



CEACA

Supporting Wheatbelt Communities

TENANT HANDBOOK

CEACA LTD – SOCIAL HOUSING



Welcome to your new home

This handbook has information that you need to know about living in your home and managing your tenancy.

It's important to read through the handbook and keep it handy so you can refer to it when you need to. Please note the information in this handbook may be subject to change.

Landlord: CEACA Ltd – (08) 9441 4815 or 0414 136 687

Operations Manager: 0414 136 687

Managing Agent: Elders Real Estate – (08) 9796 8400 or 0419 374 294

Your reference number:.....
(use this number when paying rent or bills)

Keeping in touch



Maintenance
0414 136 687



Facebook:
CEACA Wheatbelt



Maintenance email:
info@ceaca.org.au



Website:
www.ceaca.org.au



Office email:
info@ceaca.org.au

If you need an interpreter

If you need an interpreter, please call **TIS National** on **131 450** and ask them to call CEACA Ltd on the local office number listed above.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au



About CEACA Limited

CEACA Limited is a registered CHP and charitable organisation formed in 2026 to enable construction of 54 social housing properties in the WA Central East Wheatbelt Region. Our properties are in Bruce Rock, Dowerin, Kellerberrin, Mt Marshall, Mukinbudin, Narembeen, Quairading, Westonia, Wyalkatchem and Yilgarn.

CEACA Limited is a special purpose vehicle (SPV) of CEACA Incorporated who is a registered CHP and charitable organisation established in 2015 and who currently own and manage 63 properties across 8 shires in the Central Eastern Wheatbelt Region.

As an organisation, we believe everyone should have the opportunity to live in a safe and secure home, in a community they feel they belong to. We are also committed to providing inclusive spaces for all backgrounds, cultures, genders, sexuality, and ability.



Our teams

As a tenant it is important to know what services we offer and who to contact regarding your tenancy and property.

Tenancy Services

CEACA work closely with their Managing Agent to ensure a high quality of service to our tenants. The CEACA Ltd Operations Manager is on hand to manage new tenant allocations, maintenance, complaints, neighbour issues, appeals, general enquiries and modifications. Our Managing Agent provides support to CEACA by managing leases, routine inspections, bond management, compliance with the *Residential Tenancies Act 1987 (WA)* and providing back up support for CEACA operations. Our Managing Agents provide a full-time Property Manager and Property Inspector. The Inspector will visit your home to conduct three routine inspections per annum.

TIP!



The Property Manager manages multiple properties for CEACA so may not be available to answer your queries immediately. If they are unavailable and your query is of an urgent nature, please feel free to contact the CEACA Operations Manager.

Rent Review

Rent reviews are conducted each year by CEACA Ltd to make sure you are within our income limits for housing and are paying the right rent based on your income.

Please let your Property Manager or CEACA Operations Manager know any time your income changes and any time someone moves in or out of your home. We can answer questions about income limits and explain how your rent is calculated.

Property Services

The CEACA Operations Manager is responsible for co-ordinating all maintenance queries. Alternatively, tenants may advise the Property Manager or show the Property Inspector of any issues during routine inspections. CEACA outsource maintenance to external contractors.

Routine inspections are also used to check any safety or maintenance issues that require attention.

In this handbook

SECTION 1

Moving in	5
Your Tenancy Agreement	6
Your moving in checklist.....	7

SECTION 2

Your rent	9
Paying your rent	10
How we calculate your rent.....	11
Non-assessable income list.....	12
How we review your rent	13

SECTION 3

Repairs and maintenance	14
Reporting a repair.....	15
Repair timeframes	16
Tenant liability.....	17
Safety in your home.....	18
Safety tips.....	20
Planned maintenance.....	20
Frequently asked questions.....	22

SECTION 4

Maintaining your tenancy	22
When we visit your home.....	23
Looking after your home.....	24
Pests	25
Avoiding blocked drains.....	26
Pets	27
Being a good neighbour.....	28
Steps you can take.....	29
Leaving your property.....	30
Frequently asked questions.....	30
Keeping My Home Matrix.....	31

SECTION 5

Useful information	32
Complaints, appeals and feedback	33
Your privacy	34
Get involved	35
Your Services.....	36
Family and domestic violence.....	37



SECTION **1**

Moving In



Your Tenancy Agreement

Your Tenancy Agreement is a legal contract where you agree to take on responsibilities as a tenant and CEACA Limited takes on responsibilities as a landlord.

The below table highlights some of these key responsibilities.



Your responsibilities as a tenant

- ✓ Pay the correct amount of rent on time.
- ✓ Keep your home and garden areas clean and tidy and in a similar condition as when you moved in.
- ✓ Report maintenance to us as soon as any repairs are needed.
- ✓ Get approval from CEACA Ltd before making any changes to the property.
- ✓ Let us into your home should we need to complete an inspection or repairs.
- ✓ Tell us if someone is moving in or out of your home or if anyone in the household has had a change in income.
- ✓ Get approval from CEACA Ltd prior to acquiring a pet.
- ✓ Respect the peace and privacy of your neighbours and follow building rules and strata by-laws (if they apply).
- ✓ Let us know when your contact information changes.
- ✓ Let us know if you are going to be away from your property for more than four weeks.

Our responsibilities as a landlord

- ✓ Make sure your property is in good condition and meets security and safety standards.
- ✓ Provide the required notice period when we plan to enter your home for inspections and maintenance works.
- ✓ Carry out necessary maintenance works in line with our response timeframes.
- ✓ Keep your property in a reasonable state of repair during the tenancy that complies with building, health, and safety laws.
- ✓ Respect and maintain your privacy and confidentiality.
- ✓ Investigate complaints and appeals fairly and non-judgementally.
- ✓ Review your rent annually and/or when your circumstances change.
- ✓ Give you the required notice for any increases and variations to your rent.

Moving in checklist

Complete the checklist below as soon as you can to ensure you settle into your new home as quickly as possible.



Apply for Commonwealth Rent Assistance

You may be eligible to claim Rent Assistance from Centrelink to help pay your rent. The amount of Rent Assistance you are entitled to is based on your situation and amount of rent you pay.

Your rent calculation will include any rent assistance you are eligible for, so it is very important that you receive the amount you are entitled to.

Please apply for Rent Assistance as soon as possible.

How to apply?

You can apply for Rent Assistance by contacting Centrelink over the phone, visiting a service centre, using the **Express Plus** Centrelink mobile app or online via **My Gov**.

To download the app, scan the QR codes below.



Apple phone



Android phone

If you receive payments from the Department of Veterans' Affairs, please contact them directly to apply for Rent Assistance.



Set up your rental payments

Your rent is due weekly and must be paid on time. We will try to align your rent invoice to the day you get paid but that is not always possible.

It is your responsibly to set up regular rent payments.

You can pay rent by Centrepay, EFTPOS or direct debit. We do not accept cash or cheque payments. You can also request an Australia Post card so that you can pay at the Post Office. See the **Your Rent** section of this handbook for more information.



Property Condition Report

You will be provided with two copies of a Property Condition Report (PCR) conducted by the Property Inspector. This records the condition of the property when you move in and will be used to assess any damages you are responsible for when you move out.

It is important that you check the condition of the property and compare it to the PCR and, if you disagree with the PCR, enter your comments on both forms.

Please make sure you sign and return one copy of the PCR to the Property Manager within 7 working days of signing your Tenancy Agreement.

If you do not return the PCR, it will be assumed that you agree that the report is an accurate record of the condition of the property.

Water



Your Water Meter Number is:

.....

Your water will already be connected when you move in, but if you had water concessions applied to your account you will need to ring the supplier to reapply for a water discount for your new property.

Water Corporation: 1300 659 951

We also recommend you record a water meter reading when you move in.

Water meter reading:

.....

Electricity



To transfer the electricity account into your name, contact your preferred electricity provider. You will need to provide them with your electricity meter number and property address.

Your Electricity Meter Number is:

.....



Redirecting your mail

Remember to redirect all your mail to your new address. One of the most important things to update is your postal address for voting.

If terminating your tenancy, remember to change your address.

Enrol to vote or update your details at www.waec.wa.gov.au or ring **13 63 06**

Check for any repairs needed

If you notice any necessary repairs when you move in, please ring the CEACA Operations Manager on 0414 136 687 or speak to the Property Manager who will make a note of the item(s) for CEACA to attend to.

See the Maintenance and Repairs section of this handbook for more information.



Landline Telephone

If you want to connect a landline telephone, you will need to transfer your account with your phone provider or set up a new account. You are responsible for any connection fees.

You should not have to pay for a telephone line to the property if one does not exist. You should only pay for the connection fee. If there is no telephone line into your new home, please contact the CEACA Operations Manager.



SECTION

2

Your Rent



Paying Your Rent

Paying your rent on time and in full is an important part of maintaining your tenancy. Your rent is due weekly. The table below lists the ways you can make payments to us. Please note we do not accept cash or cheque payments.



Centrepay deductions	This allows your rent to be paid to us each fortnight directly from your Centrelink benefits. We can help you set this up at any time or you can call Centrepay on 1800 044 063 .
Direct Debit	<p>You can set up a direct debit from your bank account to pay rent.</p> <p>Bank: Macquarie Bank Account: Elders T/As Southern Districts Estate Agency REBA Trust Account TC1383 BSB: 186 300 Account: 301954194</p> <p>Important: Include your reference number on all payments to us, so we can match them to your account.</p>
Australia Post Card	You can make payments at the local Post Office using this card.

What happens if I fall behind in rent?

If you are worried about falling behind with your payments, please contact your Property Manager as soon as you can so that we can work with you to resolve any issues and come up with a plan to ensure that you do not fall behind.

The earlier you get in touch with us the better. If you do fall behind, we can set up a repayment plan to pay any money you owe at a reasonable rate.

While we will make every effort to work with you to sustain your tenancy, if you repeatedly get into serious debt and are not willing to work with us, your tenancy will be at risk.

What do I need to remember?

- Include your reference number on **all** payments to us, so they go to the right account. You would have received these details at sign up. If unsure of your payment reference, please contact the Property Manager.
- If you need help with food or bills call the Emergency Relief and Food Access Service on **1800 979 777**.

How we calculate your rent

Your rent is based on your household income and assets to ensure that your rent is affordable given what you earn. We also cap your rent, so it is always below the rent charged in the private market.

Social Housing Rent Setting

The total rent payable for Social Housing (Band A) tenancies is 25% of the gross household assessable income plus the eligible rent assistance. Rent should not exceed the maximum net rent set at 74.99% of market rent.

Calculations:

Rent is calculated at the **lower of:**

- **25%** of gross assessable Household Income (before tax), plus any Commonwealth Rent Assistance ("CRA) received, or
- **74.99%** of Market Rent.

Household income

Your household income is the total income of all people over the age of 16 living in your home, after tax. Your rent is 'income related', so it may change if the people living in your home or the income of any household member changes.

Household Income includes:

- Age Pension, Carer Payment, Disability Support Pension, Newstart Allowance, Parenting Payment, Service Pension from Veterans' Affairs, Special Benefit, Widow Allowance, Youth Allowance, Abstudy, Austudy.
- Family Tax A and B, child support payments, business income, income from investments, foreign pensions.
- Salaries and wages.
- Any other earned or unearned income.

Assessable income

- Any income of all Tenants and non-dependent Householders who have reached 16 years of age, which is regular, ongoing and provided to meet the general costs of living, is considered assessable income for the purpose of calculating rent.
- Benefits provided by the State Government, including pension.
- Benefits provided by the Federal Government, including pension.
- Private pensions.
- Investment income, including interest, dividends and rent.
- Income from provision of goods or services.
- All categories of income after taxation.



Commonwealth Rent Assistance

As a Community Housing tenant, you may be eligible to claim Commonwealth Rent Assistance (CRA) from Centrelink. 100% of your CRA entitlement will be added to your base rent. All Community Housing Providers are entitled to the full amount of rent assistance to help support the not-for-profit housing sector.

Please check that you are claiming the full amount of rent assistance your household is eligible for as this will be included in your rent calculation.

Market rent

We never charge you more than 74.99% of market rent. Market Rent is the amount of rent you would pay for a property of similar size and location if you were renting privately. This figure comes from sources such as, but not limited to, the Australian Tax Office, Real Estate Institute of WA and Landgate.

The rent you pay will be 25% of your net assessable household income plus CRA or 74.99% of market rent plus CRA – whichever is the lower amount.

Non-assessable income list

There are some sources of income that are excluded when we calculate your rent. These often include payments you receive for a specific purpose, and we call them non-assessable incomes. Please note this list may be subject to change.

In the event that a tenant's sole income source is a non-assessable DVA Disability Pension, the rent will be assessed using the full Centrelink benefit at the appropriate single or partnered rate to which the tenant would otherwise be entitled.

In the event that a tenant's non-assessable DVA Disability Pension is paid in conjunction with any other Centrelink benefit, the rent will be assessed using the full Centrelink benefit at the appropriate single or partnered rate to which the tenant would otherwise be entitled.

Income Source

- | | |
|--|---|
| <input checked="" type="checkbox"/> Abstudy Fares Allowance | <input checked="" type="checkbox"/> DVA Prisoner of War Recognition Supplement |
| <input checked="" type="checkbox"/> Abstudy Incidentals Allowance | <input checked="" type="checkbox"/> DVA Veterans Supplement |
| <input checked="" type="checkbox"/> Abstudy Pensioner Education Supplement | <input checked="" type="checkbox"/> Education Entry Payment |
| <input checked="" type="checkbox"/> Abstudy School Fees Allowance | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Assistance for Isolated Children Scheme | <input checked="" type="checkbox"/> Energy Supplement |
| <input checked="" type="checkbox"/> Bereavement Payment | <input checked="" type="checkbox"/> Essential Medical Equip Payment Fares |
| <input checked="" type="checkbox"/> Carer Adjustment Payment | <input checked="" type="checkbox"/> Income Support Bonus – Centrelink |
| <input checked="" type="checkbox"/> Carer Allowance | <input checked="" type="checkbox"/> Assistance for Isolated Children instead of 'Isolated Children's Allowance' |
| <input checked="" type="checkbox"/> Carer Supplement | <input checked="" type="checkbox"/> Mobility Allowance |
| <input checked="" type="checkbox"/> Child Disability Allowance | <input checked="" type="checkbox"/> Newborn Supplement |
| <input checked="" type="checkbox"/> Crisis Payment | <input checked="" type="checkbox"/> Newborn Upfront Payment |
| <input checked="" type="checkbox"/> Dad and Partner Pay | <input checked="" type="checkbox"/> Pension Supplement |
| <input checked="" type="checkbox"/> DVA Attendant Allowance | <input checked="" type="checkbox"/> Pensioner Education Supplement |
| <input checked="" type="checkbox"/> DVA Clothing Allowance | <input checked="" type="checkbox"/> Pharmaceutical Allowance |
| <input checked="" type="checkbox"/> DVA Decoration Allowance | <input checked="" type="checkbox"/> Recreation Transport Allowance (DVA) |
| <input checked="" type="checkbox"/> DVA Disability Pension – Extreme Disability Adjustment* | <input checked="" type="checkbox"/> Reimbursements |
| <input checked="" type="checkbox"/> DVA Disability Pension – General Rate* | <input checked="" type="checkbox"/> Single Income Family Supplement |
| <input checked="" type="checkbox"/> DVA Disability Pension – Interm Rate* | <input checked="" type="checkbox"/> Stillborn Baby Payment |
| <input checked="" type="checkbox"/> DVA Disability Pension – Special Rate (AKA Totally & Permanently Incapacitated Pension)* | <input checked="" type="checkbox"/> Student Start up Loan Telephone Allowance |
| <input checked="" type="checkbox"/> Permanent Impairment Compensation Payment | <input checked="" type="checkbox"/> Utilities Allowance |

How we review your rent



We will review your rent annually and any time you advise us your household income has changed. This is so we can make sure you are within the income limits for housing with us and are paying the correct rent according to your income.

If someone moves in or out of your home or your income has changed, please let us know within two weeks so we can do a rent review.

If you do not let us know about changes to your household income, you could be paying more, or less rent than you should. If you are paying less rent than you should, you may be charged backdated rent at your next rent review.

What does a rent review involve?

When your rent review is due, we will ask you to provide proof of income for everyone over the age of 16 living in your property.

TIP

If you receive Centrelink payments, we can obtain proof of income for you and your household from Centrelink. This service makes rent reviews easier for you. Contact your local office to sign up for this service.

Need some help with forms?

We know it can be overwhelming to complete relevant forms and provide proof of income. Please know we are here to help. If you have any issues with the paperwork or need more time to complete the forms, please ask for assistance. Completing rent review paperwork is important to sustaining your tenancy. If we do not have the right information, you may be charged maximum rent for your property, and we may be unable to confirm your eligibility to be housed with us.

What happens after the rent review?

We will send you a letter to let you know if your rent has changed. The letter will explain your rent calculation formula, your new rent amount and the date your new rent starts.

What do I need to remember?

It is your responsibility to let us know if your household income changes – this includes any changes in Centrelink benefits or people moving in or out of your home.



SECTION

3

Repairs & Maintenance



Reporting a repair

As your landlord, we arrange and pay for the repair of fittings and fixtures in your home as they deteriorate over time with normal use. Whether it is a small repair like a leaking tap or large repair like fixing a burst water pipe, we are here to help.



How to report a repair

- ✓ Call Operations – (08) 9441 4815 or 0414 136 687
- ✓ Email - info@ceaca.org.au
- ✓ Call Managing Agent – 0419 374 294

Please do not wait until your next inspection to report a repair as the issue may get worse over time and you could be liable for additional damage caused by the delay in reporting.

Contractor Appointments





- Make sure you are home for scheduled appointments as you may be charged a call out fee if the contractor is unable to gain access.
- If you can no longer make the appointment, please contact the Operations Manager or Property Manager.
- If the contractor does not get back to you within the expected timeframe

Repair Timeframes



When you report a repair, we will let you know when you can expect the maintenance work to be completed – this is known as our repair timeframes.

We prioritise repairs based on their risk to the health and safety of tenants and whether the issue could lead to further damage to the property. With multiple properties across Wheatbelt shires to maintain, we need to prioritise to ensure we are dealing with the most urgent issues first.

Category	Description	Timeframe	Examples
Priority 1	<ul style="list-style-type: none"> Affects your immediate health or safety. Affects the structural integrity of your home. 	6 hours	Gas leak, burst water pipe, dangerous electrical fault. 
Priority 2	<ul style="list-style-type: none"> May damage your home or impact your health and safety if not fixed soon. 	48 hours	No hot water, faulty smoke detectors. 
Priority 3	<ul style="list-style-type: none"> Does not affect your health or safety but may get worse over time. 	7 working days	Slow leaking tap, damaged fences. 
Priority 4	<ul style="list-style-type: none"> Are inconvenient but does not affect your health or other areas of the home. 	30 working days	Gutter cleaning, blinds replacement, replace cupboard handles. 

After Hours Emergency Maintenance

Please only call the numbers listed at the bottom of Page 15 above outside of office hours if you are experiencing an emergency. If your issue is not an emergency, you may be charged the cost of the emergency call out fee.

Please note, emergency maintenance issues may be temporarily made good until a permanent repair can be made during normal working hours. For example, a broken window may be boarded and re-glazed the following day.

If you are not sure if your issue is an emergency, please explain the problem and we will advise you if the issue will be addressed or to call back during normal business hours. Please also use the above emergency examples as a guide.

If you are unable to contact either the Operations Manager or the Property Manager and the matter is an emergency (e.g. burst pipe), you are within your rights to call out a contractor to fix the issue. We strongly recommend that you familiarise yourself with what is considered an emergency, as CEACA may not accept liability for any charges if it is deemed to be a normal repair.

Tenant Liability

CEACA pays for the replacement of fixtures and fittings in your home that deteriorate over time with normal use. Examples include worn carpet from high traffic use or leaking taps caused by worn washers.

Tenants may be charged for damage caused deliberately or accidentally by you, members of your household or visitors including damage caused by neglect. This is called tenant liability. Please report all damages to the Operations Manager or Property Manager as soon as possible, even if the damage was caused by you or a household member as we need to make sure the issue does not get worse and the property remains safe.

What kinds of damage could you be charged for?

Examples of damage that can result in tenant liability can include but are not limited to:

- holes in doors and walls and broken windows.
- blocked toilets due to flushing sanitary products or nappies.
- burns or other damage to floor coverings and surfaces.
- nicotine staining on surfaces caused by smoking inside.
- torn fly wire caused by pets.
- replacing or changing locks without approval.

When you report an issue, where possible, we will advise you if you are likely to be charged tenant liability for the repair. You will then receive an invoice telling you what work was done; how much it was and how much you need to pay.

Repayment plans are available

If you are charged tenant liability and are unable to pay the amount in full, you can set up a repayment plan to pay back the amount owing in instalments that you can manage.

Damage caused by others

If someone has broken into your home or caused damage to your property, you may not be responsible. If this is the case, you need to report it to the Police and provide a Police Report Number (PRN) within 24 hours to avoid tenant liability charges.

Right to appeal decisions

If you are charged tenant liability and do not agree with the decision, please contact us so that we can make sure that we have the relevant information that we need. You can lodge an appeal to have the decision formally reviewed.

Safety in your home

To make sure you stay safe in your home please read the following information that describes some of the safety features in your property. If you have any questions about the information or any safety concerns, please call Operations on (08) 9441 4815 or 0414 136 687.

Smoke Alarms

By law, you must have a working smoke alarm in your home. We will test your smoke alarm during your routine property inspections, but it is also recommended that you test your smoke alarm/s monthly.



TIP!

How to test your smoke alarm

1. Press and hold the test button (if you can't reach, use a broom/mop handle) until you hear the alert beeping tone.
2. The alarm should stop the test alert after a few seconds. If it doesn't, press the test button again.
3. If your alarm doesn't beep, please ring the Operations or the Managing Agent so that we can investigate a fault.

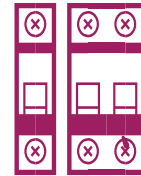


What else do I need to know?

- Please don't tamper with your smoke alarm. If we need to fix an alarm that has been modified or damaged, you may be charged for its repair.
- Smoke alarms have a rechargeable battery that can't be removed and don't need replacing, instead we will replace the smoke alarm entirely every 10 years.

Residual Current Devices

A Residual Current Device (RCD) is a safety device that prevents electrical shock by automatically cutting off the power. Once a year, a qualified Electrician engaged by CEACA to conduct the yearly electrical compliance and safety checks and servicing will test your RCDs to make sure they are working. You can also check your RCD's yourself.



Testing your RCD's

1. Turn off your electronic equipment
2. (computers, TV's etc.)
3. Find your RCDs, this is usually located in the outside meter box or in the switch board inside. All the RCDs should be in the ON position.
4. Press the TEST (T) button on each RCD and release. You should hear a click.
5. Each of the RCD levers should flip to the OFF position. This means the RCDs are working.
6. If any of the RCD levers don't flip to the off position, there is a fault. Immediately report it to Operations or the Managing Agent.
7. When finished, flip the levers upwards to ON.

What else do I need to know:

- Faulty electrical appliances can often cause a power cut and can turn the RCD to the OFF position. Always check your RCD before calling us.
- Avoid overloading electrical outlets and always report faulty, cracked and broken power points to us.
- If you experience a loss of power call Western Power or visit their website to see if there is an outage in your area before calling us.

Do you know who to call?

While it is important to keep us informed of what is happening in your property – we may not always be the first number you should call to address safety issues in your home. Keep these numbers handy in case you experience any of the issues listed below.

State Emergency Services

132 500 - Call for storm and flood assistance.

Western Power

13 13 51 - Report electric shocks or tingles, serious power faults and to check for power outage.

Water Corporation

13 13 75 - Report a fault or water quality issue.

Safety tips

Affix furniture to prevent toppling

Free standing furniture can be a safety risk due to toppling. Permission will always be granted if you want to anchor furniture to walls to protect children and vulnerable adults. This can include freestanding wardrobes, chests of drawers, televisions, tables and benches.

Please contact Operations or the Managing Agent to obtain discuss your requirements.

Pools, spas and water features

Please note that in the interest of child safety, pools, spas and water features will not be approved. This also includes the use of inflatable pools.

Think about contents insurance

CEACA's building insurance covers your property but does not cover your possessions. You may want to consider getting contents insurance to cover the financial cost of replacing personal possessions if unfortunate circumstances like a fire or burglary were to take place.

We recommend you do some research and talk to different insurance companies to discuss your needs and find a policy that is right for you and your budget.

Planned maintenance

As well as providing maintenance services when things break, we also undertake long-term planned maintenance known as refurbishments.

Refurbishment works include the scheduled replacement of items in your home which deteriorate over time including:

- renovating bathrooms or kitchens,
- replacing floor coverings,
- replacing hot water systems or stoves,
- internal or external painting.

Every three years we will do a Building Condition Assessment in your home to see when flooring, kitchen, painting, and other fixtures may need replacing.

Planned maintenance schedules look different for every property depending on the age of the property and how quickly things wear over time.

Frequently Asked Questions

What if I have a maintenance emergency and the office is closed?

Please contact the service provider (e.g. Western Power) or contractor directly.

Please keep in mind that if you request a repair out of hours and your repair is not an emergency, you may be charged a call out fee.

Can I make changes to the property?

WA tenancy law says you need written permission from your landlord before making any alterations to your home.

We will approve modifications where we can, but we also need to make sure your home remains safe and in accordance with council regulations and relevant building codes.

Some common modifications we usually approve include the installation of handrails, satellite dishes, shelves, picture hooks or shade cloth.

If you want to make any modifications to the property, please contact Operations or your Managing Agent and ask for a Modifications Request Form (Minor or Major depending on the type of request).

Do I have to pay for changes to be made to the property?

If your property modification request is approved, you will be responsible for the costs associated with the modifications and we ask that you make sure all work is completed to a professional standard or by a qualified tradesperson (depending on the work being done).

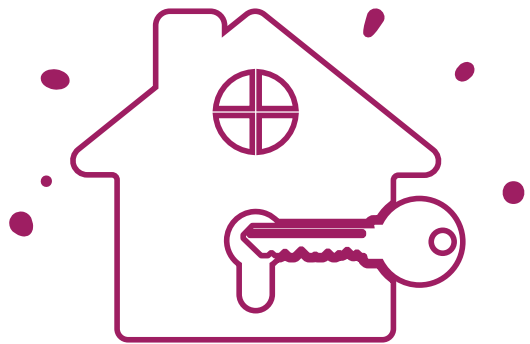
You also may need to remove the modifications at the end of your tenancy, but this will be decided on a case-by-case basis.

What happens if I lock myself out or lose my keys?

If you lock yourself out of your home during office hours, please contact your Managing Agent or Operations who will be able to assist you with the code to the CEACA lockbox.

If you contact a Locksmith to attend, you will be solely responsible for any costs.

Please note that if you lose your keys, you are responsible for the cost of replacing them.





SECTION

4

Maintaining Your Tenancy



When we visit your home

As a landlord we organise visits to your home for routine property inspections, building condition assessments and to carry out necessary maintenance work. There are also other circumstances we may need to enter your home like when there is an emergency or when we think the property has been abandoned.

Where possible, we will try and negotiate a time and date that suits you to visit your home and will always provide notice according to the *Residential Tenancies Act WA (1987)*.

Routine property inspections

By law we can carry out up to three routine inspections per year. We will always give you between 7-14 days' written notice that we are coming to your home.

We know that inspections may cause anxiety or stress for some residents. We want to assure you that the purpose of an inspection is not to judge but to identify any maintenance issues and, make sure your property is safe and well looked after.

What happens during an inspection?

The Managing Agent will:

- Take photos to record property condition.
- Conduct a visual check of your smoke alarms and other safety features (eg. rails) in your home and will also test your RCD's at every property inspection (routine, ingoing, vacating).
- We will check in with you and see if you have questions or need any assistance.



For more information about property inspections, see the **Frequently asked questions** section on page 32.

What happens after the inspection?

- We will send you a letter with the outcome of your inspection and details of any maintenance work we have arranged.
- If there are property standards issues identified during an inspection, we will notify you in writing and work with you to address these.
- Depending on the situation, we might create an action plan with you and organise a follow up visit to make sure any issues have been addressed.

Building Condition Assessments

Every three years we will visit your home to do a Building Condition Assessment (BCA). This visit is done by staff from our property services team.

A BCA is not a routine property inspection.

- The purpose of the visit is to assess the physical condition of specific items in the property to plan for future upgrades and long-term maintenance.
- Our nominated building inspector will assess the condition of your kitchen, bathrooms, laundry, flooring, and painting in and outside your home to see when they might need replacing.
- If you do need to have planned refurbishment work carried out in your home, we will work with you to minimise disruption.

QUICK TIPS!



Need help looking after your property?

Please contact Operations or the Managing Agent as soon as possible. We may be able to offer advice around maintaining your home and refer you to other services that could help.

Looking after your home

As a tenant it is your responsibility to keep your home well looked after and in similar condition to when you moved in. While we understand that your home will experience wear and tear from daily use, it is important to regularly clean your property and understand common do's and don'ts to avoid issues during your tenancy.

Smoking

Please note that it is a condition of your tenancy that you do not smoke inside your property. This also applies to any household members or visitors.

Smoking inside causes nicotine staining on walls and surfaces which is costly to repair, and these costs will be passed onto you. Smoking inside can also increase the risk of fire in the home.

Mould

Mould can grow in bathrooms, kitchens, storage areas, roof spaces and behind furniture. If left untreated, mould can cause damage to the property, your belongings and could impact your health.

Your day-to-day activities can have an impact on whether mould is an issue in your home. The below tips can help avoid mould developing.

What to do if you notice mould in the home

1. If mould appears, treat it as soon as possible. You can buy household mould cleaners or spray it with white vinegar, leave for an hour then wipe clean with water and dry.
2. If you notice peeling paint, rotting wood or a damp smell in your home this could be a sign of mould caused by structural issues. If you notice this kind of damp in your home call Operations or your Managing Agent.

3. If you have ongoing issues with mould that you can't fix yourself, please call Operations.

QUICK TIPS!



Avoiding mould in the home

- Open windows as much as possible, especially when washing or drying clothes.
- Use your kitchen extraction fan when cooking.
- Wipe condensation off walls and windows to keep them dry.
- Use exhaust fans every time you shower but keep your bathroom door closed so the fan works more effectively.
- After you shower open the door and leave the exhaust fan on until condensation clears.
- Clean your exhaust fans regularly (if you struggle to reach ask a neighbour or family member to help).
- If possible, hang washing outside to dry rather than inside.

Pests

Common household pests include flies, cockroaches, spiders, ants, mice or rats. A pest infestation can start small but quickly become out of control, so it is important to know

Tips to avoid pests in the home

- Store food in airtight containers.
- Use sprays or baits often.
- Empty your bins regularly, use bin liners and wash bins with soapy water.
- Declutter your home to reduce spaces for pests to live.
- Regularly wipe down countertops.
- Vacuum and mop any spills.
- To avoid pests like mice trim overgrown bushes and mow lawns regularly.
- Avoid leaving pet food out for long periods of time – if your pet eats slowly feed them multiple times a day instead.

If an infestation happens





In the event of an infestation, your local supermarket or hardware store is likely to have a solution. Sprays, baits, and treatments are available for flies, cockroaches, spiders, ants, mice, and rats.

Be careful when using bait around children or animals and be sure to follow the instructions on the packaging.

If the issues continue, please contact our CEACA Operations or the Managing Agent.



Quick Guide: Responsibilities in the home

Issue	Landlord Responsibility	Tenant Responsibility
Gardens 	Major garden maintenance including tree lopping, gutter cleaning, reticulation (where provided) and fire break maintenance.	General garden upkeep like hand watering, mowing, weeding, and light pruning and ensuring plants are kept alive.
Lighting 	Maintaining exterior main entry lights and lights that require special equipment to replace such as fluorescent and LED lights.	Replacing light globes in the home. If you cannot physically replace globes we suggest reaching out to neighbours, family, or friends.
Pests 	Pest and vermin control that requires professional services such as mice, termites and ants.	Basic pest prevention, such as proper food storage and using sprays/baits. If infestations are caused by your actions, you may be charged for pest control.
Mould 	Addressing mould caused by structural issues like roof leaks or faulty pipes.	Ventilating your property to prevent mould. You may be responsible for treating mould caused by insufficient ventilation.

Avoiding blocked drains

Blocked drains are a common cause of tenant debt called tenant liability as residents may not be aware of what should or should not go down toilets or kitchen and bathroom drains.

CEACA is responsible for repairing burst pipes or naturally blocked drains. However, if we find that the blockage is directly caused by your actions, you may be charged for the repair.

5 things that can't go down drains



1. Grease or cooking fat
2. Food or food scraps (including eggshells)
3. Cleaning products
4. Stickers from fresh fruit and vegetables
5. Medication

5 things that can't go down toilets



1. Wipes or products advertised as flushable
2. Sanitary/hygiene products
3. Tissues or paper towel
4. Cotton buds
5. Too much toilet paper at one time

QUICK TIPS!

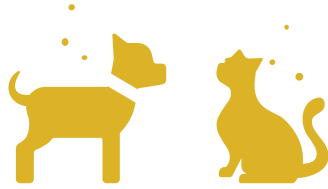


Avoiding blocked drains

- Drain covers can help prevent hair going down shower drains and can catch food debris in your kitchen sink.
- A slow or weak toilet flush often indicates that a clog is forming in your toilet drain. Use a plunger to try and release clogs or small blockages before they become a more serious issue.
- Regularly clean your drains to dislodge any build up that may occur. Pour 1 cup of bicarbonate soda, 1 cup of warm water and 1 cup vinegar in and around the drain and leave for 20 minutes then pour warm water down and around the drain.
- Don't forget about your outdoor drains. Keep outdoor drain covers in place to prevent drains becoming blocked with debris, rubbish or toys.



Pets



Thinking of getting a pet?

Things to remember once you get a pet.

Please ask us first.

In WA, tenants need to ask a landlord for permission to keep a pet. At CEACA, we understand the joy and companionship household pets can bring to our lives, and we will always approve pets where we can.

We will be guided by local government regulations and strata by-laws when granting approval for a pet. We will also consider the type and size of the property and the impact that having a pet could have on your neighbours.

If you're considering getting a pet or pet sitting for someone, please contact your Managing Agent.

Please wait until you get approval in writing before getting your pet.

Check and follow your local council requirements regarding registering, de-sexing and microchipping your pet.

Make sure that your pet does not cause a nuisance to your neighbours, like continuous barking or damaging neighbours' property.

Pet Bond



If you are getting a pet that can carry parasites that affect humans (such as fleas and ticks) you will need to pay a \$350 pet bond. The pet bond will be used specifically for fumigation of the property when you move out and therefore is non-refundable.

Please note trained guide dogs and hearing dogs do not require a pet bond.

For safety reasons, please ensure your pet is supervised at all times in shared spaces like driveways and common areas.

You are responsible for the behaviour of your pet this includes any property damage caused by your pet like torn fly wire.

QUICK TIPS!

- We still need you to complete a Pet Request Form even if you have already received permission for existing pets.
- Only one pet bond is needed regardless of how many pets you have permission to keep.



Being a good neighbour

CEACA expects tenants to be considerate neighbours and respect the right of everyone to enjoy the peace and privacy of their own home.

As a tenant you are responsible not only for your own behaviour, but also the behaviour of your household members and visitors. Showing consideration towards your neighbours can prevent problems occurring.

Being mindful of your behaviour

- When you play music inside and outside the house, please keep it at an acceptable volume.
- Park considerately and be aware of blocking in neighbours' cars or blocking exits.
- Avoid using loud indoor appliances or outdoor tools early in the morning or late at night.
- Check that dogs left at home during the day are not barking constantly or toileting on neighbours' properties.
- Make sure that children avoid playing games on roads and other residents' driveways.

Being tolerant of others

An important part of being a good neighbour is being tolerant of others. In any community, there needs to be a level of tolerance between neighbours. You should expect and accept that

you will hear dogs barking at times, smell cooking and hear music or children playing. This is no different to living in any street in any neighbourhood across WA.

Managing neighbourhood issues

While we do encourage tolerance and understanding between neighbours, we recognise that issues with neighbours can sometimes occur.

We will always try to help you resolve neighbour issues whether it is to give advice on how to manage the issue, inform you of who you should report to or investigate serious claims of anti-social behaviour.

How we can assist you will depend on the neighbour issue. As your landlord the ways in which we can help are limited if:

- The issue is not a breach of the Residential Tenancies ACT (WA) 1987.
- The issue is a police or council matter.
- The people involved are not CEACA tenants.
- There is insufficient evidence of anti-social behaviour.
- All parties are at fault or there is evidence of retaliation.

Steps you can take to resolve issues

We always ask tenants to be tolerant of one-off or minor annoyances - but if you are experiencing a neighbour issue, please follow the appropriate steps for your situation.



Talk with your neighbour first

Depending on the issue and if safe to do so, talk to your neighbour first. Some issues such as noise from a late-night BBQ, or inconsiderate parking can usually be resolved quickly by chatting to your neighbour.



Consider mediation services!

If talking to your neighbour is not successful, CEACA can help with mediation between residents to resolve neighbour issues. All parties need to be willing to participate for mediation to be a successful option. Offering to participate in mediation can sometimes reduce conflict even if the session does not occur because it shows your willingness to resolve the issue.



Report the issue where appropriate

As a landlord we have limited powers over some issues, and it is important that in the first instance you report the issue to the authorities that can act.

- In an emergency or life-threatening situation call **000** immediately.
- For non-emergency matters that need police attendance call **131 444**.
- To report criminal activity or suspicious behaviour anonymously call Crimestoppers on **1800 333 000**.
- If the issue is pet or noise related you can report your concerns to your local council.



Keep written records

For CEACA to be able to assist with neighbour issues it is important to keep records of incidents.

- Write down each incident when it occurs and stick to the facts when describing the event, include where, when, and who was involved at the time.
- Note how it affected you and what actions you took in response e.g., reported incident to council or police.



Make a complaint to CEACA

Contact CEACA Operations info@ceaca.org.au or 0414 136 687. Provide details of the issue and images if possible (police or council report number, incident diaries, photos). CEACA will advise whether the issue is a breach of tenancy and advise you on how we can assist. Tenants may request a copy of the CEACA Feedback & Complaints Policy or Appeals Policy at any time.

Leaving your property



Being away from your home

We recognise that on occasion you may need or wish to be away from your home for an extended period. If you plan to leave for more than 4 weeks, it's important to let your Managing Agent know.

It is important for us to know you are going away so we can check that arrangements have been made to pay rent while you are gone, and we know who to contact about any property issues when you are away.

Transfers to another property

If your circumstances change and you need to move, you may be eligible for a transfer. As there are limited properties available, priority is given to people with medical needs or other urgent requirements. When applying for a transfer we encourage you to be flexible about the type and location of property you wish to move to as this will increase your chances of being transferred. Unfortunately, we can't advise how long it will take to be transferred as this depends on properties becoming available.

Ending your tenancy

If you are on a periodic tenancy you will need to give CEACA at least 21 days written notice of your intention to end your tenancy. If you are on a fixed term tenancy you need to provide notice at least 30 days prior to the end of your lease.

- Please contact the Managing Agent when giving notice. They will guide you through the moving out process and provide you with information and checklists to make this easier.

TIP!



Please be aware that if you give us less than 21 days' notice for periodic tenancies, you will still be charged rent and be responsible for the property for the minimum notice period.

Will inspections be scheduled at a time that suits me?

When scheduling times to carry out inspections we will try to fit with your preferred days and times. However, given the distances between our properties, the Managing Agent will generally group units to be inspected on the same day.

We might not always be able to arrange your inspection at a time that is most convenient.

Please keep in mind that it's important for us to maintain our inspection schedules so that we can check on the condition of the property and test the safety devices in your home.

Do I need to be home for inspections?

Where possible we encourage residents, carers and/or support providers to attend inspections so we can discuss any issues and answer your questions.

If you cannot be home for the inspection or prefer not to be home, we will use our set of office keys to carry out the inspection at the scheduled day and time. If this happens, we will leave a note to say we have visited, and you can call us with any questions about the inspections.

Can I have visitors at my property?

Yes, you can have visitors at your property but please keep in mind you are responsible for the behaviour of your household members and visitors.

What happens if I want someone to move into the property?

Please contact the Managing Agent to seek approval before the person(s) moves in as we need to check you are not exceeding the number of people that can live in a property of your size. We will also need their proof of income and assets to make sure you are paying the correct amount of rent and remain eligible for housing.

What happens if someone moves out?

Let your Managing Agent know as soon as possible. As your rent is determined by the income of your household members, if someone moves out, we may need to do a rent review to make sure you are not paying too much rent.

MY TENANCY	MY PAYMENTS	MY HOME & YARD	MY BEHAVIOUR & MY VISITOR'S BEHAVIOUR
All Good	I make my payments for rent, water and tenant liability on time.	I keep a clean and safe home, report issues to CEACA and allow contractors in to conduct repairs.	I have had no complaints about my behaviour or my visitor's behaviour.
Can Be Fixed	I have fallen behind with my payments. I should contact the Managing Agent to make a plan to get back on track.	I have a follow up inspection because my home is not clean or safe. I need to tidy my home and address the issues before my re-inspection.	I have complaints about me or my visitors' behaviour. I should stop the behaviours.
I Need To Take Urgent Action	I have been breached because I am getting further behind. I need to make and keep to my payment plan.	I have been breached because my home needs cleaning or I have not let people in to repair items. I need to deal with these items.	I have been breached because my or my visitors' behaviour is breaching my Tenancy Agreement. I must stop the issues.
My Tenancy Will End	I received a Notice of Termination because I did not fix the issues I was breached for. I have lost my home, I may have debts to pay and I need to find somewhere else to live.		



SECTION

5

Useful Information





Complaints, appeals and feedback

Complaints

You have the right to make a complaint about staff, contractors, or CEACA's services. We aim to acknowledge all complaints within two business days. We will treat anyone making a complaint with respect and deal with complaints in a fair and non-judgemental way. You have the right to make a complaint anonymously and all information received will be treated as confidential, but please note that this may impact our ability to investigate and follow up with you regarding the complaint.

What is the process for making a complaint?

1. You can make a complaint to CEACA via letter, email, website, phone or in person.
2. You can contact our Managing Agent who will provide the details to CEACA.
3. CEACA will send you an acknowledgement letter or email.
4. Please note CEACA may contact you or your advocate (if you have one) for more information during the investigation.
5. Once the investigation is completed, CEACA will advise you of the outcome of your complaint and let you know what actions we are taking.

TIP!



When you make a complaint, tell us as much information about the issue as you can including what happened and who was involved as this will help us with our investigation.

Appeals

If you are unhappy or concerned about a decision we have made, you may be able to lodge an appeal to have that decision formally reviewed.

For example, you may feel that we have not considered all the information you provided, we have not been fair, or we have been influenced by irrelevant information. Types of decisions you can appeal include being declined a transfer or being charged for damage you do not feel you are responsible for.

TIP!



If you feel comfortable doing so, we always recommend talking to the staff member that made the decision, to talk about why the decision was made.

If you are still concerned or don't feel comfortable talking to staff, you can request an Appeals Form and lodge an appeal to have the decision formally reviewed by an independent panel of staff and management.

Have feedback you would like to provide?

We welcome feedback about our services at any time. Your compliments, feedback and suggestions help us to better understand what we do well and how we can continue to improve our services.

You can provide feedback at any time by letter, phone, email, via our website or by completing a Feedback Form. You can also give more detailed feedback through our Annual Tenant Feedback Survey.



Your privacy

When you are housed with us and consent to receive our services you are also consenting to us collecting and using your personal information.

Your privacy is important to us, and we want to reassure you that the personal information we collect from you will be handled in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Commonwealth) and other applicable privacy related laws.

You can find a copy of the CEACA Privacy Policy on our website www.ceaca.org.au

What type of information do we collect?

We only ask for information we need. The types of personal information we collect may include (but is not limited to) contact details, where you work (if relevant) your cultural background and details of your rental history. It may also include sensitive information, such as health information, which relates directly to your housing needs.

How do we use your personal information?

The information we collect enables us to provide you with efficient and high-quality services. We use your information to contact you about any enquiries you make, and work with partners, and contractors providing you with housing services. Your information is used to assess your eligibility for housing, contact you about repairs, calculate your rent, or to assist any person who has legal powers to act for you, such as powers of attorney. We may also use your information to help us with planning and evaluation of our services. We do

not share your information with anyone without your permission, unless it is legally required or required to provide the services.

How do we collect your personal information?

We collect information directly from you, either verbally or in writing. In some cases, it may be collected from other organisations. It is important to us that the information we have about you is up to date.

How can you access and correct the information we keep about you?

You have a legal right to access the information we keep about you. If you find that the information we have is not up to date or is inaccurate, please let us know and we will update it. We will also confirm with you when the updates have been made to our records. We may decline to provide this information if we reasonably believe that it may impact the privacy or health and safety of others, or if giving access to the information is unlawful.

How long do we keep your information for?

Your information will be kept only for as long as needed, or for as long as needed to provide you services or as required by government legislation. Once your information is no longer required, we will archive and securely destroy or de-identify your information.

How do we keep your personal information safe?

We store your information securely either electronically or in paper form. Your data is kept secure via website protection measures, access restrictions to our computer systems. Our staff are trained in managing your privacy. **If you would like a copy of our Privacy Policy or have any questions about how we manage your privacy, please contact us.**

Get Involved

Looking for a service near you or for Social Interaction?

Community Resource Centres (“CRC”)

Community Resource Centres are a ‘one-stop-shop’ for the community (groups and individuals), businesses and visitors to the shire offering an array of information, services, facilities, training, projects and events as well as the encouragement and support of volunteers. They may also be able to assist with food hampers and referral to external agencies who may assist with any issues that you are experiencing. We encourage our tenants to visit their local CRC to familiarise themselves with their services.



Men’s Shed

The Men’s Shed is a part of an Australian wide movement built around a common theme of men feeling useful and contributing back to their communities.

A modern version of the traditional Australian backyard shed, they provide men of all ages with old-fashioned mate ship in a relaxed, pressure-free environment.

They provide a voluntary social and community outlet and new opportunities for men of all ages to pool their considerable skills and talent experiences for mutual and community benefit. They also achieve positive health, happiness and well-being outcomes for men who participate, as well as for their partners, families and communities.



Shire Offices

Knowing what local council / local government area you live in will help you get connected to your neighbourhood.

We recommend you visit your local library and local government website to see what events, activities and services are available to you.



Your Services

Your local government area is:



Your bin days

Visit your local government website to find the waste, greens and recycling days in your area.

You are responsible for making sure your waste and recycling bins are kept clean and are looked after.

Some councils will charge you to replace a bin that is lost or damaged if left out too long.



Your watering days

Please note this information is subject to change by the Water Corporation. It is also your responsibility to follow sprinkler bans and watering days. The Water Corporation may fine you for not following bans or watering outside of your allocated days.

Last digit of street # or lot number	Watering Days
1	Wednesday & Saturday
2	Sunday & Thursday
3	Monday & Friday
4	Tuesday & Saturday
5	Sunday & Wednesday
6	Monday & Thursday
7	Tuesday & Friday
8	Wednesday & Saturday
9	Sunday & Thursday
0	Monday & Friday

Family and domestic violence

This information explains how we can help if you are at risk of, or are experiencing, family and domestic violence.

You can talk to us

If safe to do so you can talk to us about your situation when we visit you for inspections. You can also call or email the Managing Agent or CEACA.

If you do not feel safe contacting us on your phone or computer, you can use computers at libraries, create a new email, Facebook and messaging accounts using an anonymous name or turn off the location feature on your mobile phone and Facebook page.

Referrals for support

We can give you information and refer you to agencies who can help with tenancy, legal and other matters. A support service can help you with safety planning, counselling, emergency accommodation, access to financial assistance or court support.

Your housing options

If you are a tenant who is affected by family violence there are laws to help you leave your tenancy quickly or stay more safely in your home.

Leaving your home

You can end your connection to your tenancy with as little as 7 days' notice using a Family Violence Termination Notice and a supporting document. If you have pets, the RSPCA has a free Pets in Crisis service to provide them with a temporary home.

Staying in your home

You can apply to court to get the perpetrator's name off the Tenancy Agreement. This means your tenancy will continue in your name only

and the perpetrator has no rights as a tenant in your home.

Making your home more secure

If you are at risk of family violence, the law allows you to make security changes to your home without seeking our permission. You can change the locks without our permission, but you must give us a key within seven days. Other changes include installing security alarms and cameras, screens and shutters, exterior lights and locks on gates.

Reducing liability costs

If you end your tenancy using a Family Violence Termination Notice, you can apply to court for an order that the person who committed the family violence pay for rent arrears or damages to the property. This includes any other security measures you have had to pay for.


Getting help

- **Circle Green** – free tenant advocate service **6148 3636**
- **1800 RESPECT** - phone counselling service for people affected by family violence **1800 737 732**
- **Crisis Care Helpline** – accommodation assistance, child safety **1800 199 008**
- **Centrelink** – you may be eligible for a crisis payment if you contact Services Australia within seven days of separation from the perpetrator.




Perth Metro Office

C/- Regus, Building C, Level 2, 355 Scarborough Beach Rd
Osborne Park WA 6017
PO Box 1257
Osborne Park WA 6017 P
P (08) 9441 4815 or 0414 136 687

 info@ceaca.org.au

 ceaca.org.au

Managing Agent

 (08) 9796 8400 or (08) 9041 6500

To the best of CEACA's knowledge, this information is valid at the time of publication. CEACA makes no warranty or representation in relation to the content or accuracy of the material in this publication. CEACA expressly disclaims any and all liability (including liability for negligence) in respect of use of information provided. CEACA recommends you seek independent professional advice prior to making any decision involving matters outlined in this publication.