



Tenants Handbook

Important information for people moving into
Indigo Junction properties.



Table of contents

Welcome!

Welcome!	3
Welcome to Indigo Junction housing	
Contact Indigo Junction staff	
Your tenancy agreement	4
TENANCY AGREEMENT	
SUPPORT WORKER	
RENT ASSESSMENT	
Rent Requirements	5
BOND	
RENT IN ADVANCE	
DATE OF YOUR FIRST RENT PAYMENT	
PAYING YOUR RENT	
RENT ASSISTANCE	
The property	6
SUBLETTING	
VISITORS	
LODGERS	
GOING AWAY FROM THE PROPERTY	
PROPERTY INSPECTIONS	
Support & maintenance	7
HOME VISITS	
CONFIDENTIALITY	
NEIGHBOURS	
MAINTENANCE	
PETS	
Before you move in	8
LOAN FRIDGES	
UTILITIES	
LOST KEYS	
INSURANCE	
SMOKING	
Water Usage	9
WATER CONSUMPTION	
Things you should know	10
POSTERS, PICTURES AND PAINTINGS	
PESTS AND VERMIN	
EVICTIONS	
GIVING NOTICE - MOVING OUT	
Personal items & feedback	11
ABANDONED GOODS	
TENANT PARTICIPATION AND FEEDBACK	
Grievances & Appeals	12
More information	13
INDIGO JUNCTION WEBSITE	
ADDITIONAL INFORMATION FOR TENANTS	

Welcome to Indigo Junction housing

Indigo Junction offers you a place to stay while you work towards finding safe, secure, long-term housing.

During your stay with us, you will receive regular visits and support from your support worker.

Your support worker is here to assist you:

- achieve goals that you set for yourself and/or your family
- link into other support services
- learn about your rights and responsibilities as a tenant
- look after your house

Talk to your support worker about any goals you have or any problems you might be experiencing.

Trauma Informed Practice

Indigo Junction has adopted a Trauma Informed approach to service delivery. Trauma-informed organisations have an understanding of the impact of trauma on individuals seeking support. We recognise that the core of our service-delivery must be genuine, authentic, and compassionate at all times.

Contact Indigo Junction staff

FAMILY SERVICE

Call (08) 9250 5256 between 7:30am and midnight
(please call (08) 9274 1611 out of these hours)

YOUTH SERVICE

Call (08) 9274 1611, staffed 24 hours

EMERGENCY

In an emergency, please dial 000 (police, fire, ambulance)



Your tenancy agreement

Some general info about Indigo Junction and your tenancy agreement.

TENANCY AGREEMENT

All tenants in Indigo Junction properties sign a tenancy agreement before moving in. This is an important document. Each time you sign a tenancy agreement you will receive a copy. It is important you keep this copy in a safe place.

SUPPORT WORKER

During your stay, your support worker will help you:

- work towards your goals and try to sort out any problems you want to deal with;
- learn new skills that will help you when you move out;
- find alternative housing.

Your support worker can help you make smart choices that will get you into your next house. You need to talk to your worker, show up for meetings and answer the phone when they call.

This support is a condition of your tenancy. If you decide you do not want to meet with staff or have support, you will need to find another place to stay.

RENT ASSESSMENT

If you are staying in one of our units or houses, your rent is calculated between 25% to 30% of your household's combined assessable income, plus 100% of any eligible Commonwealth Rent Assistance. If you are staying in a share house or at the youth house, your rent will be calculated differently - ask Indigo Junction staff for more details.



Rent Requirements

BOND

Indigo Junction does not collect bonds. However, you are responsible for damage you, your family members or your visitors cause to the property.

RENT IN ADVANCE

Indigo Junction does not require you to have 2 weeks rent up front when you move in. Your first rent payment will be taken from your next pay.

DATE OF YOUR FIRST RENT PAYMENT

Your first fortnight's rent will be deducted from your next payment. In some cases, the paperwork required cannot be processed in time. If this happens, your first rent will need to be paid on your next payday.

PAYING YOUR RENT

Ways to Pay:

- Centrepay (deducted from your Centrelink payment)
- Cash deposited directly into Indigo Junction's bank account
- Direct Debit

If you get behind in your rent, you need to make a plan with your support worker about how you are going to catch up. If you do not make a plan to catch up on your rent, you may not be offered another lease.

RENT ASSISTANCE

Most Indigo Junction tenants are eligible for Rent Assistance. This is a payment from Centrelink to help with the cost of rent. Indigo Junction staff have a calculator that tells you how much rent assistance you may be eligible for. You need to go to Centrelink to apply for Rent Assistance. Take a signed copy of your new Tenancy Agreement with you. You can ask staff to support you to apply for rent assistance.



The property

Support & maintenance

SUBLETTING

Subletting is where the tenant leaves the property and rents it out to another person. Indigo Junction leases do not permit subletting.

VISITORS

Visitors are people who live somewhere else but stay with you for a short period of time. If you have a visitor staying with you, let your support worker know. Visits longer than one week are not encouraged however, in special circumstances may be considered - you need to talk to your support worker. For long visits, you will need to apply for written permission from the Property and Tenancy Coordinator.

LODGERS

Lodgers are people who stay with you for a lengthy period of time and who may share the rent. Indigo Junction does not permit lodgers.

GOING AWAY FROM THE PROPERTY

Let staff know if you are going to be away from your house for more than a few days. It is important to let your support worker know your whereabouts so we don't think you have abandoned the property!

PROPERTY INSPECTIONS

Indigo Junction staff are able to come to inspect your property 4 times per year.

Indigo Junction must give you 7 - 14 days written notice. Staff will talk with you to make sure they can come at a time that suits you best. If staff can't find a time that suits you, your worker can use Indigo Junction keys to enter the property and do the inspection while you are not home. Staff will always discuss this with you before entering your property.

HOME VISITS

Your support worker will need to catch up with you regularly and this often involves visiting you at home. Home visits are different to property inspections. At a home visit, staff will arrange to pop in to drop things off or have a chat. Staff will usually sit with you in the kitchen, lounge or even outside if the weather is fine - wherever you are most comfortable. They will be there to chat with you and your family, to support you and to answer any tenancy questions you may have.

CONFIDENTIALITY

Please see the information sheet called "Your Privacy" for more details on how Indigo Junction staff work to protect your privacy.

NEIGHBOURS

Tenants and their visitors should not be a nuisance to neighbours. This includes making excessive noise such as loud music, vehicles revving or yelling/shouting. Threatening behaviour will also not be tolerated. Tenants and their neighbours have equal right to the quiet enjoyment of their home.

MAINTENANCE

Indigo Junction will respond to emergency and routine maintenance matters. Please see the Maintenance and Repairs info sheet for more information on how to report maintenance matters.

For all emergency maintenance, please contact Indigo Junction immediately.

PETS

STRICTLY NO PETS.



Before you move in

Water Usage

LOAN FRIDGES

If there is a fridge in the house when you move in, it is provided by Indigo Junction as a **loan** to the tenant family. The fridge remains the property of Indigo Junction and must remain in the house when you leave.

Please look after the fridge and leave it clean for the next tenants.

Indigo Junction is under no obligation to maintain, repair or replace the fridge if it breaks down.

UTILITIES

Utilities include electricity, gas, telephone and water. Your support worker can help you to make new accounts with Synegy (electricity) and Alinta or Kleenheat (gas) when you sign your lease.

It is recommended that you use a mobile phone instead of a home phone. It may take too long and cost too much to get a landline connected.

LOST KEYS

Indigo Junction staff can assist you if you have lost your keys, however any replacement keys cut will **be at your expense**. If new keys cannot be cut and a lock replacement is required, you will be responsible for paying the cost of replacing the lock.

INSURANCE

You will need to arrange your own contents insurance for your personal items. Indigo Junction has insurance for the buildings and any fittings (such as blinds, ovens and carpets).

SMOKING

NO SMOKING INSIDE YOUR PROPERTY! Outside smoking only. Please ensure cigarette butts are disposed of responsibly.



WATER CONSUMPTION

A water usage fee will be charged. The amount depends on the number of people in your household. This fee will be discussed with you during the sign up interview and will be added to your rent charge.

Fees are currently set at:

Number of people in household (incl. GST)	Fortnightly Fee
1*	\$2.00
2	\$4.50
3	\$6.50
4	\$8.50
5 or more	\$10.50



*People living in shared accommodation are charged at the single rate.

If your bill is unreasonably high, you may have to pay some extra money towards the cost of your water use.

Ask your support worker for tips on saving water or if you have any questions about the water usage fee. It is important you report any leaking taps, shower heads or toilets to your support worker so that repairs can be arranged.

Things you should know

Personal items & feedback

POSTERS, PICTURES AND PAINTINGS

It is understood that posters and paintings help make a house into a home, however you must take care to protect plaster and paintwork.

3M hooks provide a damage free option for pictures and paintings. Small posters are best hung with Blu Tack. Nails, pins and sticky tape must not be used.

PESTS AND VERMIN

In the first month after moving in, please report any pests and vermin to Indigo Junction who will treat the problem.

After one month, you are responsible for getting rid of cockroaches, fleas and vermin. Ask your support worker for tips on how to do this.

Indigo Junction is responsible for treating white ants (termites), Singapore Ants and bees in all its properties.



EVICCTIONS

We are here to support you to be a successful tenant. However, people who cause nuisance to neighbours or threaten others, damage property or do not pay rent are breaking their tenancy agreement.

In this situation, Indigo Junction may choose to not offer a further tenancy agreement or, in some circumstances, may issue a breach notice. If you receive a breach notice, please contact your support worker who can explain more about the breach process.

GIVING NOTICE - MOVING OUT

Please talk to your support worker or other staff members when you first decide to move out. We need as much notice as possible so that we can support you in planning the move. Ideally we would like 21 days notice that you intend to move out where possible.

ABANDONED GOODS

If you leave personal items at the property after you have left, Indigo Junction follows the rules set down by the law (Residential Tenancy Act).

Depending on the value of items you have left behind, they may be stored **at your expense** for up to 60 days.

Indigo junction recommends you **DO NOT LEAVE PERSONAL ITEMS** behind. If you cannot take them with you, please talk to your support worker or other Indigo Junction staff.

TENANT PARTICIPATION AND FEEDBACK

Indigo Junction is always interested to hear your views and feedback.

We want to know what you like or don't like about your experience with Indigo Junction and your suggestions for improvements.

You can provide feedback in a variety of ways:

1. Complete a suggestion form at all Indigo Junction services and place it in the feedback box located at that service;
2. Complete your tenancy online survey at bit.ly/IJCommunityHousing;
3. Send your comments to Indigo Junction, PO Box 1276 MIDLAND WA 6936 or email admin@indigojunction.org.au;
4. Speak with our staff during your support session;
5. Put your views in writing and leave it with office staff.

Options 1 to 3 also offer you the option to remain anonymous. Please be advised if you do choose to submit a complaint without providing your name and/or contact information that Indigo Junction may not be able to proceed further.

Indigo Junction appreciates your comments, complaints and suggestions which will help us improve our service.



Grievances & Appeals

More information

WHAT CAN I DO IF I HAVE A PROBLEM WITH THE SERVICE THAT INDIGO JUNCTION OFFERS ME?



Steps to follow:

1. Speak to the worker on duty, if still not satisfied...
2. Speak to the manager, if this does not work then...
3. Put the grievance in writing to Indigo Junction management and they will arrange to meet with you. You can ask an independent person to help you write the grievance if needed.



INDIGO JUNCTION WEBSITE

WHAT CAN I DO IF I HAVE AN ISSUE WITH ANOTHER TENANT/NEIGHBOUR?

Steps to follow:

1. Try and talk calmly with that person to try and resolve the issue (a staff member can assist with this). If this doesn't work, then...
2. The Program Manager and / or the Chief Executive Officer can assist.



You can find out more about Indigo Junction or contact us through our website indigojunction.org.au



ADDITIONAL INFORMATION FOR TENANTS

Please ask your support worker or staff for our **info sheets for tenants** which offer further information on:

- Tenants rights and responsibilities
- Preparing for the move
- Moving in
- Looking after your house
- Repairs and maintenance
- Your privacy
- Moving out

WHAT IF MY GRIEVANCE IS WITH A STAFF MEMBER?



Steps to follow:

1. Try and work things out with the worker involved. If this doesn't work, then...
2. Arrange a meeting with Indigo Junction management to discuss this situation further.

You can contact Indigo Junction management by calling (08) 9274 5382.