

YELLOWBRIDGE QLD TENANT INFORMATION GUIDE

In your tenant information pack you will have the following fact sheets that can provide you with more information about the tenant services YellowBridge provides but also how you can sustain your tenancy:

- Pocket Guide for Tenants – houses and units
- What is Community Housing
- Rent in Community Housing
- One of the following fact sheets:
 - Tenants guide to Transitional Housing or
 - Long Term Community Housing or
 - Community Managed Studio Units or
 - Employment and Education Housing or
- Tenant Behaviour information
- Cleaning checklist
- YellowBridge's Tenant tips and information for sustaining a tenancy

Accommodation Types:

YellowBridge QLD provides 4 different types of Accommodation:

- Community Rent Scheme (Transitional Housing)
- Long Term Community Housing
- Community Managed Studio Units (Long Term)
- Employment and Education Housing (EEH)

When you signed your lease, fact sheets were provided as to the type of property you have moved into. Please read your tenant information pack as this will provide detailed information about the type of property you are living in as well as your lease and any special conditions attached to it.

Rent:

Your rent is calculated based on a formula provided by the Department of Communities, Housing and Digital Economy. Fact sheets have been provided with your tenant information pack about the calculations, rent reviews and also regarding eligibility for rent assistance

As YellowBridge's tenant it is your responsibility to ensure your rent is paid up to date and your account does not fall behind. Your lease states the different ways that rent can be paid and at your signup a method will have been nominated. If you wish to change this method, please contact YellowBridge QLD.

If at any stage you need to discuss your rent, or your rent will be affected by any absences, changes in household members or household income, please contact the housing team as soon as possible and more information can be provided.



Property Inspections:

Your property will be inspected every 3 months at a minimum and you will be notified with an entry notice in compliance with the *Residential Tenancies and Rooming Accommodation Act 2008*. Included with your tenant information pack is a cleaning checklist that can be used to help keep your property clean and tidy.

Maintenance and Repairs:

Please contact YellowBridge QLD on **1300 882 764** in the first instance if any repairs or maintenance are required. If you have an urgent after-hours maintenance request the answering service will provide directions on getting through to the on-call staff member.

For your reference, the following items are classified as urgent:

- Gas Leaks
- Fire (please call 000 first)
- Exposed Live Electrical Wires
- Burst Pipes
- No Lights or Power
- Serious Storm or Water Damage
- Fully Blocked Sewage
- Building Unsecurable
- Major Structural Damage
- Senior or Incapacitated Tenants Locked Out of Their Homes

Smoke Alarms:

It is a legal requirement for all properties to have adequate smoke alarms installed. As a tenant, you have certain responsibilities with regards to the maintenance of smoke alarms in your property.

Tenants must:

- Test and clean (by vacuuming or dusting) smoke alarms at least once every 12 months
- Replace any flat or nearly flat batteries
- Advise YellowBridge QLD if there is any issue with the alarm (apart from batteries)
- Allow YellowBridge QLD/contractor right of entry to install or repair smoke alarms

A tenant must not remove a smoke alarm, remove the battery (other than to replace it) or do anything to reduce the effectiveness of the alarm (e.g. paint it). If the smoke alarm is disabled for any reason apart from servicing, this will result in an instant Notice to remedy breach (Form 11).

Visitors:

As the legal tenant, you are responsible for not only your behavior, but your children's, visitors and even animals. Everyone has the right to live in peace, comfort and privacy in their own home. For more information, please read the fact sheet provided in your tenant information pack regarding the fair expectation of behavior policy.

Suggestions and Complaints:

If at any time you wish to provide feedback or provide suggestions on how we can improve the delivery of our housing services, please make contact with us in person, on the phone or via our website.

If you would like to make a complaint, please contact us to discuss the matter. Complaints can be made in writing, by telephone, mail or in person. At the time of making the complaint you can either identify yourself or make the complaint anonymously. If you wish to make an anonymous complaint, please advise us at the time. However, be mindful that we will not be able to contact you if further clarification is required or to provide you a response to your complaint.



Ending your Tenancy:

If you intend vacating the property, please provide us with a Notice of Intention to Leave (Form 13). If possible, provide us with as much notice as possible (minimum 14 days) and ensure that rent is paid up until the date that you vacate and hand back the keys.

Please refer back to your cleaning checklist to ensure that the property is handed back to YellowBridge in a clean and tenable standard. This includes ensuring carpets are shampooed. If we identify that there is work needed to be done that is not considered fair wear and tear, we will advise you in writing of what is

required and what the costs will be. At the time of your exit inspection, we will also refer to your entry condition report that was completed at the start of your tenancy and this will assist in determining if there are unfair wear and tear charges. If these charges have not been paid for previously, the amount will be deducted from your rental bond at the end of the tenancy.

Police Link:

If a crime is happening or there is a life threatening incident, please contact 000 in the first instance. For all **NON-URGENT** matters please contact Police Link on 131 444.

Contents Insurance:

YellowBridge QLD will not cover your personal contents. As the tenant, you are responsible for ensuring your personal contents are insured in case of loss or damage.

Car Parking:

Only tenants are able to park in our complexes, and all visitors to the complex must park outside on the street. Unless the car parks are numbered in the complex with a unit number, there are no set car parks identified to each tenant and as such are allocated on a first come, first served basis.

Contact Us:

For any other enquiries, please don't hesitate to contact the housing team at YellowBridge QLD. We can be phoned on 1300 882 764, or contacted via our website or in writing, or in person at our office at 879 Ruthven Street, Toowoomba 4350 during our operating hours as follows:

Monday - Friday 8.30am – 5.00pm