERVICES	This service can help you if you have any problem with us as your landlord, or if you want independent legal advice about something we have told you about your tenancy.	02 4969 7666 Central Coast 1800 654 504 Hunter Region www.tenants.org.au
TENANCY RESOURCE SERVICE	Tenant Participation Resource Services provide advice and advocacy to Social Housing Tenants (Housing NSW, Department of Aboriginal Housing and tenants of Community Housing Providers).	Central Coast & Hunter Regions Freecall 1800 786 466 www.samaritans.org.au



PACIFIC LINK
HOUSING

Home & Community



GET IN TOUCH

Office Address:

Suite 2 - Level 1
10 William Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

Phone: (02) 4324 7617

Fax: (02) 4324 1601

Email: info@pacificlink.org.au



PACIFIC LINK
HOUSING

Home & Community

WELCOME TO YOUR HOME

INFORMATION TO HELP YOU
SAVE ENERGY AND WATER



PACIFIC LINK HOUSING ALONG WITH
HOUSING NSW IS COMMITTED TO IMPROVING
THE ENVIRONMENTAL SUSTAINABILITY
OF SOCIAL HOUSING IN NSW



BY BEING CAREFUL HOW YOU USE ENERGY IN YOUR HOME YOU CAN REDUCE THE LIKELIHOOD OF GETTING A LARGE ENERGY BILL.

With rising energy and water prices there are many things that we can all do to save money and also help the environment.

This booklet contains a range of handy tips to help you make your home more efficient at minimal or no cost. Making small changes to the way you do things can reduce your energy and water bills, saving you money.

There are also several links to websites included in this booklet, which have more detailed information i.e. local councils for recycling, government departments for strategies and policies on sustainability, detailed brochures and fact sheets etc.

[Use this information as a guide to get you started. If you have any questions please contact us on Phone \(02\) 4324 7617 or Toll free 1300 654 973](#)

It is important to know that your energy bills are generally higher in winter because people often take longer showers, have the lights on longer due to shorter daylight hours and use their heaters. By being careful how you use energy in your home you can reduce the likelihood of getting a large energy bill during the cooler months of the year.

HEATERS

Heaters are one of the biggest energy users in your home, so only use them when necessary. Wear an extra layer of clothing to help you keep warm.

LIGHTS

Only switch on lights in the rooms you are using. Getting into the habit of switching off lights when you leave the room will save you money on your energy bills.

DOOR SNAKES

Stop cold air from creeping under doors by using door snakes. This will help to reduce the need for heaters in winter.

ENERGY

Turn off TV's DVD players, computers, mobile phone chargers etc at the power point. Turning off standby mode can save you up to 10% on your energy bill.

TIPS FOR WINTER WARMING AND SUMMER COOLING.

WINTER WARMING

Light and ventilation

Open windows, doors, blinds and curtains during the day to allow fresh air and natural light into your home.

Keeping warmth in

Close windows, doors, blinds and curtains in the afternoon to keep in the warmth and keep out the cold.

Heating your home

Only heat the space you need by closing doors to rooms you aren't using at the time.

Heaters

When using heaters, a lower temperature setting will use less electricity to warm up your home. Decreasing the temperature by 1°C can reduce heating energy use by 10%. It is recommended to set heaters between 18°C and 20°C.

SUMMER COOLING

Light and ventilation

Open windows and doors in the early morning and late afternoon to allow cool air into your home, but make sure you don't compromise your security. Opening windows on opposite sides of your home for cross ventilation can make your home feel cooler.

Cooling your home

Keep windows, curtains and blinds closed in the hottest part of the day to keep cool air in and hot air out.

Air conditioners

When using an air conditioner, a higher temperature setting uses less energy to cool your home. Increasing the temperature by 1°C can reduce cooling energy use by up to 10%. It is recommended to set air conditioners at 26°C.



SOME SIMPLE WAYS TO SAVE BIG ON POWER.

CHILDREN AND FAMILY

Raising a family can be expensive but there are ways to save money, without compromising your family's needs, while still helping the environment.

If you have a child in nappies, consider reusable nappies. They are much cheaper in the long run when compared to disposable nappies and are much better for the environment.

Children often out-grow clothes before they wear them out so buying and donating pre-loved clothing can save lots of money and reduce waste.

Check your local library to see if they have a toy library where you can borrow toys rather than buying new ones.

Making meals at home with fresh fruit and vegetables is healthier for the whole family and will help avoid plastic packaging waste from take away or ready made meals.

Children love helping in the garden too, so consider composting your food scraps or starting a worm farm. You can use the fertiliser to grow flowers or veggies in the garden.

SAVING ELECTRICITY IN WINTER

Set your heating between 18°C and 21°C. Each degree warmer can add 15% to your heating bill. Close curtains, blinds and doors. Turn off your second fridge. Dress in warmer clothing.

SAVING ELECTRICITY IN SUMMER

Set your air conditioning between 23°C and 26°C. Even better use fans instead of air conditioners. Close curtains and blinds during the day. Open windows at night when the temperature has dropped. Check your fridge is operating efficiently.

SAVING ELECTRICITY ANYTIME

Switch off lights when a room is empty. Replace old lights in your house with compact fluorescent light globes. Switch off appliances at the wall. Even phone and battery chargers use power when left turned on. When replacing or shopping for a new appliance, like a fridge or TV, look for the energy rating label - the more stars the better.

AN AVERAGE NSW HOME PRODUCES 8,000 KILOGRAMS OF CARBON POLLUTION EVERY YEAR.

HEATING AND COOLING

Think about the running costs when choosing a heater or cooler.

Portable heaters and coolers

Portable heaters and coolers can be cheap to buy but expensive to run.

Gas heaters

Gas heaters are more efficient than electric heaters to run.

Fans

Fans are the cheapest and most energy efficient form of cooling.

LIVING AREAS

By doing a few simple things you can save big on your electricity bills.

Lights

Turn off lights when you leave a room.

Electrical

Switch off TV's, entertainment systems and computers at the power point when you're not using them - don't leave them on 'stand-by'.

Use a power board with a switch and make sure you can reach it.

Windows and doors

If you have a heater or air conditioner, close doors to keep the warm or cool air where you need it most.

BEDROOMS

Keeping warm or cool at night time can be difficult as the temperature can change however there are a few things you can do to help.

Using timers

If your heater or air conditioner has a timer, set the timer when you go to bed so it is not running all night long. Never leave heaters unattended.

BATHROOMS

Hot water heating can be a third of your electricity bill so saving hot water will save you money.

Shorter showers

It will save water and energy. Reducing your shower by a couple minutes can save you up to \$100 off your energy bill each year.

Water efficient Shower Heads

Pacific Link Housing installed water-efficient shower heads in most homes. These shower heads reduce the amount of water you use helping you save money and electricity. Please do not remove them.

Turn taps off

Turn off taps when brushing your teeth, shaving and washing your face.

LEAKING TAPS

Leaking taps and toilets are costing you money. Report them to the maintenance team on 4324 7617 or toll free 1300 654 973.

FRIDGES

A fridge can be an expensive cost in an average household. Locate your fridge away from direct sunlight and ovens.

Seals

Check the seals on your fridge to prevent cold air from leaking out.

Defrost

Regularly defrost your freezer to help it run more efficiently.

Temperature

Set the temperature on your fridge between 3°C to 5°C and freezers -15°C to -18°C.

Air flow

Leave a gap at the back of the fridge to allow air to circulate behind it.

Don't use a second fridge. If you really need a second fridge, turn it off when you are not using it.

KITCHEN

Cooking tips

Thaw frozen foods on the bottom shelf of fridge before cooking, they will take less time to cook. Only use the minimum amount of water in pots and make sure the lid is closed.

Microwave

Cooking in a microwave is more energy efficient than using an oven.

Use a kettle

Boiling water in the kettle rather than using a stove is much more efficient. Only boil water you need, don't overfill your kettle.

LAUNDRY

Use cold water

Wash your clothes in cold water. After all they get just as clean.

Have a full load

Only use your washing machine when you have a full load to save water and energy.

Use the clothesline

Hang your washing to dry rather than using an electric dryer. If you do use a dryer regularly check the lint filter to prevent fires.



TIPS FOR BUYING A NEW APPLIANCE FOR YOUR HOME.

When buying a new fridge or kitchen appliance check the energy rating and buy the most energy efficient one you can afford. New fridges with a high star rating can cost as little as \$50 a year to operate compared to \$190 per year for older refrigerators.

If you are buying a new washing machine buy the most water and energy efficient one you can afford. Front loaders are generally more efficient one you can afford. Front loaders are generally more efficient than top loaders.

NO INTEREST FINANCE

No interest loans (NILs) are available in some areas to help low income households purchase new and more energy efficient fridges.

For availability in your area
Call 1800 509 994 or go to
www.nilsnsw.org.au

HOME POWER SAVINGS PROGRAMS AND RESOURCES.

HOME POWER SAVINGS PROGRAM

The Home Power Savings Program is a free service to eligible NSW households to help cut power use by up to 20 percent and save money on bills.

An energy expert visits your house, identifies your top power uses and designs a power saving action plan for you to make the most savings

Energy experts also install items from a power saving kit worth over \$200. This kit contains energy efficient light bulbs, a stand-by power board, draught seals and other power saving resources.

To find out if you are eligible
Call 1300 662 416 or visit
savepower.nsw.gov.au/freehelp

LEARN TO SAVE POWER AT HOME

You can now borrow a save power kit for free from selected local libraries in NSW.

The kits are a fun and educational way for you to learn about power use and how to reduce your bills.

The save power Kits provide a meter, compass, thermometers, detailed instructions and other tools and information to help you save power.

Save power kits:

Saving power kits show you what uses the most power around your home. It suggests simple ideas and actions to use less power, reduce power bills and cut carbon pollution.

To find out where you can borrow
a save power kit visit
savepower.nsw.gov.au/librarykit

**FOR MORE INFORMATION ON SAVING
POWER AROUND YOUR HOME VISIT
SAVEPOWER.NSW.GOV.AU**

MANAGING WASTE AND RECYCLING IS EVERYONE'S

AVOID & REDUCE WASTE

You can avoid waste through the way you shop and what you purchase. Often the cost of packaging is built into the cost of the product making it more expensive. For example, buying mushrooms wrapped in plastic is likely to be more expensive than buying loose mushrooms and putting them in a paper bag yourself. The less waste you bring home the less you have to worry about.

REUSE

Reusing items around the house will not only save you money but also will help the environment. This can include buying and donating pre-loved items that are in good condition such as clothes and shoes. The more we reuse things the less we have to buy.

RECYCLE

Recycling services are available at most of Pacific Links homes, and usually provided by your local council.

The easiest way to recycle at home is to set up a recycling bin or box in your home that is easy to access and take out to the outdoor recycling bin.

If you are not sure about the recycling services in your area call the Recycling Near You hot line on 1300 733 712 or visit www.recyclingnearyou.com.au

WASTE & RECYCLING PROBLEMS

For residents who have their own waste and recycling bins, if you have a problem, such as a missing bin, damaged wheels or lids, contact your local council to request to have them repaired or replaced.

ILLEGAL DUMPING

Illegal dumping is a serious problem, costing thousands of dollars every year. Illegal dumping is where unwanted items are placed on public or private property. People caught dumping illegally can be fined \$750 on the spot.

Housing NSW spends thousands of dollars paying for the clean up of illegal dumping - money which could otherwise be spent on maintenance or housing upgrades.

Your council may offer free clean up services to remove large household items that you no longer want. If you live in a house, contact your local council to find out about clean up services are usually on a roster or can be booked in on request.

For residents living in apartments and town houses, Pacific Link Housing may be able to assist in organising a clean up for your whole building. If you and your neighbours need help to organise a clean up, contact your Housing Manager.

4 TIPS TO BE A SUPER RECYCLER

Australians love to recycle. In fact we are one of the best recycling nations in the world. Here are some tips to help.

Recycling saves resources that would otherwise be dumped into landfill. It also saves energy and water and reduces carbon pollution.

1. SORT IT ALL OUT

It's simple. By separating the stuff that can be recycled from waste we are helping our environment.

2. REJECT PLASTIC BAGS

Australians use and throw away about 4 billion plastic bags every year. These bags are not accepted in your kerb side recycling bin but can be recycled at most supermarkets.

3. KEEP IT CLEAN

Lightly rinse out any container that still has food in it. Don't waste water - use the water left over from the washing the dishes. Dirty loads mean recyclables can be rejected. They can also attract vermin to your bin and can be very unpleasant for workers at the sorting plant.

4. BUY IT BACK.

Being a good recycler is one thing, but you can be a great recycler by buying things made from recycled material. Look for recycled content in things you buy like plastic containers, packaging, boxes, toilet paper, wrapping and copy paper.

HINT

Choose a supermarket that takes back plastic bags or take your own reusable bag with you when shopping and keep one in your car and bag and you'll never be caught short again.

CAPS OFF!

Caps are made from a different plastic to the bottles; they can't be recycled. So take them off and put them in the garbage.

THE RECYCLING TROUBLE SHOOTER

PLASTIC BOTTLES AND CONTAINERS

Plastic bottles and containers with or symbols are collected by most Councils. Many also accept and/or Check with your Council if unsure.

PIZZA BOXES

Empty pizza boxes can be recycled, so put them in your paper recycling.

PLASTIC BAGS

Plastic bags are the worst kind of contamination. Never put them in your recycling bin.

SHARPS

Syringes cannot be recycled and must be deposited of in special sharps bins. Do not put syringes in your recycling bin.

BROKEN GLASS, CROCKERY, AND MIRRORS

Only recycle glass bottles and jars. Broken glass and crockery should be placed carefully in your garbage bin.

PAINT TINS

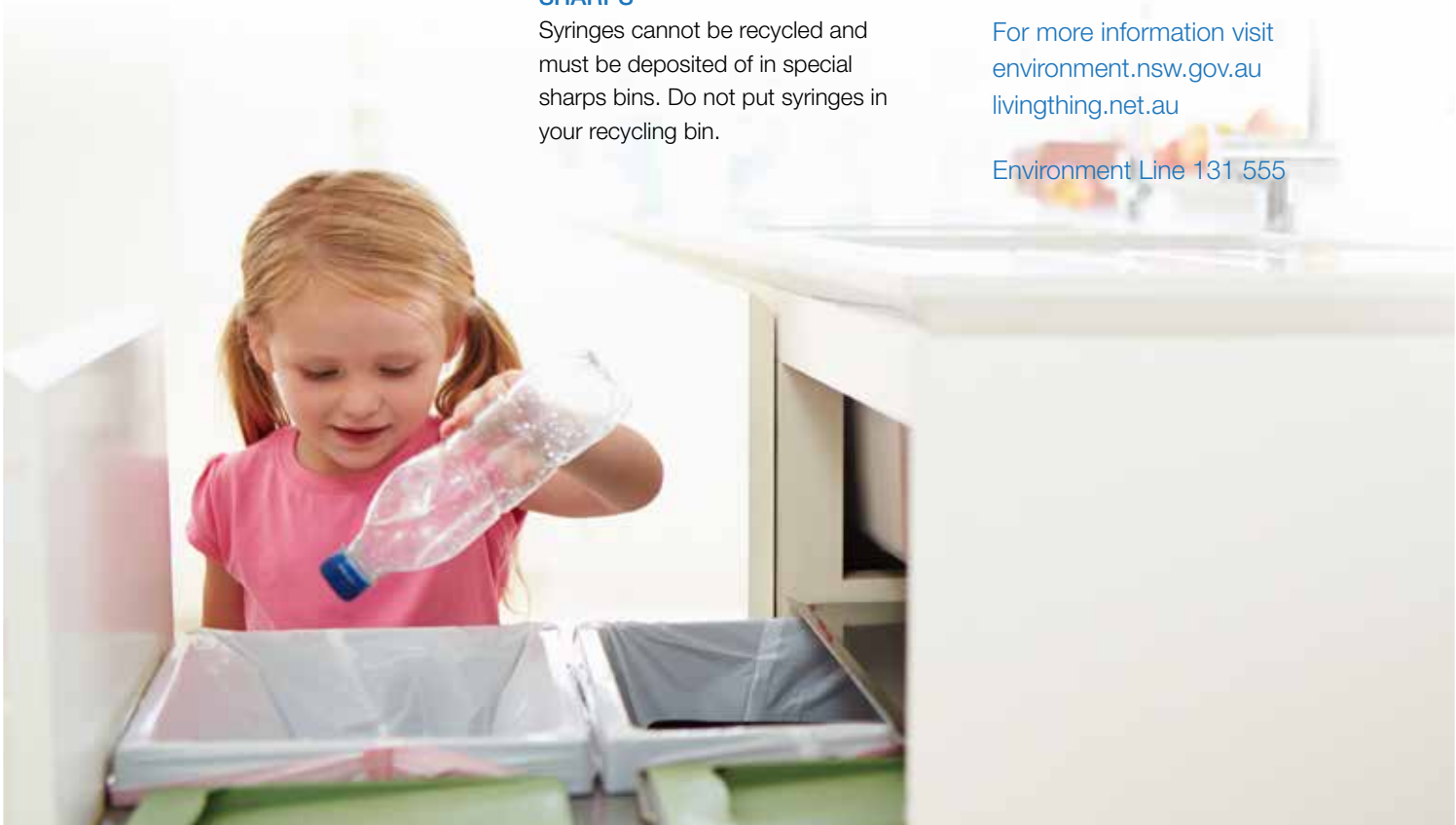
If they are empty and dry, remove lids and place in kerb side recycling bin. Otherwise visit www.cleanout.com.au for a drop-off location.

OIL

Engine oil can be recycled, with drop-off facilities available at most waste management centres.

For more information visit
environment.nsw.gov.au
livingthing.net.au

Environment Line 131 555



OUTSIDE SPACES AROUND YOUR HOME

LOCAL COUNCIL DETAILS

Cessnock City Council

Phone: 4993 4100
www.cessnock.nsw.gov.au

Gosford City Council

Phone: 4325 8222
www.gosford.nsw.gov.au

Lake Macquarie Council

Phone: 4921 0333
www.lakemac.com.au

Maitland City Council

Phone: 4934 9700
www.maitland.nsw.gov.au

Newcastle City Council

Phone: 4974 2000
www.newcastle.nsw.gov.au

Port Stephens Council

Phone: 4980 0255
www.portstephens.nsw.gov.au

Wyong Shire Council

Phone: 4950 5555
www.wyong.nsw.gov.au

GARDENING

If you have space for a garden it can be a great way to relax and keep you healthy. Pacific Link residents are encouraged to use and improve their gardens.

It is best to water your garden early in the morning or late in the afternoon. Adding mulch to your garden will reduce the need to water as often. Check for local water restrictions in your area.

Native plants often need less water and care than other plant varieties.

Collect rain water in buckets and drums for your garden. But remember to empty the buckets regularly so you don't encourage mosquitoes.

Use a broom to clean up leaves, grass clippings, dirt, dust or general littler on paths or driveways instead of hosing.

If you live in an apartment building and have neighbours who are interested in gardening, consider starting a community garden.

WORM FARMING AND COMPOSTING

Worm farming and composting are fantastic ways to reduce the amount of waste going to landfill while feeding your garden with organic fertiliser.

Worm farms are great for people with limited space as they are compact and produce lovely liquid organic fertiliser which you can use on your garden or give away to friends. Worms can eat away food scraps in a matter of days when in the right conditions.

Compost bins are great for those with bigger gardens and lawns. A healthy compost bin likes a combination of food scraps, lawn clippings and leaves.

Many local councils offer free worm farming and composting workshops and will often provide discounts or free products to participants. Contact your local council to availability in your area.

SEASONAL GUIDE FOR FRUIT AND VEGETABLES

Season	Fruit in season	Vegetables in season
Summer	Apricot, Banana, Berries, Cherries, Fig, Grapes, Lime, Lychee, Mango, Melon, Nectarine, Orange, Passionfruit, Peach, Pear, Pineapple and Plum	Asparagus, Avocado, Beans, Capsicum, Celery, Cucumber, Eggplant, Lettuce, Onion, Peas, Potato, Radish, Squash, Sweet Corn, Tomato and Zucchini
Autumn	Apple, Banana, Custard Apple, Fig, Grape, Guava, Kiwi Fruit, Lemon, Lime, Orange, Passionfruit, Pear, Plum, Pomegranate, Rhubarb and Quince	Asian Greens, Avocado, Beans, Broccoli, Brussel Sprouts, Cabbage, Capsicum, Carrot, Cauliflower, Cucumber, Eggplant, Fennel, Leek, Lettuce, Mushroom, Onion, Parsnip, Potato, Pumpkin, Spinach, Sweet Corn, Sweet Potato, Tomato, Turnip and Zucchini
Winter	Apple, Custard Apple, Grapefruit, Kiwi Fruit, Lemon, Lime, Mandarin, Orange, Passionfruit, Pear, Quince and Rhubarb	Avocado, Beetroot, Broccoli, Brussel Sprouts, Cabbage, Carrot, Cauliflower, Celeriac, Celery, Fennel, Leek, Olives, Onion, Parsnip, Potato, Pumpkin, Silverbeet, Spinach, Swede, Sweet Potato and Turnip
Spring	Apple, Banana, Berries, Cherries, Grapefruit, Lemon, Mandarin, Mango, Melon, Orange, Papaya, Passionfruit, Paw Paw, Pineapple and Pomelo	Artichokes, Asian Greens, Asparagus, Beans, Beetroot, Broccoli, Carrot, Cauliflower, Chillies, Cucumber, Garlic, Lettuce, Mushroom, Onion, Peas, Potato, Silverbeet, Spinach, Sweet Corn, Tomato and Zucchini

BUYING THINGS THAT ARE AUSTRALIAN OWNED/MADE OR LOCALLY GROWN IS BETTER FOR OUR ECONOMY.

BUYING AUSTRALIAN OWNED

Try to purchase items with less packaging. The cost of the packaging is built into the cost of the item, making it more expensive. For example, a large tub of yoghurt is cheaper per kilogram than small individual tubs.

Check your cupboard before you go shopping and always shop from a list.

Try to buy fruit and veggies that are grown locally and in season. They are often cheaper and taste better.

Say no to plastic bags and take your own reusable bags.

Only buy what you need or try to use what you already have. NSW households throw away more than \$2.5 billion worth of edible food every year.

For further information about how to reduce food waste at home, go to lovefoodhatewaste.nsw.gov.au



GREEN CLEANING RECIPES

REDUCE BE SMART THINK SAFE

REDUCE

Reduce the use of household cleaners by buying less, using less and looking for natural, safer alternatives.

BE SMART

Be smart when you shop. Read the label, avoid buying the more toxic product and buy only what you need.

THINK SAFE

Think safe when handling and storing cleaners and dispose of them legally and safely.

Natural cleaning or 'green cleaning' is a way to clean your home using fewer cleaning products and safer alternatives. This produces less waste and reduces the need for artificial chemicals that can be harmful to your family and the environment.

To clean well, cheaply and safely throughout your home all you need are the basic ingredients below.

YOUR NATURAL CLEANING KIT

You can buy these inexpensive ingredients from your local supermarket.

Bicarbonate of soda

Bicarbonate of soda or baking soda cleans, deodorizes, softens water and is good as a scouring powder. Store in a flour shaker to keep it dry.

White vinegar

White vinegar cuts grease and is a deodorizer and mild disinfectant. Mix half and half with water and store in a labelled spray bottle.

Pur Shap

Pur Shap is a general purpose cleaner that biodegrades completely.

Borax is a naturally occurring mineral salt. It cleans, deodorizes, bleaches and disinfects. Borax is also used to control pest such as ants and cockroaches. (Borax is also toxic so keep this out of reach of children and pets)

Washing soda

Washing soda cuts grease and removes stains

Lemon juice

Lemon juice is a mild bleach, a deodorant and a cleaning agent.

Hint

Micro fibre cloths clean effectively with just water.

DID YOU KNOW?

NSW HOUSEHOLDS THROW
AWAY MORE THAN 800,000
TONES OF FOOD PER YEAR

FEWER CLEANING PRODUCTS AND SAFER PRODUCTS.

IN THE KITCHEN

Surface Cleaner

Use bicarbonate of soda on a damp cloth to clean bench tops, sinks, windows and your refrigerator surfaces.

Dishwashing Detergent

Use pure soap and add white vinegar to rinse water to give glasses an extra shine.

Oven Cleaner

Wipe the oven down while still warm with soapy cloth.

IN THE LAUNDRY

Bleach

Use 1 cup of lemon juice in half a bucket of water and soak overnight, or substitute half a cup of borax per washload to whiten whites and brighten colours.

Stain Remover

Use eucalyptus oil to remove stains before washing. Apply a few drops and let it evaporate.

Laundry Detergent

Mix one third of a cake of pur soap (grated) with one third of a cup of washing soda. Dissolve in hot water and top up with water. The mixture will set to a soft gel. Use 2-3 cups per wash.

IN THE LIVING ROOM

Carpet Cleaner

Sprinkle bicarbonate of soda on a carpet before vacuuming to deodorize. For stain removing just vacuum or brush when dry.

Window Cleaner

Wash windows with warm soapy water if very dirty. Add half a cup of vinegar to a litre of warm water. Use crumbled newspaper moistened with vinegar to get a beautiful sheen.

IN THE CAR

Battery Cleaner

Clean battery terminals with a mixture of 2 teaspoons of bicarbonate of soda with 1 litre of water and apply generously. Smear petroleum jelly around the base of the terminals to prevent oxidization.

Polish

Give your car a normal wash. Allow it to dry. Then sprinkle cornflour over the duco. Polish to give that extra sheen.

Chrome polish

Use flour or bicarbonate of soda with a dry, clean cloth.

Tar remover

Moisten a cloth with eucalyptus oil and rub clean.

Hints

Get rid of that new car smell by wiping vinyl surfaces with a strong solution of vinegar and air well. Moisten a soft cloth with vinegar to clean windscreens and windows. An open container of bicarbonate of soda absorbs odour. And remember wash your car on the lawn.

All-purpose cleaner

Warm water mixed with pur soap or white vinegar is a cheap and easy general cleaner for throughout the home.

IN THE BATHROOM.

Toilet Cleaner

Make a paste from borax and lemon juice for cleaning non-septic toilet bowls.

Ceramic Cleaner

Clean tiles, sinks, toilets and baths with bicarbonate of soda using a damp cloth.

Mirror Cleaner

Apply eucalyptus oil with a wad of newspaper to prevent mirrors fogging.

COMPLAINT AGENCIES AND DISPUTE RESOLUTION SERVICES FOR NSW CONSUMERS

Anti-Discrimination Board	For rural and regional	Freecall 1800 670 812 Phone 9268 5544
Australian Communications and Media Authority		Phone (02) 9334 7700
Commonwealth Ombudsman	For complaints about federal government agencies. The Commonwealth Ombudsman is also the Defence Force, Immigration, Law Enforcement, Taxation and Postal Industry Ombudsman	Phone 1300 362 072
Community Justice Centres	Provide free mediation and conflict management services to help people resolve disputes	Freecall 1800 990 777
Consumer, Trader and Tenancy Tribunal	For help with contractors, tenancy and/or landlord problems	Phone 1300 135 399
Energy & Water Ombudsman NSW (EWON)	Complaints about all electricity and gas companies in NSW and some water providers	Freecall 1800 246 545
Fair Work Ombudsman	For complaints about employers	Phone 1300 799 675
Financial Ombudsman Service	Complaints about banks, credit cards, loans, financial advisers and insurance	Phone 1300 780 808
Health Care Complaints Commission		Freecall 1800 043 159
Housing Appeals Committee	Reviews decisions of social housing providers	Freecall 1800 629 794
Human Rights & Equal Opportunity Commission		Phone 1300 656 419
Independent Commission Against Corruption		Freecall 1800 463 909
Judicial Commission of NSW	Complaints about judicial officers	Phone (02) 9299 4421
NSW Ombudsman	Complaints about NSW government agencies	Freecall 1800 451 524
Office of Fair Trading	Manages consumer laws and looks after the rights of consumers	Phone 13 32 20
Office of Industrial Relations	Aims to achieve fairness and equity for all at work in NSW	Phone 131 628
Office of the Legal Services Commissioner	Complaints about solicitors and barristers	Freecall 1800 242 958
People with Disability Australia	Complaints Resolution and Referral Service	Freecall 1800 880 052
Police Integrity Commission		Freecall 1800 657 079
Privacy Commissioner NSW		Freecall 1300 363 992
Private Health Insurance Ombudsman		Freecall 1800 640 695
Superannuation Complaints Tribunal		Phone 1300 884 114
Telecommunication Industry Ombudsman	Complaints about mobile, telephone and internet service providers	Freecall 1800 062 058

HANDY PHONE NUMBERS AND WEBSITES

Pacific Link Housing	Phone 1300 654 973 (general enquiries and maintenance) www.pacificlink.org.au
Community Greening	Phone (02) 9231 8363 www.rbgsyd.nsw.gov.au/education/community_greening
No Interest Loans (Nils)	Phone 1800 509 994 www.nilsnsw.org.au
Recycling Near You Hotline	Freecall 1300 733 712 www.recyclingnearyou.com.au
Energy and Water Ombudsman NSW	Phone 1800 246 545 www.ewon.com.au
Love food hate waste	www.lovefoodhatewaste.nsw.gov.au
It's a living thing - Living Greener	www.livingthing.net.au www.livinggreener.gov.au
Save Power	www.savepower.nsw.gov.au
Translator and Interpreter Services (TIS)	Phone 131 450



PACIFIC LINK
HOUSING
Home & Community

INFORMATION

Name	Contact Details
Mr. John Doe	123 Main St, New York, NY 10001 Phone: (212) 555-1234 Email: john.doe@example.com
Ms. Jane Smith	456 Elm St, Los Angeles, CA 90001 Phone: (310) 555-5678 Email: jane.smith@example.com
Mr. Robert Johnson	789 Oak St, Chicago, IL 60601 Phone: (312) 555-9012 Email: robert.johnson@example.com
Ms. Emily White	101 Pine St, San Francisco, CA 94101 Phone: (415) 555-3456 Email: emily.white@example.com
Mr. David Brown	202 Maple St, Houston, TX 77001 Phone: (713) 555-7890 Email: david.brown@example.com
Ms. Sarah Green	303 Cedar St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: sarah.green@example.com
Mr. Michael Black	404 Birch St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: michael.black@example.com
Ms. Lisa Gray	505 Walnut St, San Diego, CA 92101 Phone: (619) 555-0123 Email: lisa.gray@example.com
Mr. James Blue	606 Spruce St, Austin, TX 78701 Phone: (512) 555-4567 Email: james.blue@example.com
Ms. Karen Red	707 Ash St, Portland, OR 97201 Phone: (503) 555-8901 Email: karen.red@example.com
Mr. Daniel Purple	808 Hickory St, Denver, CO 80201 Phone: (303) 555-2345 Email: daniel.purple@example.com
Ms. Michelle Yellow	909 Cypress St, San Jose, CA 95101 Phone: (408) 555-6789 Email: michelle.yellow@example.com
Mr. Christopher Pink	1010 Dogwood St, Dallas, TX 75201 Phone: (214) 555-0123 Email: christopher.pink@example.com
Ms. Amanda Cyan	1111 Magnolia St, San Antonio, TX 78201 Phone: (210) 555-4567 Email: amanda.cyan@example.com
Mr. Benjamin Magenta	1212 Sycamore St, Fort Worth, TX 76101 Phone: (817) 555-8901 Email: benjamin.magenta@example.com
Ms. Victoria Teal	1313 Redwood St, El Paso, TX 79901 Phone: (915) 555-2345 Email: victoria.teal@example.com
Mr. Gregory Olive	1414 Juniper St, Austin, TX 78701 Phone: (512) 555-6789 Email: gregory.olive@example.com
Ms. Patricia Lavender	1515 Willow St, San Jose, CA 95101 Phone: (408) 555-0123 Email: patricia.lavender@example.com
Mr. Thomas Peach	1616 Cherry St, Dallas, TX 75201 Phone: (214) 555-4567 Email: thomas.peach@example.com
Ms. Rebecca Mint	1717 Peach St, San Antonio, TX 78201 Phone: (210) 555-8901 Email: rebecca.mint@example.com
Mr. Andrew Lemon	1818 Apple St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: andrew.lemon@example.com
Ms. Heather Raspberry	1919 Orange St, El Paso, TX 79901 Phone: (915) 555-6789 Email: heather.raspberry@example.com
Mr. Jonathan Strawberry	2020 Plum St, Austin, TX 78701 Phone: (512) 555-0123 Email: jonathan.strawberry@example.com
Ms. Ashley Blueberry	2121 Grape St, San Jose, CA 95101 Phone: (408) 555-4567 Email: ashley.blueberry@example.com
Mr. Matthew Blackberry	2222 Fig St, Dallas, TX 75201 Phone: (214) 555-8901 Email: matthew.blackberry@example.com
Ms. Nicole Raspberry	2323 Lemon St, San Antonio, TX 78201 Phone: (210) 555-2345 Email: nicole.raspberry@example.com
Mr. Ryan Strawberry	2424 Peach St, Fort Worth, TX 76101 Phone: (817) 555-6789 Email: ryan.strawberry@example.com
Ms. Lauren Raspberry	2525 Apple St, El Paso, TX 79901 Phone: (915) 555-0123 Email: lauren.raspberry@example.com
Mr. Justin Blackberry	2626 Orange St, Austin, TX 78701 Phone: (512) 555-4567 Email: justin.blackberry@example.com
Ms. Madison Raspberry	2727 Grape St, San Jose, CA 95101 Phone: (408) 555-8901 Email: madison.raspberry@example.com
Mr. Tyler Strawberry	2828 Plum St, Dallas, TX 75201 Phone: (214) 555-2345 Email: tyler.strawberry@example.com
Ms. Olivia Raspberry	2929 Fig St, San Antonio, TX 78201 Phone: (210) 555-6789 Email: olivia.raspberry@example.com
Mr. Noah Raspberry	3030 Cherry St, Fort Worth, TX 76101 Phone: (817) 555-0123 Email: noah.raspberry@example.com
Ms. Sophia Raspberry	3131 Peach St, El Paso, TX 79901 Phone: (915) 555-4567 Email: sophia.raspberry@example.com
Mr. Ethan Raspberry	3232 Apple St, Austin, TX 78701 Phone: (512) 555-8901 Email: ethan.raspberry@example.com
Ms. Isabella Raspberry	3333 Orange St, San Jose, CA 95101 Phone: (408) 555-2345 Email: isabella.raspberry@example.com
Mr. Alexander Raspberry	3434 Grape St, Dallas, TX 75201 Phone: (214) 555-6789 Email: alexander.raspberry@example.com
Ms. Ava Raspberry	3535 Lemon St, San Antonio, TX 78201 Phone: (210) 555-0123 Email: ava.raspberry@example.com
Mr. William Raspberry	3636 Peach St, Fort Worth, TX 76101 Phone: (817) 555-4567 Email: william.raspberry@example.com
Ms. Mia Raspberry	3737 Apple St, El Paso, TX 79901 Phone: (915) 555-8901 Email: mia.raspberry@example.com
Mr. James Raspberry	3838 Orange St, Austin, TX 78701 Phone: (512) 555-2345 Email: james.raspberry@example.com
Ms. Charlotte Raspberry	3939 Grape St, San Jose, CA 95101 Phone: (408) 555-6789 Email: charlotte.raspberry@example.com
Mr. Benjamin Raspberry	4040 Plum St, Dallas, TX 75201 Phone: (214) 555-0123 Email: benjamin.raspberry@example.com
Ms. Emily Raspberry	4141 Fig St, San Antonio, TX 78201 Phone: (210) 555-4567 Email: emily.raspberry@example.com
Mr. Daniel Raspberry	4242 Cherry St, Fort Worth, TX 76101 Phone: (817) 555-8901 Email: daniel.raspberry@example.com
Ms. Madison Raspberry	4343 Peach St, El Paso, TX 79901 Phone: (915) 555-2345 Email: madison.raspberry@example.com
Mr. David Raspberry	4444 Apple St, Austin, TX 78701 Phone: (512) 555-6789 Email: david.raspberry@example.com
Ms. Sophia Raspberry	4545 Orange St, San Jose, CA 95101 Phone: (408) 555-0123 Email: sophia.raspberry@example.com
Mr. Christopher Raspberry	4646 Grape St, Dallas, TX 75201 Phone: (214) 555-4567 Email: christopher.raspberry@example.com
Ms. Victoria Raspberry	4747 Lemon St, San Antonio, TX 78201 Phone: (210) 555-8901 Email: victoria.raspberry@example.com
Mr. Andrew Raspberry	4848 Peach St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: andrew.raspberry@example.com
Ms. Hannah Raspberry	4949 Apple St, El Paso, TX 79901 Phone: (915) 555-6789 Email: hannah.raspberry@example.com
Mr. Isaac Raspberry	5050 Orange St, Austin, TX 78701 Phone: (512) 555-0123 Email: isaac.raspberry@example.com
Ms. Grace Raspberry	5151 Grape St, San Jose, CA 95101 Phone: (408) 555-4567 Email: grace.raspberry@example.com
Mr. Jacob Raspberry	5252 Plum St, Dallas, TX 75201 Phone: (214) 555-8901 Email: jacob.raspberry@example.com
Ms. Lily Raspberry	5353 Fig St, San Antonio, TX 78201 Phone: (210) 555-2345 Email: lily.raspberry@example.com
Mr. Noah Raspberry	5454 Cherry St, Fort Worth, TX 76101 Phone: (817) 555-6789 Email: noah.raspberry@example.com
Ms. Emma Raspberry	5555 Peach St, El Paso, TX 79901 Phone: (915) 555-0123 Email: emma.raspberry@example.com
Mr. William Raspberry	5656 Apple St, Austin, TX 78701 Phone: (512) 555-4567 Email: william.raspberry@example.com
Ms. Olivia Raspberry	5757 Orange St, San Jose, CA 95101 Phone: (408) 555-8901 Email: olivia.raspberry@example.com
Mr. Alexander Raspberry	

Name	Contact Details
Mr. John Doe	123 Main St, New York, NY 10001 Phone: (212) 555-1234 Email: john.doe@example.com
Ms. Jane Smith	456 Elm St, Los Angeles, CA 90001 Phone: (213) 555-5678 Email: jane.smith@example.com
Mr. Robert Brown	789 Oak St, Chicago, IL 60601 Phone: (312) 555-9012 Email: robert.brown@example.com
Ms. Emily White	101 Pine St, San Francisco, CA 94101 Phone: (415) 555-3456 Email: emily.white@example.com
Mr. David Green	202 Maple St, Houston, TX 77001 Phone: (281) 555-7890 Email: david.green@example.com
Ms. Sarah Black	303 Cedar St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: sarah.black@example.com
Mr. Michael Lee	404 Birch St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: michael.lee@example.com
Ms. Lisa King	505 Spruce St, San Diego, CA 92101 Phone: (619) 555-0123 Email: lisa.king@example.com
Mr. James Hall	606 Ash St, Dallas, TX 75201 Phone: (214) 555-4567 Email: james.hall@example.com
Ms. Anna Scott	707 Hickory St, Austin, TX 78701 Phone: (512) 555-8901 Email: anna.scott@example.com
Mr. Daniel Wilson	808 Walnut St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: daniel.wilson@example.com
Ms. Rachel Adams	909 Cherry St, Jacksonville, FL 32201 Phone: (904) 555-6789 Email: rachel.adams@example.com
Mr. Christopher Baker	1010 Peach St, San Antonio, TX 78201 Phone: (210) 555-0123 Email: christopher.baker@example.com
Ms. Victoria Clark	1111 Apple St, San Jose, CA 95101 Phone: (408) 555-4567 Email: victoria.clark@example.com
Mr. Benjamin Lewis	1212 Orange St, Austin, TX 78701 Phone: (512) 555-8901 Email: benjamin.lewis@example.com
Ms. Sophia Hall	1313 Grape St, San Francisco, CA 94101 Phone: (415) 555-2345 Email: sophia.hall@example.com
Mr. Alexander King	1414 Lemon St, San Diego, CA 92101 Phone: (619) 555-6789 Email: alexander.king@example.com
Ms. Isabella Scott	1515 Lime St, Dallas, TX 75201 Phone: (214) 555-0123 Email: isabella.scott@example.com
Mr. Matthew Green	1616 Coffee St, Houston, TX 77001 Phone: (281) 555-4567 Email: matthew.green@example.com
Ms. Olivia White	1717 Tea St, Phoenix, AZ 85001 Phone: (602) 555-8901 Email: olivia.white@example.com
Mr. Noah Black	1818 Sugar St, Philadelphia, PA 19101 Phone: (215) 555-2345 Email: noah.black@example.com
Ms. Ava Brown	1919 Honey St, San Antonio, TX 78201 Phone: (210) 555-6789 Email: ava.brown@example.com
Mr. Liam King	2020 Butter St, San Jose, CA 95101 Phone: (408) 555-0123 Email: liam.king@example.com
Ms. Mia Scott	2121 Milk St, Austin, TX 78701 Phone: (512) 555-4567 Email: mia.scott@example.com
Mr. Ethan Hall	2222 Eggs St, San Francisco, CA 94101 Phone: (415) 555-8901 Email: ethan.hall@example.com
Ms. Harper King	2323 Bacon St, San Diego, CA 92101 Phone: (619) 555-2345 Email: harper.king@example.com
Mr. Jacob Scott	2424 Ham St, Dallas, TX 75201 Phone: (214) 555-6789 Email: jacob.scott@example.com
Ms. Evelyn Green	2525 Chicken St, Houston, TX 77001 Phone: (281) 555-0123 Email: evelyn.green@example.com
Mr. William White	2626 Beef St, Phoenix, AZ 85001 Phone: (602) 555-4567 Email: william.white@example.com
Ms. Charlotte Black	2727 Pork St, Philadelphia, PA 19101 Phone: (215) 555-8901 Email: charlotte.black@example.com
Mr. Benjamin King	2828 Fish St, San Antonio, TX 78201 Phone: (210) 555-2345 Email: benjamin.king@example.com
Ms. Amelia Scott	2929 Fruit St, San Jose, CA 95101 Phone: (408) 555-6789 Email: amelia.scott@example.com
Mr. Daniel Hall	3030 Veggie St, Austin, TX 78701 Phone: (512) 555-0123 Email: daniel.hall@example.com
Ms. Sophia King	3131 Dessert St, San Francisco, CA 94101 Phone: (415) 555-4567 Email: sophia.king@example.com
Mr. Matthew Scott	3232 Drink St, San Diego, CA 92101 Phone: (619) 555-8901 Email: matthew.scott@example.com
Ms. Olivia Hall	3333 Snack St, Dallas, TX 75201 Phone: (214) 555-2345 Email: olivia.hall@example.com
Mr. Noah King	3434 Candy St, Houston, TX 77001 Phone: (281) 555-6789 Email: noah.king@example.com
Ms. Isabella Scott	3535 Ice Cream St, Phoenix, AZ 85001 Phone: (602) 555-0123 Email: isabella.scott@example.com
Mr. Ethan Hall	3636 Pizza St, Philadelphia, PA 19101 Phone: (215) 555-4567 Email: ethan.hall@example.com
Ms. Harper King	3737 Burger St, San Antonio, TX 78201 Phone: (210) 555-8901 Email: harper.king@example.com
Mr. Jacob Scott	3838 Sandwich St, San Jose, CA 95101 Phone: (408) 555-2345 Email: jacob.scott@example.com
Ms. Evelyn Hall	3939 Pasta St, Austin, TX 78701 Phone: (512) 555-6789 Email: evelyn.hall@example.com
Mr. William King	4040 Salad St, San Francisco, CA 94101 Phone: (415) 555-0123 Email: william.king@example.com
Ms. Charlotte Scott	4141 Smoothie St, San Diego, CA 92101 Phone: (619) 555-4567 Email: charlotte.scott@example.com
Mr. Benjamin Hall	4242 Juice St, Dallas, TX 75201 Phone: (214) 555-8901 Email: benjamin.hall@example.com
Ms. Amelia King	4343 Coffee St, Houston, TX 77001 Phone: (281) 555-2345 Email: amelia.king@example.com
Mr. Daniel Scott	4444 Tea St, Phoenix, AZ 85001 Phone: (602) 555-6789 Email: daniel.scott@example.com
Ms. Sophia Hall	4545 Water St, Philadelphia, PA 19101 Phone: (215) 555-0123 Email: sophia.hall@example.com
Mr. Matthew King	4646 Soda St, San Antonio, TX 78201 Phone: (210) 555-4567 Email: matthew.king@example.com
Ms. Olivia Scott	4747 Energy St, San Jose, CA 95101 Phone: (408) 555-8901 Email: olivia.scott@example.com
Mr. Noah Hall	4848 Protein St, Austin, TX 78701 Phone: (512) 555-2345 Email: noah.hall@example.com
Ms. Isabella King	4949 Vitamins St, San Francisco, CA 94101 Phone: (415) 555-6789 Email: isabella.king@example.com
Mr. Ethan Scott	5050 Supplements St, San Diego, CA 92101 Phone: (619) 555-0123 Email: ethan.scott@example.com
Ms. Harper Hall	5151 Herbs St, Dallas, TX 75201 Phone: (214) 555-4567 Email: harper.hall@example.com
Mr. Jacob King	5252 Spices St, Houston, TX 77001 Phone: (281) 555-8901 Email: jacob.king@example.com
Ms. Evelyn Scott	5353 Oils St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: evelyn.scott@example.com
Mr. William Hall	5454 Nuts St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: william.hall@example.com
Ms. Charlotte King	5555 Seeds St, San Antonio, TX 78201 Phone: (210) 555-0123 Email: charlotte.king@example.com
Mr. Benjamin Scott	5656 Grains St, San Jose, CA 95101 Phone: (408) 555-4567 Email: benjamin.scott@example.com
Ms. Amelia Hall	5757 Beans St, Austin, TX 78701 Phone: (512) 555-8901 Email: amelia.hall@example.com
Mr. Daniel King	5858 Lentils St, San Francisco

Name	Contact Details
Mr. John Doe	123 Main St, New York, NY 10001 Phone: (212) 555-1234 Email: john.doe@example.com
Ms. Jane Smith	456 Elm St, Los Angeles, CA 90001 Phone: (213) 555-5678 Email: jane.smith@example.com
Mr. Robert Johnson	789 Oak St, Chicago, IL 60601 Phone: (312) 555-9012 Email: robert.johnson@example.com
Ms. Emily White	101 Pine St, San Francisco, CA 94101 Phone: (415) 555-3456 Email: emily.white@example.com
Mr. David Brown	202 Maple St, Houston, TX 77001 Phone: (281) 555-7890 Email: david.brown@example.com
Ms. Sarah Green	303 Cedar St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: sarah.green@example.com
Mr. Michael Black	404 Birch St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: michael.black@example.com
Ms. Lisa Gray	505 Spruce St, San Diego, CA 92101 Phone: (619) 555-0123 Email: lisa.gray@example.com
Mr. James Blue	606 Ash St, Dallas, TX 75201 Phone: (214) 555-4567 Email: james.blue@example.com
Ms. Anna Red	707 Hickory St, Austin, TX 78701 Phone: (512) 555-8901 Email: anna.red@example.com
Mr. Daniel Purple	808 Walnut St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: daniel.purple@example.com
Ms. Rachel Yellow	909 Cherry St, San Antonio, TX 78201 Phone: (210) 555-6789 Email: rachel.yellow@example.com
Mr. Kevin Pink	1010 Peach St, San Jose, CA 95101 Phone: (408) 555-0123 Email: kevin.pink@example.com
Ms. Michelle Orange	1111 Apple St, Jacksonville, FL 32201 Phone: (904) 555-4567 Email: michelle.orange@example.com
Mr. Christopher Green	1212 Banana St, Miami, FL 33101 Phone: (305) 555-8901 Email: christopher.green@example.com
Ms. Amanda White	1313 Kiwi St, Honolulu, HI 96801 Phone: (808) 555-2345 Email: amanda.white@example.com
Mr. Benjamin Black	1414 Lemon St, Portland, OR 97201 Phone: (503) 555-6789 Email: benjamin.black@example.com
Ms. Sophia Blue	1515 Lime St, Seattle, WA 98101 Phone: (206) 555-0123 Email: sophia.blue@example.com
Mr. Matthew Red	1616 Orange St, Denver, CO 80201 Phone: (303) 555-4567 Email: matthew.red@example.com
Ms. Olivia Purple	1717 Grape St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: olivia.purple@example.com
Mr. Alexander Yellow	1818 Strawberry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: alexander.yellow@example.com
Ms. Isabella Pink	1919 Raspberry St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: isabella.pink@example.com
Mr. Ethan Orange	2020 Blueberry St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: ethan.orange@example.com
Ms. Ava Green	2121 Peach St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: ava.green@example.com
Mr. Noah White	2222 Apple St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: noah.white@example.com
Ms. Charlotte Black	2323 Cherry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: charlotte.black@example.com
Mr. Lucas Blue	2424 Lemon St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: lucas.blue@example.com
Ms. Mia Red	2525 Lime St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: mia.red@example.com
Mr. William Purple	2626 Orange St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: william.purple@example.com
Ms. Harper Yellow	2727 Grape St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: harper.yellow@example.com
Mr. Benjamin Orange	2828 Strawberry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: benjamin.orange@example.com
Ms. Evelyn Green	2929 Raspberry St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: evelyn.green@example.com
Mr. Jacob Blue	3030 Blueberry St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: jacob.blue@example.com
Ms. Abigail Red	3131 Peach St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: abigail.red@example.com
Mr. Henry Purple	3232 Apple St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: henry.purple@example.com
Ms. Emily Yellow	3333 Cherry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: emily.yellow@example.com
Mr. Alexander Pink	3434 Lemon St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: alexander.pink@example.com
Ms. Sophia Orange	3535 Lime St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: sophia.orange@example.com
Mr. Matthew Green	3636 Orange St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: matthew.green@example.com
Ms. Olivia Blue	3737 Grape St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: olivia.blue@example.com
Mr. Benjamin Red	3838 Strawberry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: benjamin.red@example.com
Ms. Isabella Purple	3939 Raspberry St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: isabella.purple@example.com
Mr. Ethan Yellow	4040 Blueberry St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: ethan.yellow@example.com
Ms. Ava Orange	4141 Peach St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: ava.orange@example.com
Mr. Noah Green	4242 Apple St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: noah.green@example.com
Ms. Charlotte Blue	4343 Cherry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: charlotte.blue@example.com
Mr. Lucas Red	4444 Lemon St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: lucas.red@example.com
Ms. Mia Purple	4545 Lime St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: mia.purple@example.com
Mr. William Yellow	4646 Orange St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: william.yellow@example.com
Ms. Harper Green	4747 Grape St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: harper.green@example.com
Mr. Benjamin Orange	4848 Strawberry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: benjamin.orange@example.com
Ms. Evelyn Blue	4949 Raspberry St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: evelyn.blue@example.com
Mr. Jacob Red	5050 Blueberry St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: jacob.red@example.com
Ms. Abigail Purple	5151 Peach St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: abigail.purple@example.com
Mr. Henry Yellow	5252 Apple St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: henry.yellow@example.com
Ms. Emily Orange	5353 Cherry St, Salt Lake City, UT 84101 Phone: (801) 555-2345 Email: emily.orange@example.com
Mr. Alexander Green	5454 Lemon St, Salt Lake City, UT 84101 Phone: (801) 555-6789 Email: alexander.green@example.com
Ms. Sophia Blue	5555 Lime St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: sophia.blue@example.com
Mr. Matthew Red	5656 Orange St, Salt Lake City, UT 84101 Phone: (801) 555-4567 Email: matthew.red@example.com
Ms. Olivia Purple	5757 Grape St, Salt Lake City, UT 84101 Phone: (801) 555-8901 Email: olivia.purple@example.com

Name	Contact Details
Mr. John Doe	123 Main St, New York, NY 10001 Phone: (212) 555-1234 Email: john.doe@example.com
Ms. Jane Smith	456 Elm St, Los Angeles, CA 90001 Phone: (213) 555-5678 Email: jane.smith@example.com
Mr. Robert Johnson	789 Oak St, Chicago, IL 60601 Phone: (312) 555-9012 Email: robert.johnson@example.com
Ms. Emily White	101 Pine St, San Francisco, CA 94101 Phone: (415) 555-3456 Email: emily.white@example.com
Mr. David Brown	202 Maple St, Houston, TX 77001 Phone: (281) 555-7890 Email: david.brown@example.com
Ms. Sarah Green	303 Cedar St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: sarah.green@example.com
Mr. Michael Black	404 Birch St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: michael.black@example.com
Ms. Lisa Gray	505 Walnut St, San Diego, CA 92101 Phone: (619) 555-0123 Email: lisa.gray@example.com
Mr. James Blue	606 Cherry St, Austin, TX 78701 Phone: (512) 555-4567 Email: james.blue@example.com
Ms. Anna Red	707 Peach St, Portland, OR 97201 Phone: (503) 555-8901 Email: anna.red@example.com
Mr. Daniel Purple	808 Apple St, Seattle, WA 98101 Phone: (206) 555-2345 Email: daniel.purple@example.com
Ms. Rachel Yellow	909 Orange St, Denver, CO 80201 Phone: (303) 555-6789 Email: rachel.yellow@example.com
Mr. Kevin Pink	1010 Grape St, Salt Lake City, UT 84101 Phone: (801) 555-0123 Email: kevin.pink@example.com
Ms. Michelle Brown	1111 Lemon St, Las Vegas, NV 89101 Phone: (702) 555-4567 Email: michelle.brown@example.com
Mr. Ryan Green	1212 Lime St, New Orleans, LA 70112 Phone: (504) 555-8901 Email: ryan.green@example.com
Ms. Nicole White	1313 Coffee St, San Jose, CA 95101 Phone: (408) 555-2345 Email: nicole.white@example.com
Mr. Christopher Black	1414 Tea St, Boston, MA 02101 Phone: (617) 555-6789 Email: christopher.black@example.com
Ms. Ashley Gray	1515 Beer St, Minneapolis, MN 55401 Phone: (612) 555-0123 Email: ashley.gray@example.com
Mr. Benjamin Blue	1616 Soda St, Detroit, MI 48201 Phone: (313) 555-4567 Email: benjamin.blue@example.com
Ms. Sophia Red	1717 Candy St, San Antonio, TX 78201 Phone: (214) 555-8901 Email: sophia.red@example.com
Mr. Matthew Purple	1818 Ice Cream St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: matthew.purple@example.com
Ms. Olivia Yellow	1919 Donut St, Columbus, OH 43201 Phone: (614) 555-6789 Email: olivia.yellow@example.com
Mr. Alexander Pink	2020 Pie St, Indianapolis, IN 46201 Phone: (317) 555-0123 Email: alexander.pink@example.com
Ms. Isabella Brown	2121 Bread St, Jacksonville, FL 32201 Phone: (904) 555-4567 Email: isabella.brown@example.com
Mr. Ethan Green	2222 Pasta St, San Francisco, CA 94101 Phone: (415) 555-8901 Email: ethan.green@example.com
Ms. Ava White	2323 Salad St, New York, NY 10001 Phone: (212) 555-2345 Email: ava.white@example.com
Mr. Noah Black	2424 Sandwich St, Los Angeles, CA 90001 Phone: (213) 555-6789 Email: noah.black@example.com
Ms. Mia Gray	2525 Smoothie St, Chicago, IL 60601 Phone: (312) 555-0123 Email: mia.gray@example.com
Mr. Liam Blue	2626 Juice St, San Francisco, CA 94101 Phone: (415) 555-4567 Email: liam.blue@example.com
Ms. Harper Red	2727 Coffee St, San Jose, CA 95101 Phone: (408) 555-8901 Email: harper.red@example.com
Mr. Oliver Purple	2828 Tea St, Boston, MA 02101 Phone: (617) 555-2345 Email: oliver.purple@example.com
Ms. Amelia Yellow	2929 Beer St, Minneapolis, MN 55401 Phone: (612) 555-6789 Email: amelia.yellow@example.com
Mr. Jacob Pink	3030 Soda St, Detroit, MI 48201 Phone: (313) 555-0123 Email: jacob.pink@example.com
Ms. Charlotte Brown	3131 Candy St, San Antonio, TX 78201 Phone: (214) 555-4567 Email: charlotte.brown@example.com
Mr. William Green	3232 Ice Cream St, Fort Worth, TX 76101 Phone: (817) 555-8901 Email: william.green@example.com
Ms. Abigail White	3333 Donut St, Columbus, OH 43201 Phone: (614) 555-2345 Email: abigail.white@example.com
Mr. Henry Black	3434 Pie St, Indianapolis, IN 46201 Phone: (317) 555-6789 Email: henry.black@example.com
Ms. Ella Gray	3535 Bread St, Jacksonville, FL 32201 Phone: (904) 555-0123 Email: ella.gray@example.com
Mr. Benjamin Blue	3636 Pasta St, San Francisco, CA 94101 Phone: (415) 555-4567 Email: benjamin.blue@example.com
Ms. Sophia Red	3737 Salad St, New York, NY 10001 Phone: (212) 555-8901 Email: sophia.red@example.com
Mr. Daniel Purple	3838 Sandwich St, Los Angeles, CA 90001 Phone: (213) 555-2345 Email: daniel.purple@example.com
Ms. Isabella Yellow	3939 Smoothie St, Chicago, IL 60601 Phone: (312) 555-6789 Email: isabella.yellow@example.com
Mr. Alexander Pink	4040 Juice St, San Francisco, CA 94101 Phone: (415) 555-0123 Email: alexander.pink@example.com
Ms. Olivia Brown	4141 Coffee St, San Jose, CA 95101 Phone: (408) 555-4567 Email: olivia.brown@example.com
Mr. Noah Green	4242 Tea St, Boston, MA 02101 Phone: (617) 555-8901 Email: noah.green@example.com
Ms. Mia White	4343 Beer St, Minneapolis, MN 55401 Phone: (612) 555-2345 Email: mia.white@example.com
Mr. Liam Black	4444 Soda St, Detroit, MI 48201 Phone: (313) 555-6789 Email: liam.black@example.com
Ms. Harper Gray	4545 Candy St, San Antonio, TX 78201 Phone: (214) 555-0123 Email: harper.gray@example.com
Mr. Oliver Blue	4646 Ice Cream St, Fort Worth, TX 76101 Phone: (817) 555-4567 Email: oliver.blue@example.com
Ms. Amelia Red	4747 Donut St, Columbus, OH 43201 Phone: (614) 555-8901 Email: amelia.red@example.com
Mr. Jacob Purple	4848 Pie St, Indianapolis, IN 46201 Phone: (317) 555-2345 Email: jacob.purple@example.com
Ms. Charlotte Yellow	4949 Bread St, Jacksonville, FL 32201 Phone: (904) 555-6789 Email: charlotte.yellow@example.com
Mr. William Pink	5050 Pasta St, San Francisco, CA 94101 Phone: (415) 555-0123 Email: william.pink@example.com
Ms. Abigail Brown	5151 Salad St, New York, NY 10001 Phone: (212) 555-4567 Email: abigail.brown@example.com
Mr. Henry Green	5252 Sandwich St, Los Angeles, CA 90001 Phone: (213) 555-8901 Email: henry.green@example.com
Ms. Ella White	5353 Smoothie St, Chicago, IL 60601 Phone: (312) 555-2345 Email: ella.white@example.com
Mr. Benjamin Black	5454 Juice St, San Francisco, CA 94101 Phone: (415) 555-6789 Email: benjamin.black@example.com
Ms. Sophia Gray	5555 Coffee St, San Jose, CA 95101 Phone: (408) 555-0123 Email: sophia.gray@example.com
Mr. Daniel Blue	5656 Tea St, Boston, MA 02101 Phone: (617) 555-4567 Email: daniel.blue@example.com
Ms. Isabella Red	5757 Beer St, Minneapolis, MN 55401 Phone: (612) 555-8901 Email: isabella.red@example.com
Mr. Alexander Purple	5858 Soda St, Detroit, MI 48201 Phone: (313) 555-2345 Email: alexander.purple@example.com

Name	Contact Details
Mr. John Doe	123 Main St, New York, NY 10001 Phone: (212) 555-1234 Email: john.doe@example.com
Ms. Jane Smith	456 Elm St, Los Angeles, CA 90001 Phone: (213) 555-5678 Email: jane.smith@example.com
Mr. Robert Johnson	789 Oak St, Chicago, IL 60601 Phone: (312) 555-9012 Email: robert.johnson@example.com
Ms. Emily White	101 Pine St, San Francisco, CA 94101 Phone: (415) 555-3456 Email: emily.white@example.com
Mr. David Brown	202 Maple St, Houston, TX 77001 Phone: (281) 555-7890 Email: david.brown@example.com
Ms. Sarah Green	303 Cedar St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: sarah.green@example.com
Mr. Michael Black	404 Birch St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: michael.black@example.com
Ms. Lisa Gray	505 Walnut St, San Diego, CA 92101 Phone: (619) 555-0123 Email: lisa.gray@example.com
Mr. James Blue	606 Cherry St, Austin, TX 78701 Phone: (512) 555-4567 Email: james.blue@example.com
Ms. Anna Red	707 Peach St, Portland, OR 97201 Phone: (503) 555-8901 Email: anna.red@example.com
Mr. Daniel Purple	808 Apple St, Seattle, WA 98101 Phone: (206) 555-2345 Email: daniel.purple@example.com
Ms. Rachel Yellow	909 Orange St, Denver, CO 80201 Phone: (303) 555-6789 Email: rachel.yellow@example.com
Mr. Kevin Pink	1010 Banana St, Miami, FL 33101 Phone: (305) 555-0123 Email: kevin.pink@example.com
Ms. Michelle Green	1111 Lemon St, San Jose, CA 95101 Phone: (408) 555-4567 Email: michelle.green@example.com
Mr. Christopher Blue	1212 Lime St, Dallas, TX 75201 Phone: (214) 555-8901 Email: christopher.blue@example.com
Ms. Amanda White	1313 Grape St, San Antonio, TX 78201 Phone: (210) 555-2345 Email: amanda.white@example.com
Mr. Matthew Black	1414 Strawberry St, Fort Worth, TX 76101 Phone: (817) 555-6789 Email: matthew.black@example.com
Ms. Jennifer Gray	1515 Raspberry St, Columbus, OH 43201 Phone: (614) 555-0123 Email: jennifer.gray@example.com
Mr. Ryan Red	1616 Blueberry St, Indianapolis, IN 46201 Phone: (317) 555-4567 Email: ryan.red@example.com
Ms. Nicole Purple	1717 Elderberry St, Jacksonville, FL 32201 Phone: (904) 555-8901 Email: nicole.purple@example.com
Mr. Andrew Yellow	1818 Blackberry St, San Francisco, CA 94101 Phone: (415) 555-2345 Email: andrew.yellow@example.com
Ms. Heather Pink	1919 Mulberry St, San Diego, CA 92101 Phone: (619) 555-6789 Email: heather.pink@example.com
Mr. Benjamin Green	2020 Peach St, Austin, TX 78701 Phone: (512) 555-0123 Email: benjamin.green@example.com
Ms. Victoria Blue	2121 Apple St, Houston, TX 77001 Phone: (281) 555-4567 Email: victoria.blue@example.com
Mr. Alexander White	2222 Orange St, Phoenix, AZ 85001 Phone: (602) 555-8901 Email: alexander.white@example.com
Ms. Sophia Black	2323 Lemon St, Philadelphia, PA 19101 Phone: (215) 555-2345 Email: sophia.black@example.com
Mr. William Gray	2424 Lime St, San Jose, CA 95101 Phone: (408) 555-6789 Email: william.gray@example.com
Ms. Olivia Red	2525 Grape St, Dallas, TX 75201 Phone: (214) 555-0123 Email: olivia.red@example.com
Mr. Ethan Purple	2626 Strawberry St, San Antonio, TX 78201 Phone: (210) 555-4567 Email: ethan.purple@example.com
Ms. Isabella Yellow	2727 Raspberry St, Fort Worth, TX 76101 Phone: (817) 555-8901 Email: isabella.yellow@example.com
Mr. Noah Pink	2828 Blueberry St, Jacksonville, FL 32201 Phone: (904) 555-2345 Email: noah.pink@example.com
Ms. Ava Green	2929 Elderberry St, San Francisco, CA 94101 Phone: (415) 555-6789 Email: ava.green@example.com
Mr. Liam Blue	3030 Mulberry St, San Diego, CA 92101 Phone: (619) 555-0123 Email: liam.blue@example.com
Ms. Mia White	3131 Peach St, Austin, TX 78701 Phone: (512) 555-4567 Email: mia.white@example.com
Mr. Owen Black	3232 Apple St, Houston, TX 77001 Phone: (281) 555-8901 Email: owen.black@example.com
Ms. Charlotte Gray	3333 Orange St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: charlotte.gray@example.com
Mr. Lucas Red	3434 Lemon St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: lucas.red@example.com
Ms. Amelia Purple	3535 Lime St, San Jose, CA 95101 Phone: (408) 555-0123 Email: amelia.purple@example.com
Mr. Jacob Yellow	3636 Grape St, Dallas, TX 75201 Phone: (214) 555-4567 Email: jacob.yellow@example.com
Ms. Harper Pink	3737 Strawberry St, San Antonio, TX 78201 Phone: (210) 555-8901 Email: harper.pink@example.com
Mr. Benjamin Green	3838 Raspberry St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: benjamin.green@example.com
Ms. Evelyn Blue	3939 Blueberry St, Jacksonville, FL 32201 Phone: (904) 555-6789 Email: evelyn.blue@example.com
Mr. Alexander White	4040 Elderberry St, San Francisco, CA 94101 Phone: (415) 555-0123 Email: alexander.white@example.com
Ms. Sofia Black	4141 Mulberry St, San Diego, CA 92101 Phone: (619) 555-4567 Email: sofia.black@example.com
Mr. Daniel Gray	4242 Peach St, Austin, TX 78701 Phone: (512) 555-8901 Email: daniel.gray@example.com
Ms. Chloe Red	4343 Apple St, Houston, TX 77001 Phone: (281) 555-2345 Email: chloe.red@example.com
Mr. Matthew Purple	4444 Orange St, Phoenix, AZ 85001 Phone: (602) 555-6789 Email: matthew.purple@example.com
Ms. Victoria Yellow	4545 Lemon St, Philadelphia, PA 19101 Phone: (215) 555-0123 Email: victoria.yellow@example.com
Mr. Christopher Pink	4646 Lime St, San Jose, CA 95101 Phone: (408) 555-4567 Email: christopher.pink@example.com
Ms. Hannah Green	4747 Grape St, Dallas, TX 75201 Phone: (214) 555-8901 Email: hannah.green@example.com
Mr. William Blue	4848 Strawberry St, San Antonio, TX 78201 Phone: (210) 555-2345 Email: william.blue@example.com
Ms. Olivia Black	4949 Raspberry St, Fort Worth, TX 76101 Phone: (817) 555-6789 Email: olivia.black@example.com
Mr. Ethan Gray	5050 Blueberry St, Jacksonville, FL 32201 Phone: (904) 555-0123 Email: ethan.gray@example.com
Ms. Isabella Red	5151 Elderberry St, San Francisco, CA 94101 Phone: (415) 555-4567 Email: isabella.red@example.com
Mr. Noah Purple	5252 Mulberry St, San Diego, CA 92101 Phone: (619) 555-8901 Email: noah.purple@example.com
Ms. Ava Yellow	5353 Peach St, Austin, TX 78701 Phone: (512) 555-2345 Email: ava.yellow@example.com
Mr. Liam Pink	5454 Apple St, Houston, TX 77001 Phone: (281) 555-6789 Email: liam.pink@example.com
Ms. Mia Green	5555 Orange St, Phoenix, AZ 85001 Phone: (602) 555-0123 Email: mia.green@example.com
Mr. Owen Blue	5656 Lemon St, Philadelphia, PA 19101 Phone: (215) 555-4567 Email: owen.blue@example.com
Ms. Charlotte Black	5757 Lime St, San Jose, CA 95101 Phone: (408) 555-8901 Email: charlotte.black@example.com
Mr. Lucas Gray	5858 Grape St, Dallas, TX 75201 Phone: (214) 555-2345 Email: lucas.gray@example.com

Name	Contact Details
Mr. John Doe	123 Main St, New York, NY 10001 Phone: (212) 555-1234 Email: john.doe@example.com
Ms. Jane Smith	456 Elm St, Los Angeles, CA 90001 Phone: (213) 555-5678 Email: jane.smith@example.com
Mr. Robert Johnson	789 Oak St, Chicago, IL 60601 Phone: (312) 555-9012 Email: robert.johnson@example.com
Ms. Emily White	101 Pine St, San Francisco, CA 94101 Phone: (415) 555-3456 Email: emily.white@example.com
Mr. David Brown	202 Maple St, Houston, TX 77001 Phone: (281) 555-7890 Email: david.brown@example.com
Ms. Sarah Green	303 Cedar St, Phoenix, AZ 85001 Phone: (602) 555-2345 Email: sarah.green@example.com
Mr. Michael Black	404 Birch St, Philadelphia, PA 19101 Phone: (215) 555-6789 Email: michael.black@example.com
Ms. Lisa Gray	505 Spruce St, San Diego, CA 92101 Phone: (619) 555-0123 Email: lisa.gray@example.com
Mr. James Red	606 Ash St, Dallas, TX 75201 Phone: (214) 555-4567 Email: james.red@example.com
Ms. Karen Blue	707 Hickory St, Austin, TX 78701 Phone: (512) 555-8901 Email: karen.blue@example.com
Mr. Daniel Purple	808 Walnut St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: daniel.purple@example.com
Ms. Michelle Yellow	909 Cherry St, Jacksonville, FL 32201 Phone: (904) 555-6789 Email: michelle.yellow@example.com
Mr. Christopher Orange	1010 Peach St, Nashville, TN 37201 Phone: (615) 555-0123 Email: christopher.orange@example.com
Ms. Amanda Pink	1111 Plum St, Indianapolis, IN 46201 Phone: (317) 555-4567 Email: amanda.pink@example.com
Mr. Benjamin Light Blue	1212 Apple St, Columbus, OH 43201 Phone: (614) 555-8901 Email: benjamin.lightblue@example.com
Ms. Victoria Teal	1313 Pear St, Charlotte, NC 28201 Phone: (704) 555-2345 Email: victoria.teal@example.com
Mr. Alexander Lavender	1414 Lemon St, San Antonio, TX 78201 Phone: (210) 555-6789 Email: alexander.lavender@example.com
Ms. Sophia Mint Green	1515 Lime St, San Jose, CA 95101 Phone: (408) 555-0123 Email: sophia.mintgreen@example.com
Mr. Matthew Sky Blue	1616 Orange St, Austin, TX 78701 Phone: (512) 555-4567 Email: matthew.skyblue@example.com
Ms. Olivia Pale Yellow	1717 Grape St, Fort Worth, TX 76101 Phone: (817) 555-8901 Email: olivia.paleyellow@example.com
Mr. Noah Soft Pink	1818 Strawberry St, Jacksonville, FL 32201 Phone: (904) 555-2345 Email: noah.softpink@example.com
Ms. Isabella Light Purple	1919 Raspberry St, Nashville, TN 37201 Phone: (615) 555-6789 Email: isabella.lightpurple@example.com
Mr. Ethan Cream	2020 Blueberry St, Indianapolis, IN 46201 Phone: (317) 555-0123 Email: ethan.cream@example.com
Ms. Ava Mint	2121 Peach St, Columbus, OH 43201 Phone: (614) 555-4567 Email: ava.mint@example.com
Mr. Lucas Sky	2222 Apple St, Charlotte, NC 28201 Phone: (704) 555-8901 Email: lucas.sky@example.com
Ms. Mia Teal	2323 Pear St, San Antonio, TX 78201 Phone: (210) 555-2345 Email: mia.teal@example.com
Mr. Noah Lavender	2424 Lemon St, San Jose, CA 95101 Phone: (408) 555-6789 Email: noah.lavender@example.com
Ms. Sophia Pale Green	2525 Lime St, Austin, TX 78701 Phone: (512) 555-0123 Email: sophia.palegreen@example.com
Mr. Matthew Soft Blue	2626 Orange St, Fort Worth, TX 76101 Phone: (817) 555-4567 Email: matthew.softblue@example.com
Ms. Olivia Cream	2727 Grape St, Jacksonville, FL 32201 Phone: (904) 555-8901 Email: olivia.cream@example.com
Mr. Benjamin Light Blue	2828 Peach St, Nashville, TN 37201 Phone: (615) 555-2345 Email: benjamin.lightblue@example.com
Ms. Victoria Teal	2929 Raspberry St, Indianapolis, IN 46201 Phone: (317) 555-6789 Email: victoria.teal@example.com
Mr. Alexander Pale Yellow	3030 Strawberry St, Columbus, OH 43201 Phone: (614) 555-0123 Email: alexander.paleyellow@example.com
Ms. Michelle Soft Pink	3131 Blueberry St, Charlotte, NC 28201 Phone: (704) 555-4567 Email: michelle.softpink@example.com
Mr. Daniel Light Purple	3232 Apple St, San Antonio, TX 78201 Phone: (210) 555-8901 Email: daniel.lightpurple@example.com
Ms. Amanda Cream	3333 Pear St, San Jose, CA 95101 Phone: (408) 555-2345 Email: amanda.cream@example.com
Mr. Christopher Pale Green	3434 Lime St, Austin, TX 78701 Phone: (512) 555-6789 Email: christopher.palegreen@example.com
Ms. Isabella Soft Blue	3535 Orange St, Fort Worth, TX 76101 Phone: (817) 555-0123 Email: isabella.softblue@example.com
Mr. Ethan Cream	3636 Grape St, Jacksonville, FL 32201 Phone: (904) 555-4567 Email: ethan.cream@example.com
Ms. Ava Light Blue	3737 Peach St, Nashville, TN 37201 Phone: (615) 555-8901 Email: ava.lightblue@example.com
Mr. Lucas Teal	3838 Raspberry St, Indianapolis, IN 46201 Phone: (317) 555-2345 Email: lucas.teal@example.com
Ms. Mia Pale Yellow	3939 Strawberry St, Columbus, OH 43201 Phone: (614) 555-6789 Email: mia.paleyellow@example.com
Mr. Noah Soft Pink	4040 Blueberry St, Charlotte, NC 28201 Phone: (704) 555-0123 Email: noah.softpink@example.com
Ms. Olivia Light Purple	4141 Apple St, San Antonio, TX 78201 Phone: (210) 555-4567 Email: olivia.lightpurple@example.com
Mr. Benjamin Cream	4242 Pear St, San Jose, CA 95101 Phone: (408) 555-8901 Email: benjamin.cream@example.com
Ms. Victoria Pale Green	4343 Lime St, Austin, TX 78701 Phone: (512) 555-2345 Email: victoria.palegreen@example.com
Mr. Alexander Soft Blue	4444 Orange St, Fort Worth, TX 76101 Phone: (817) 555-6789 Email: alexander.softblue@example.com
Ms. Sophia Cream	4545 Grape St, Jacksonville, FL 32201 Phone: (904) 555-0123 Email: sophia.cream@example.com
Mr. Matthew Light Blue	4646 Peach St, Nashville, TN 37201 Phone: (615) 555-4567 Email: matthew.lightblue@example.com
Ms. Olivia Teal	4747 Raspberry St, Indianapolis, IN 46201 Phone: (317) 555-8901 Email: olivia.teal@example.com
Mr. Christopher Pale Yellow	4848 Strawberry St, Columbus, OH 43201 Phone: (614) 555-2345 Email: christopher.paleyellow@example.com
Ms. Isabella Soft Pink	4949 Blueberry St, Charlotte, NC 28201 Phone: (704) 555-6789 Email: isabella.softpink@example.com
Mr. Daniel Light Purple	5050 Apple St, San Antonio, TX 78201 Phone: (210) 555-0123 Email: daniel.lightpurple@example.com
Ms. Amanda Cream	5151 Pear St, San Jose, CA 95101 Phone: (408) 555-4567 Email: amanda.cream@example.com
Mr. Benjamin Pale Green	5252 Lime St, Austin, TX 78701 Phone: (512) 555-8901 Email: benjamin.palegreen@example.com
Ms. Victoria Soft Blue	5353 Orange St, Fort Worth, TX 76101 Phone: (817) 555-2345 Email: victoria.softblue@example.com
Mr. Alexander Cream	5454 Grape St, Jacksonville, FL 32201 Phone: (904) 555-6789 Email: alexander.cream@example.com
Ms. Michelle Light Blue	5555 Peach St, Nashville, TN 37201 Phone: (615) 555-0123 Email: michelle.lightblue@example.com
Mr. Daniel Teal	5656 Raspberry St, Indianapolis, IN 46201 Phone: (317) 555-4567 Email: daniel.teal@example.com
Ms. Isabella Pale Yellow	5757 Strawberry St, Columbus, OH 43201 Phone: (614) 555-8901 Email: isabella.paleyellow@example.com

NOTES



PACIFIC LINK
HOUSING

Home & Community



GET IN TOUCH

Office Address:

Suite 2 - Level 1
10 William Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

Phone: (02) 43247617

Toll-free: 1300 654 973

Fax: (02) 4324 1601

Email: info@pacificlink.org.au

PACIFIC LINK HOUSING, WORKING WITH YOU TO PROVIDE A POSITIVE OUTCOME TO TENANTING A PROPERTY

HOW IS MY RENT CALCULATED?

Your rent is calculated using a standard formula set up by the HNSW Community and Private Market Housing Directorate (Previously known as Community Housing Division). This takes into account 25% of your total assessable household income and all of the Commonwealth Rent Assistance that you receive from Centrelink. How this is actually calculated may vary depending on the type of program you are housed under.



GET IN TOUCH

Office Address:

Suite 2 - Level 1
10 William Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

Phone: (02) 43247617

Toll-free: 1300 654 973

Fax: (02) 4324 1601

Email: info@pacificlink.org.au



**PACIFIC LINK
HOUSING**
Home & Community



**PACIFIC LINK
HOUSING**
Home & Community

HOW DO WE CALCULATE YOUR RENT?

TENANCY INFORMATION



WHEN DOES PACIFIC LINK HOUSING CALCULATE MY RENT

1. Rent Reviews

Pacific Link Housing ensure tenants are paying the correct amount of rent by conducting a rent review assessment twice a year, taking place in May and November.

2. Change in household income

When your income changes you must notify Pacific Link Housing within 14 days and provide all the required information we need to calculate your rent rebate.

3. Tenant Signup and transfers

Rents for all new tenants and those who are changing address due to a transfer, will be calculated during your sign-up.

RENT CALCULATION EXAMPLE

Household assessable income p/w	\$360.00
25% of household assessable income	\$90.00
+	+
100% of Commonwealth Rent Assistance	\$61.00
Total rent charged per week	\$151.00

WHAT INFORMATION DO I PROVIDE WITH MY TENANT DECLARATION FORM?

CENRELINK PAYMENTS

- If you have not provided a signed 'Pacific Link Housing - Centrelink Multiple Consent and Authority' form, which allows us to access your Centrelink income details through the internet, you must provide a current Centrelink income statement.
- If you have provided a signed 'Pacific Link Housing - Centrelink Multiple Consent and Authority' form, to access your Centrelink income details through the internet, you do not need to provide a Centrelink statement.
- If you or any household member receives Family Tax Allowance and/or Maintenance payments, please ensure you provide details of this income, if it is not included in your Centrelink income statement.

SAVING AND INVESTMENTS

- If you or any household member has \$5000 or more in savings and/or investments, please provide a statement from your financial institution showing the balance for all types of savings and/or investments you hold. This also applies to any property you may own and/or lease.

WAGES

- If you or a member of the household work fixed hours per week, please provide the last 4 weeks of pay slips showing your gross wage.
- If you or members of the household work casual hours (they change week to week) and/or work overtime please provide the last 12 weeks of pay slips showing your gross wage.
- If your pay slips are not available, please ask your employer to complete our "Certificate of Wages" form.

SELF EMPLOYED

Please provide your completed Australian Tax Office return which you lodged for the most recent financial year.

Or a certified profit and loss statement from a registered accountant for the financial year AND at least three months of bank statements from all business accounts.

HOW DO I NOTIFY PLH OF A CHANGE IN HOUSEHOLD INCOME?

You will need to complete a tenant declaration form and return it to Pacific Link Housing.

The form requests:

- Your contact details,
- Details of all household members currently living in the property, and
- Income details for each household member aged 18 years and above.

Guidelines on how to complete the Tenant Declaration Rent Review can be found on the back of the form.

PHONE PACIFIC LINK HOUSING ON 1300 654 973 FOR MORE INFORMATION



GET IN TOUCH

Office Address:

Suite 2 - Level 1
10 William Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

Phone: (02) 43247617

Toll-free: 1300 654 973

Fax: (02) 4324 1601

Email: info@pacificlink.org.au

COMPLAINTS & APPEALS

TENANCY INFORMATION



PACIFIC LINK HOUSING BELIEVE APPEALS, COMPLAINTS AND FEEDBACK HELP TO IMPROVE THE WAY WE DELIVER OUR SERVICES.

GENERAL COMPLAINTS

Complaints are made when you are not satisfied with the quality of service you have received.

You may think we are taking too long to get something done or you are not happy with the outcome. You can complain about any part of the service you receive. We hope that most complaints can be resolved by discussing it with the staff member. However sometimes this may not be successful or you may not consider it appropriate to do so.

WHAT HAPPENS?

STEP 1

Obtain a copy of the Complaints Form from the Pacific Link Housing office or from our website www.pacificlink.org.au

STEP 2

Lodge the Complaint Form. You will receive a letter confirming receipt of your complaint within two days and advising what will happen next.

STEP 3

You have the right to request an interview. You can bring friends to advocate for help and support. Please advise Pacific Link Housing if you require an interpreter.

STEP 4

The Management Team will consider the complaint within 21 days of receiving your letter. You will be advised in writing of our decision.

STEP 5

If you are unhappy with the Management Team's decision you can take the matter to Pacific Link Housing Board.

STEP 6

The board will discuss the complaint at their next meeting. You will be advised of the board decision within 14 days of the Board meeting.



APPEALS

Appeals are made in response to a decision we have made which you believe are wrong or unfair.

If you are a Pacific Link Housing applicant or tenant, you can appeal on our decisions. A list of appealable decisions is found over the page. If you are unhappy about Pacific Link Housing's decision you can appeal to the Housing Appeals committee.

WHAT HAPPENS?

STEP 1

Obtain a copy of the appeals form from Pacific Links' office or our website www.pacificlink.org.au

STEP 2

Lodge the Appeal Form. Include any new information since the original decision. You will receive a letter confirming receipt of your appeal within two days and advising you what will happen next.

STEP 3

You have the right to request an interview. You can bring any friends or an advocate for help or support. Please advise Pacific Link Housing if you require an interpreter.

STEP 4

The Management Team will consider your appeal within 21 days of receiving your appeal. You will be advised in writing of the management Team's decision.

STEP 5

If the Management Team does not change the original decision, you have the right to appeal to the Housing Appeals Committee (HAC). The HAC is completely independent from Pacific Link Housing.

APPLICANTS APPEALABLE DECISIONS

Applicants can appeal about the following PLH decisions.

WAITING LIST

- General eligibility
- Removal from waiting list
- Backdating of eligibility on waiting list
- Eligibility of people classified as unsatisfactory tenants

HOUSING ENTITLEMENTS

- Number of bedrooms
- Modification or special features of dwelling
- Locational needs

PRIORITY HOUSING

- Eligibility
- Locational or housing type needs

MINORS

- Eligibility of minor to be granted a tenancy

OFFER OF PROPERTY

- Whether offer is considered reasonable
- Acceptability of reason for not accepting offer
- Removal for not accepting an offer

SUCCESSION OF TENANCY

- Eligibility to be granted succession
- Housing entitlement if granted succession

TENANTS APPEALABLE DECISIONS

Tenants can appeal about the following PLH decisions.

TRANSFER

- Eligibility for general transfer
- Eligibility for priority transfer
- Locational needs
- Relocation of tenant for management purposes
- Housing entitlement if granted transfer

MODIFICATION OF PROPERTY

- Need for modification for disability/ medical reasons (not maintenance or upgrade issues)
- Tenant improvement of property reimbursement

ABSENCE FROM DWELLING

- Permission to be absent and rent calculations

TENANT CHARGES

- Charges at vacating the dwelling where not covered by a CTTT decision.

OFFER OF PROPERTY-TRANSFER

- Whether reasonable offer made and if the offer counted for purposes of offer policy.

FIXED TERM LEASES

- Conditions and renewal eligibility

HEAD LEASING

- Relocating tenants to other social housing at expiry of headlease. Tenants cannot appeal about obtaining headlease housing

ADDITIONAL OCCUPANTS AND JOINT TENANCY

- Approval of additional occupants
- Eligibility for joint tenancies

NON APPEALABLE DECISIONS

- Decisions not directly related to the person or household;
- Matters which are the responsibility of other tribunals eg. NSW Civil & Administrative Tribunal-NCAT
- Housing providers policies
- Matters for which client cannot make application to housing providers
- Administrative & funding matters of the housing provider
- Complaints about the way a service is delivered
- Programs not related to the provision of service.

IMPORTANT INFORMATION

Pacific Link Housing believes that Appeals and Complaints (as well as positive feedback) help to improve the way we deliver our services.

The following is important to remember about our appeals and complaints systems:

- Pacific Link Housing will acknowledge your formal appeal/ complaint within two days of receiving it.
- You will receive a response within 21 days of your appeal/ complaint being lodged.
- You have the right to use an advocate or friends to assist you through the process.
- You will be treated fairly and with respect during the process.
- The service you receive from us in the future will not suffer as a result of your appeal or complaint.
- We will keep a record of all the steps of your appeal or complaint and what happened at each stage.
- The Housing Appeals Committee cannot consider your appeal until you have first used Pacific Link Housing's Appeals system.

ADVOCACY ORGANISATIONS

Tenants Advice & Advocacy Service;

Hunter Region 1800 654 504

Central Coast (02) 4353 5515

Aboriginal Tenants Advice & Advocacy Service;

PHONE PACIFIC LINK HOUSING ON 1300 654 973 FOR MORE INFORMATION

New tenant checklist

What you must know before you sign a lease

At the start of every tenancy, your landlord or agent should give you:

- a copy of this information (the *New tenant checklist*)
- a copy of your lease (tenancy agreement)
- 2 copies of the premises condition report (more on that later)
- an invitation to lodge the bond using Rental Bonds Online (RBO). Or, if you are unable to use RBO, a bond lodgement form for you to sign, so that it can be lodged with NSW Fair Trading
- keys to your new home.

If applicable, you should also receive:

- a certificate of compliance for a swimming pool (more on that later)
- a copy of the by-laws, if the property is in a strata complex
- notification if the premises has been listed on the Loose-Fill Asbestos Insulation Register (more on that later)
- notification of any other material fact relating to the premises (more on that later).

Before you sign the lease, make sure you read it thoroughly. If there is anything in the lease that you do not understand, ask questions.

Remember, you are committing to a legally binding contract with no cooling-off period. You want to be certain you understand and agree to what you are signing.

You should only sign the lease when you can answer Yes to the following statements.

The lease

- ☐ I have read the lease and asked questions if there were things I did not understand.
- ☐ I know the length of the lease is negotiated before I sign, which means it can be for 6 months, 12 months, or some other period.

- ☐ I know that I must be offered at least **one** way to pay the rent that does not involve paying a fee to a third party.
- ☐ I know that any additional terms to the lease must be negotiated before I sign.
- ☐ I have checked that all additional terms to the lease are legal. For example, the lease does **not** include a term requiring me to have the carpet professionally cleaned when I leave, unless I have agreed to that as part of a condition to allow me to keep a pet on the premises.

Promised repairs

For any promises made by the landlord or agent (for example, replace the oven, paint a room, clean up the backyard, etc.):

- ☐ I have made sure these have already been done
- or
- ☐ I have an undertaking in writing (before signing the lease) that they will be done.

Upfront costs

I am **not** being required to pay:

- ☐ more than 2 weeks rent in advance, unless I freely offer to pay more
- ☐ more than 4 weeks rent as a rental bond.

I am **not** being charged for:

- ☐ the cost of preparing my lease
- ☐ the initial supply of keys and security devices to each tenant named on the lease.

Managing your bond online

Your landlord or agent **must** give you the option to use Rental Bonds Online (RBO) to pay your bond. You can use RBO to securely pay your bond direct to NSW Fair Trading using a credit card or BPAY, without the need to fill out and sign a bond lodgement form. Once registered, you can continue to use your RBO account for future tenancies.

If you decide not to use RBO, you can ask your agent or landlord for a paper bond lodgement form for you to sign, so that it can be lodged with NSW Fair Trading.

Swimming and spa pools

Does the property have a swimming or spa pool? If so, the landlord or agent must give you a copy of a valid certificate of compliance or occupation certificate issued in the past 3 years. This does not apply if you are renting in a strata or community scheme of more than 2 lots.

Property containing loose-fill asbestos insulation

Properties in NSW that test positive for loose-fill asbestos insulation will have the property address included in a public register (available on the NSW Fair Trading website). If a property has been listed on this public register, the agent or private landlord must disclose this information to new tenants. The following section lists the other information that must be provided to tenants before they sign a lease.

What tenants must be told

Sometimes a residential property has something in its history that you should know. If the landlord or agent is aware of any of the following facts, they must inform you:

- if the property:
 - has been affected by flooding or bushfire in the previous 5 years
 - has significant health or safety risks (unless they are obvious when you inspect the property)
 - has been the scene of a violent crime in the previous 5 years
- is affected by zoning or laws that will not allow you to obtain a parking permit and only paid parking is available in the area
- is provided with council waste services on a different basis to other premises in the area
- is listed on the loose-fill asbestos insulation register
- if other people are entitled to share the driveway or walkway.

After you move in

- Fill in your part of the condition report and make sure you return a copy to the landlord or agent within 7 days. This is an important piece of evidence. If you do not take the time to complete it accurately, money could be taken out of your bond to pay for damage that was already there when you moved in.
- If you lodged the bond using RBO, make sure you receive an email or SMS notification from Fair Trading confirming your bond has been received. If the bond was not lodged using RBO, make sure you get a letter from Fair Trading sometime during the first 2 months saying that your bond has been received and advising you of your Rental Bond Number.

If you do not receive an email, SMS notification or letter, call NSW Fair Trading to make sure the bond has been lodged.

Top tips for problem-free renting

Follow these useful tips to help avoid problems while you are renting:

- Photos are a great way to record the condition of the property when you first move in. Take date-stamped photos of the property, especially areas that are damaged or unclean. Keep these photos in case the landlord objects to returning your bond at the end of your tenancy.
- Keep a copy of your lease, condition report, rent receipts, Rental Bond Number and copies of letters/emails you send or receive in a safe place where you can easily find it later.

- Never stop paying your rent, even if the landlord is not complying with their side of the agreement (e.g. by failing to do repairs). You could end up being evicted if you do.
- Comply with the terms of your lease. In particular, never make any alterations, keep a pet or let other people move in without asking the landlord or agent for permission first.
- Keep a diary of your dealings with the landlord or agent - record all the times and dates of conversations, who you spoke to and what they agreed to do. If repairs are needed, put your request in writing to the landlord or agent and keep a copy. This type of evidence is very helpful if a dispute arises that ends up in the NSW Civil and Administrative Tribunal (NCAT).
- Consider taking out home contents insurance. It will cover your belongings in case of theft, fires and natural disasters. The landlord's building insurance, if they have it, will not cover your things.
- If the property has a pool or garden, be clear about what the landlord or agent expects you to do to maintain them.
- Be careful with what you sign relating to your tenancy and do not let anybody rush you. Never sign a blank form, such as a 'Claim for refund of bond' form.
- If you are happy in the place and your lease ends, consider asking for the lease to be renewed for another fixed term. This will remove the worry about being unexpectedly asked to leave and can help to lock in the rent for the next period of time.

www.tenants.org.au for details of your nearest service or check your local phone directory.

Landlords and agents must give a copy of this information statement to all new tenants before they sign a residential lease. Fines can be imposed if this is not done.

Further information

Go to the Fair Trading website or call 13 32 20 for more information about your renting rights and responsibilities.

The NSW Government funds a range of community based Tenants Advice and Advocacy Services across NSW to provide advice, information and advocacy to tenants. Go to the Tenants Union website at

Inflatable swimming pools

Safety guidelines for consumers

While fun for small children, serious hazards are associated with pools, including inflatable and portable pools:

- Toddlers can drown silently in very shallow water
- Children can become ill when pool water is left unsanitised for long periods of time
- Electrocution is a very real threat when portable electrical pumps and filter systems are not used properly.

Registration and certification requirements

Drowning is a leading cause of preventable death in children under 5 years of age. In 2012, the *Swimming Pools Act 1992* was amended to improve the safety of children around swimming pools in NSW. The changes include:

- Swimming pool owners must register their swimming pool or spa pool on the NSW Swimming Pool Register.
- Local councils and accredited certifiers registered with the Building Professionals Board, can carry out inspections of swimming pools.
- From **29 April 2016** a copy of a valid certificate of compliance or relevant occupation certificate must be attached to new residential tenancy agreements to rental properties with a swimming pool or spa pool. This requirement does not apply to a lot in strata or community schemes that have more than two lots.
- From **29 April 2016** a copy of a valid certificate of compliance or relevant occupation certificate, or a valid certificate of non-compliance, must be attached to the sales contract to sell property with a swimming pool or spa pool. This requirement does not apply:
 - to a lot in strata or community schemes that have more than two lots, or
 - for any off-the-plan contract.

For more information, visit the Swimming pools page on the Fair Trading website. To read more about the new

swimming pools safety laws, inflatable pools and water safety, visit the Royal Life Saving NSW website or contact your local council.

Read the labels

Follow the safety information on labels warning of drowning risks, the need for water purification and the possible requirement for a child-resistant safety barrier.

Fencing requirements

Swimming pool owners must ensure their pools comply with fencing laws. Pools able to be filled to a depth of 300mm or more must be surrounded by a safety barrier separating the swimming pool from any residential building or place adjoining the premises.

Fences surrounding pools must be designed, constructed, installed and maintained to meet Australian standards for swimming pools. Please visit the pool safety checklists page on the NSW Swimming Pool Register website for further information.

Protect Your Pool Protect Your Kids video

Watch a short video covering a range of pool safety topics to implement key safety techniques.

The video is located under 'Drowning Prevention' on the Swimming Pool Fencing page of The Children's Hospital at Westmead website (<https://kidshealth.schn.health.nsw.gov.au/>).

Electrical hazards

Pools and electricity can be a lethal combination. Take extreme care if you have a swimming pool that has a portable electrical pump and filter system where there is no protective housing.

When buying pools with electrical pumps and filters:

- make sure the pump and filter have an electrical safety approval number or Regulatory Compliance Mark
- check they are suitable for outdoor use

- fit a safety switch to the house where the pool will be used
- arrange for a licensed electrician to install a suitable weather-protected electrical power point close to where the pool equipment will be located to avoid the use of extension cords.

If it is necessary to use flexible extension cords:

- only use heavy duty cords and always roll them up and store them overnight or when not in use
- do not join a number of extension cords together - purchase a single cord of the required length
- make sure the extension cords are not damaged by people walking or driving over them or by pets chewing on them
- **always** remove the extension cords prior to mowing any lawn area near the pool.

Warning labels

If you own or buy an inflatable swimming pools, observe all warning labels attached to the packaging and product. The warning label information may vary according to the pool's height.

Small inflatable pools under 300mm in height

Inflatable pools under 300mm in height should carry the following warning labels:

- Pool owners, parents and carers need to be aware of the potential for drowning even in shallow water. You should **always supervise children** when they are using these products.
- Ensure that the water is kept pure. Water left in inflatable pools for periods of time can become contaminated and cause illness.
- Empty the pool and store it safely (away from young children) when it is not in use.

Large inflatable pools 300mm or more in height

Inflatable pools 300mm or more in height should carry the following warning labels:

- the same three warnings as for smaller pools (see above) and
- pool fencing laws affect this product. Before you buy this pool you should consult your local council.

Important - For large inflatable pools of 300mm or more in height consult your council on fencing requirements, child-resistant barriers and a warning sign display.

Please visit the pool safety checklists page on the NSW Swimming Pool Register for further information.

In case of emergency

Near your inflatable pool, you should have a cardio pulmonary resuscitation (CPR) sign in good condition readable from a distance of 3 metres.

You can buy a CPR sign from your local pool shop, Council or community organisations such as St John Ambulance, the Australian Red Cross or The Royal Life Saving Society.

Rent In Advance Authority

This authority is between...

Pacific Link Housing
Suite 2 – Level 1, 10 William Street
Gosford NSW 2250
PO Box 1888 Gosford NSW 2250
Phone: 4324 7617

and...

Tenant:

Address:

Phone:

Email:

I give Pacific Link Housing permission to pay any non-rent account charges from my rent payments in advance, until the account is paid in full, keeping my rent two (2) weeks in advance at all times.

Please indicate the **extra** amount you agree to pay each **fortnight** towards your non-rent account.

This will apply to current and future water accounts.

\$ _____

I am aware that these payments are in addition to my fortnightly rent payments and it is my responsibility to notify my banking institution or Centrelink etc. of the extra amounts to be added to my fortnightly rent payments.

Please sign where indicated below and return a signed copy to this office within seven (7) days in the pre-paid envelope provided - no stamp is required.

Print Name - **Tenant**

Signature – **Tenant**

Date: ____ / ____ / ____

Appendix D.

Supporting Our Tenants

Supporting our tenants

Pacific Link Tenant Support Programs



PACIFIC LINK
HOUSING

Home & Community

Many of those who live in community and social housing are there through no fault of their own, and Pacific Link Housing works to help them regain their independence and place in the community as a whole.

We offer help beyond housing through the programs listed here – programs designed to help tenants pursue their educational objectives, connect and engage with the community, obtain essential skills and participate in the workforce.

If you wish to apply for any of the following programs, please contact us on 4324 7617.

**All application forms can be downloaded from our website:
www.pacificlink.org.au**

Programs

Learner Driver Program	Page 3
Sheila Astolfi Education Scholarship	Page 4
Laptop Loan Purchase Program	Page 5
Sports, Health, Education & Wellbeing Program (SHEW)	Page 6
Tenant Employment Program	Page 7



Learner Driver Program

The aim of the program is to support young drivers in the first stages of the Graduated Licence Scheme. This was introduced by the NSW Government due to a high number of young adults (17 – 25 years) being killed or seriously injured on our roads.

The scheme is in three stages from learner licence, P1 & P2 licences. These are achieved over an extended period of time according to individual driving needs, which allows new drivers to gain the skills and experience before applying for their full licence; the outcome being that they will have a greater knowledge about the road, resulting in safer driving.

Due to the increase in hours, costs have also increased substantially and added to the pressure on families to come up with the finances and/or time required. This has made it more difficult for some young people to achieve their licence. Pacific Link Housing aims to support the young drivers through the first stage of the Learner Licence of 120 hours driver training; by providing an information kit, offering resources for support and allowing access to computers to study. Coupled with this, funds will be made available to finance some of the driving lessons in the early stages and leading up to the driving test for the P1 licence.

Who can apply for the Learner Driver Program?

Tenants aged between 16 – 19 years currently living in a Pacific Link property;

- Who are applying for or hold a current learners licence.
- Is an Australian citizen or permanent resident.
- Has no outstanding tenancy issues i.e. rent arrears, history of anti-social behaviour or damages to property.

RTA requirements to get your learner licence:

1. Be at least 16 years of age.
2. Pass a Driver Knowledge Test (DKT) at a motor registry.
3. Prove your identity.
4. Pass an eyesight test.

You must hold your learners licence for at least 12 months and complete 120 hours of driving practice including 20 hours of night driving. A vehicle log book must be used to record all of your driving hours and experience.

What can the Learner Driver Program offer you?

- The Learner Driver Program will pay for two driving lessons early – in the first 20 hours of learner training.
- One driving lesson in the last 10 hours – prior to the driving test.
- Provide access to computers to practice for tests etc.
- Supply an information pack with useful advice/ brochures on safe driving, road rules, practical advice and spare 'L' plates
- Group sessions and workshops when scheduled

How will the funds be provided?

The funds will be administered by Pacific Link Housing. The scheduling and payment for driving lessons and tests will be arranged by Pacific Link Housing. Other methods of payment will be made by arrangement only.

How to apply for the Learner Driver Program

Guidelines and the application forms are available on our website at www.pacificlink.org.au, or by contacting the office on (02) 4324 7617. The application form should be completed and sent to;

Learner Driver Program

Pacific Link Housing, PO Box 1888, Gosford NSW 2250.

All applicants will be notified by mail that their application was received. All decisions made on the allocation of the Learner Driver Program are final and binding.

The running of the program and payments are at the sole discretion of PLH management.



Sheila Astolfi Education Scholarship

The Sheila Astolfi Education Scholarship was established in 2010 in recognition of Sheila who was the Chief Executive Officer and founding member of Pacific Link for over 20 years. She worked tirelessly for families and the people of the local community to ensure their rights and equity in social housing; the Board and management of Pacific Link Community Housing have implemented this Scholarship as a way of honouring her legacy. The priority is for recipients aged 5 to 25 years of age and people who may have a learning difficulty and require special needs.

The aim of the Scholarship is to encourage education and further studies for eligible tenants and/or their children in support of community capacity building. 15 x Grants of up to \$1,250.00 will be awarded to those who are enrolled in primary, secondary or tertiary education, which will assist with finances associated with the costs of continuing education and/or studies.

Applications will be accepted twice a year in June and December

Who can apply for an Education Scholarship?

A student is eligible to apply if he or she:

- is currently living in a Pacific Link property
- will be or is currently enrolled in a NSW primary school, high school, TAFE college or University
- is an Australian citizen or permanent resident
- is not earning an income higher than the NSW social housing eligibility limits (if earning an income)
- requires any special needs

Please Note: Tenants who have previously been awarded a Housing NSW Youth Scholarship or Sheila Astolfi Education Scholarship are ineligible to apply.

How much is the Education Scholarship?

The Education Scholarship is an amount of up to \$1,250.00 (incl. GST) to assist each eligible persons living in social housing with some of the cost associated with education.

How will the funds be provided?

The funds will be administered by Pacific Link Housing.

Cheques will be made out to the organisation / company where the goods are being purchased. Quotes, invoices and/or expenditure statements will be required as proof. Other methods of payment will be made by arrangement only.

What the Education Scholarship can be used for:

The Education Scholarship can be used to purchase items or services, which will help the student in their educational studies. Activities that may assist with school retention are also considered.

Primary school to year 10 students – Scholarship grant will consist of any or all of the following;

- Laptop
- Laptop carry bag
- Microsoft Office Home & Student 2010 containing; Word, Excel, Power Point & One note
- Cordless mouse
- 2GB USB flash drive

Year 11 and above students – Scholarship grant may be used to purchase the following items;

- private tuition or coaching
- text books, workbooks, study guides and stationery
- specialist equipment (e.g. art, music or photographic)
- course costs (including materials), excursions, study camps, sport
- home computer or laptop (purchase is possible only if the student has not previously received one from the school/ TAFE college)
- where particular learning/special needs are identified
- computer software and printer
- assessments & Programs for particular learning needs.

What the Education Scholarship cannot be used for

The Education Scholarship cannot be used for items that can be provided through other financial assistance programs available from school or educational systems.



Items that cannot be paid for with the Education Scholarship include:

- School fees
- Non-educational activities (e.g. school formal tickets or clothing)
- Overseas travel
- Driving lessons
- Car or motorcycle cost
- Other support to remain in education, such as child care costs, transport and internet access

How to apply for an Education Scholarship

Guidelines and the application forms are available on the Pacific Link Housing website at www.pacificlink.org.au or by contacting the office on (02) 4324 7617.

The application form should be completed and sent to Pacific Link Housing PO Box 1888 Gosford NSW 2250, before the advertised closing dates. The declaration must be signed by the student (or their parent/guardian if under 16 years of age).

All applicants will be notified that their application was received. All decisions made on the allocation of the Scholarship fund are final and binding. An assessment panel will be convened for interviews and successful applicants will be notified when these dates are scheduled.

Laptop loan purchase program

Pacific Link Housing has a special offer to its tenants that are seeking to purchase a brand new laptop.

The cost to purchase one starts at \$499.00, which you can buy on a loan agreement for a minimum of \$20.00 per fortnight. The laptops carry a one year warranty.

Minimum Specifications: (example only)

Processor model: Intel Pentium Dual Core P6200

Processor speed: Dual Core 2.13GHz

Screen size: 15.6" WXGA Widescreen LED

- System RAM installed: 2GB DDR3-1066 Memory (1 x 2GB)
- Spare RAM Slots: 1
- Hard Disk: 500GB Hard Drive
- Optical Drive: DVD Super Multi Drive (Dual Layer)
- Card Reader: Multi-in-1 Card Reader (SD, MMC)
- Wireless LAN: Acer Wireless 802.11 b/g/Draft-N
- Bluetooth: Integrated Bluetooth
- Battery: 6-cell 2.2
- Video Graphics: ATI Mobility Radeon HD 5470 512MB
- Camera: Acer CrystalEye webcam
- OS: Windows 7 Home Premium

This offer is eligible to tenants who:

- Have no rent arrears;
- Are at least two weeks advance in rent payments; and
- Have a good record of payment & tenancy history.

How Do I Pay?

- By arrangement – a signed Agreement will be entered into with Pacific Link Housing.
- You nominate an amount per fortnight, no less than \$20.00.
- Payments to be paid via Centrepay, direct debit or online.
- No cash will be accepted at the office.

If you are interested in buying a laptop or require any further information, please contact Lynn, PLH's Project Officer, on 4324 7617 or send us an email to: info@pacificlink.org.au with your name and contact details.

*** Conditions Apply





Sports, Health, Wellbeing & Education Program

The aim of this program is to assist with the expense for families, associated with children's sporting activities, and to promote physical activity to keep our kids healthy.

PLH understands how tough it can be for families to afford these added costs, and will provide funds of up to a maximum of \$250 per year for eligible children. The program will be split into two rounds for both Summer and Winter sports seasons. These funds will be available for the direct costs associated with the sporting clubs' registration, dance classes, swimming lessons, cultural arts, and other physical activity or sporting activities.

PLH understands the benefits of exercise and why it is importance for children to be physically active;

- To promote healthy growth and development
- Build strong bones and muscles
- Improve balance and develop skills
- Maintain and develop flexibility
- Help achieve and maintain a healthy weight
- Help relaxation and improve self-esteem
- Improve posture
- Provide opportunities to make friends

Who can apply to the SHEW Program?

A Tenant is eligible to apply if he or she:

- Is currently living in a Pacific Link property
- Be a tenant for at least 12 months with children aged between 5 to 17 years
- Is an Australian citizen or permanent resident
- Is not earning an income higher than the NSW social housing eligibility limits (if working)
- Tenancy rent and non-rent is up-to-date and there is no history of anti-social behaviour
- Is enrolled or registered in a sporting/activity or program and has verification i.e. receipt and/or application forms or proof of same.

How much is the SHEW Program?

The SHEW Program offers an amount of up to \$250 (including GST) annually to assist eligible persons living in social housing with some of the cost associated with sporting, physical activity and exercise.

How will the funds be provided?

The funds will be administered by Pacific Link Housing. Cheques will be made out to the organisation/company where the goods and/or services are being provided. Quotes, invoices and/or registration papers will be required as proof. Other methods of payment will be made by arrangement only.

What can the SHEW Funds be used for?

The SHEW Funds can be used to purchase items or services, which will help the tenant in their physical education or activities e.g. arts, dancing, football and swimming etc.

How to apply for the SHEW funds

Guidelines and the application forms are available on the Pacific Link Housing website at www.pacificlink.org.au or by contacting the office on (02) 4324 7617.

Send completed application forms to:

SHEW Program
Pacific Link Housing
PO Box 1888
Gosford NSW 2250

The declaration must be signed by the applicant (or their parent/guardian if under 16 years of age).

All applicants will be notified by mail. All decisions made on the allocation of the SHEW fund are final and binding. An Assessment panel will be convened for interviews and successful applicants will be notified when these dates are scheduled.



Tenant Employment Program

The aim of this program is for Pacific Link Housing (PLH) to be able to offer employment opportunities for its tenants. Experience shows that many social housing tenants have multiple barriers to employment. These barriers have to be addressed before the tenants can be successfully trained and retained as a productive member of the community.

PLH in conjunction with JobQuest, a social enterprise organisation based in Newcastle, will provide work in Property Maintenance and the possibility of a traineeship after a probationary period, to eligible PLH tenants.

JobQuest has been operating its lawns and grounds social enterprise for the past 2 years. To date the project has assisted over 120 workers. JobQuest is also accredited as a Registered Training Organisation (RTO) with authority to issue nationally recognised qualifications in a range of industries.

Some of the property maintenance services may consists of the following;

- Lawn mowing & edging
- Trimming shrubs & hedges
- Weeding
- Garden beds, pathways
- Driveways sprayed for weeds

- Garden clean ups
- Fertilising shrubs, trees, pot plants, lawns, etc
- Mulching
- Rubbish removal
- Cleaning

If you are seeking employment and are interested in this type of work, this may be the job for you.

Requirements are;

- Be a tenant of PLH aged 16 – 64
- Both male & females welcome to apply
- Be willing to work from Mayfield Depot starting at 8:00am and finishing at 4:00pm
- Be able to sit exam for a compulsory white card or already have one
- Drivers Licence desirable but not necessary
- Undergo a police check.
- Positions are varied and include part-time and casual work.

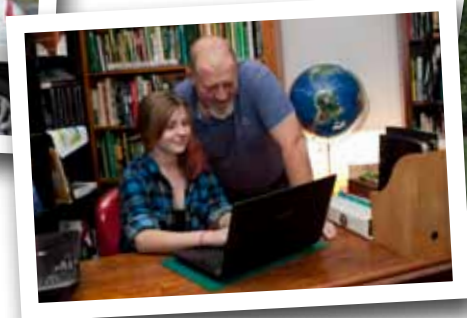
For further information and enquires on this or any of the other PLH programs, please contact Lynn – Project Officer on 4324 7617 or send an email to: info@pacificlink.org.au.

Pacific Link Housing is a not for profit organisation that works with government to provide affordable community and social housing in the Central Coast and Hunter regions of New South Wales.

You can access additional information on Pacific Link, including copies of our Annual Report, Newsletter and Application Forms from our website at: **www.pacificlink.org.au**

For more information call 1300 654 973

All program decisions are at the sole discretion of PLH Management and are non-negotiable



Pacific Link Housing

10 William Street, Gosford, NSW 2250

PO Box 1888, Gosford, NSW 2250

ABN 82 074 394 648

Toll free Number 1300 654 973

Telephone 02 4324 7617

info@pacificlink.org.au

www.pacificlink.org.au



PACIFIC LINK
HOUSING

Home & Community

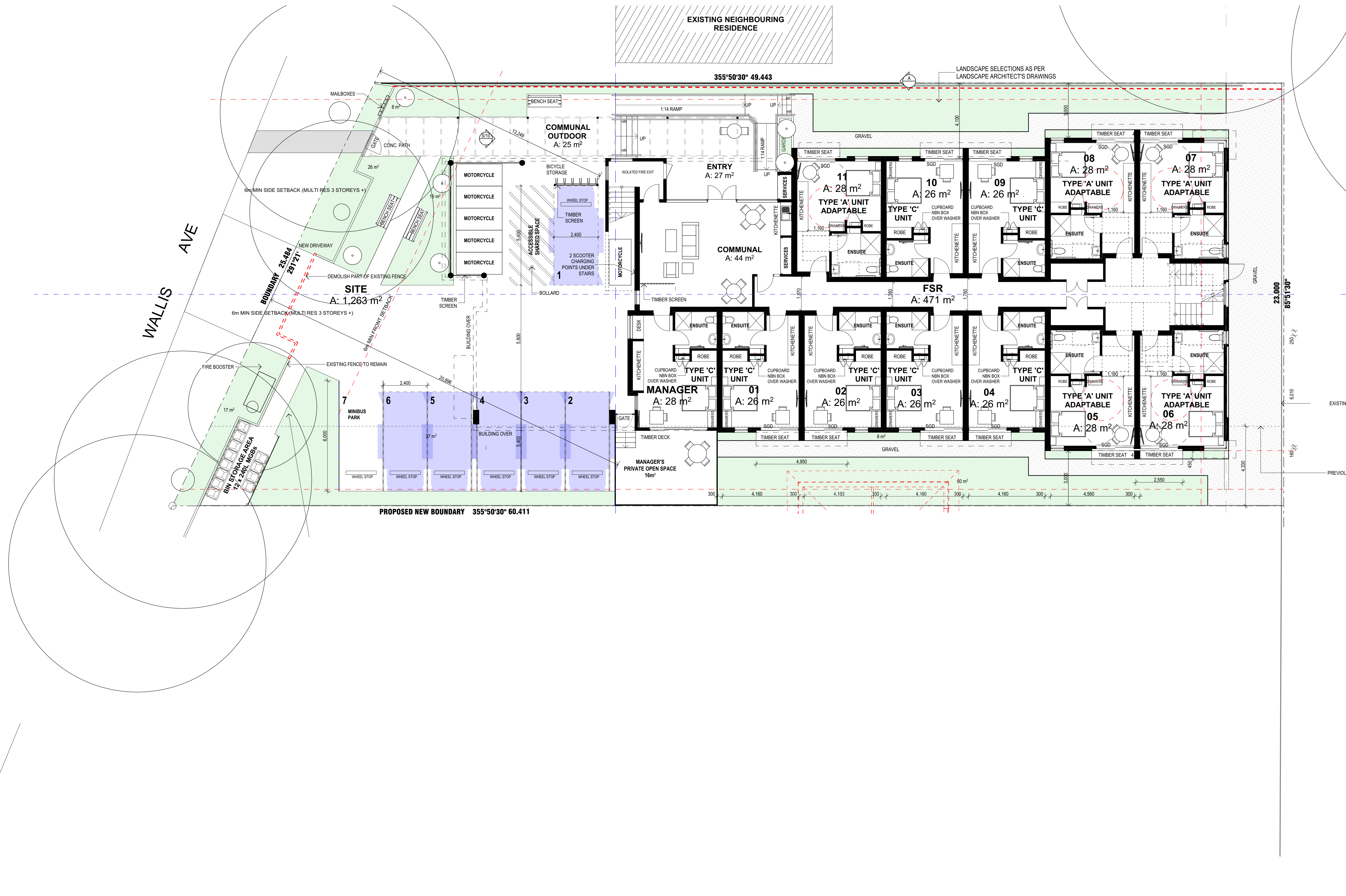
Appendix E. House Rules

House Rules- 1a Wallis Ave Canton Beach NSW

- This building is a Smoke Free zone. No smoking within any room or spaces within the building at any time. Smoking shall be permitted only on the outside ground level areas.
- All tenants agree to adhere to the terms of the Residential Tenancy Agreement and Special Conditions.
- All guests are to vacate the premises by 10pm. No guests before 7am.
- No guests are permitted to stay overnight unless they have prior permission from Pacific Link Housing.
- The Common room and outside areas are not to be used between the hours of 10pm and 7am, and noise is to be kept to a minimum at all times.
- Please ensure the volume of music, television and voices can't be heard outside the units.
- There are to be no parties or gatherings without prior written permission from Pacific Link Housing.
- No pets are to be kept by tenants or allowed within the complex.
- Nothing is to be stored or left outside units on common walkways.
- Fire escapes are to be kept clear and doors are to be kept closed at all times.
- Alcohol is not to be consumed within any common areas of this complex.
- The use of illegal drugs onsite and/ or the engagement in illegal activities will result in the termination of the tenancy.
- All furnishings and appliances provided by the owner remain the property of the owner.
- Household rubbish is to be wrapped and placed in the red bins, recyclable materials are to be placed in the yellow bins.
- Anyone found damaging or defacing the complex will have their tenancy terminated.
- All guests are to abide by the same rules as tenants.
- This complex is monitored by CCTV 24 hours a day.
- All maintenance is to be reported to Pacific Link Housing on (02) 4324 7617.

Appendix F.

Floor Plans





1

FIRST FLOOR

1:100

WORK IN FIGURED DIMENSIONS IN PREFERENCE TO SCALE. CHECK DIMENSIONS AND LEVELS ON SITE PRIOR TO THE ORDERING OF MATERIALS OR THE COMPLETION OF WORKSHOP DRAWINGS. IF IN DOUBT ASK. REPORT ALL ERRORS AND OMISSIONS.

FILENAME : 11546 Canton Beach 2 storey design paula 2.pln

DRAWN : DATE : SCALES :

PC 25/07/2018 1:100@A1

PROJECT No: 11546 PHASE: DA DRAWING No: A04 REV: Z



