

# FACTSHEET

## Safety and security

### Household security

#### Keys

- ✓ Venture Housing will provide you with one full set of keys at the start of a tenancy
- ✓ Requests for the replacement of lost keys will be charged to the tenant unless there are special circumstances such as domestic and family violence

#### Security Devices

- ✓ Venture Housing provides secure external door locks on all properties. For your safety locks should be kept in good working condition by the tenant. Any problems should be reported to Venture Housing as soon as possible.
- ✓ Tenants cannot undertake any alterations, removal of, or additional locks or other security devices unless there is a 'reasonable explanation', and they have prior approval from Venture Housing. The tenant must supply to Venture Housing a copy of the key or other opening device or information within 7 days of the approved change.
- ✓ If the premises are not reasonably secure, contact Venture Housing to report a problem.

### For further information please refer to your Residential Tenancy Agreement

#### Burglaries

- ✓ If there is a burglary (forced entry) where internal or external damage is caused to the property, please inform Police and obtain a PROMIS number.
- ✓ Venture Housing will then review the incident and inform you of action to be taken.

#### Insurance

- ✓ Your private goods are not insured by Venture Housing. We advise you to take out contents' insurance for your goods.

### Household Safety

#### Smoke Alarms

- ✓ Smoke alarms are mandatory by law and are installed in every property.
- ✓ Tenants are not allowed to remove or interfere with smoke alarms.
- ✓ If your smoke alarm is beeping contact Venture Housing to report a fault immediately
- ✓ Damage caused by a tenant to a smoke alarm requiring a replacement will be charged to the tenant.

#### Gas Appliances

- ✓ Tenants are responsible for arranging the supply of gas from their chosen gas supplier and ensuring any gas bottles connected meet the required standards for safety purposes.

#### Reporting faults and safety concerns

Tenants are responsible for reporting to Venture Housing any safety concerns or issues that could cause damage to the property or to themselves, such as:

- ✓ Leaking water
- ✓ Electrical faults
- ✓ Gas leaks or odours

#### Cyclones

Cyclone season is between 1 November and 30<sup>th</sup> April. It is your responsibility to ensure that you and members of your household are prepared for the cyclone season and have a plan in place in the event of a cyclone.

More information can be found at:

[www.secure.nt.gov.au/prepare-for-an-emergency/cyclones](http://www.secure.nt.gov.au/prepare-for-an-emergency/cyclones)