



**VENTURE**  
HOUSING COMPANY

# *Welcome to Venture Housing*

## Tenant Handbook



# Welcome to Venture Housing



We would like to welcome you as a new tenant of Venture Housing Company, where residents thrive, and communities are connected. Venture Housing provides a range of appropriately designed, well-managed affordable housing for people on low to moderate incomes throughout Greater Darwin, Palmerston, Katherine, and Tennant Creek. This handbook provides information about your rights and responsibilities as a Venture Housing tenant and the rules around guarding your privacy. In addition, we have included other helpful information regarding your tenancy. We hope that providing quality, safe, and affordable housing will be the start for you to make a home that will help you achieve your life aspirations.

*Karen*

Karen Walsh  
CEO



# Venture's Vision and Values



## Who is Venture Housing?

We are a not-for-profit registered community housing provider, established in 2011 to deliver affordable housing and make a significant difference in housing outcomes for Territorians. Our skilled based Board of Directors and staff team are committed to making a significant contribution to the supply of affordable housing in the NT. We own and manage over 200 affordable homes across Darwin, Palmerston and Tennant Creek and we have plans to increase our portfolio to at least 500 homes by 2027.

We have a strong focus on providing diverse affordable housing options for people on very low to moderate incomes who may be in housing rental stress in the private rental market, who may be at risk of homelessness and for those who are homeless. Our commitment to our tenants includes providing housing and tenancy services that optimise every opportunity to help sustain their tenancies and to have a great experience living in our homes. Some households require support services to maintain the tenancy, so we collaborate with multiple stakeholders, including mental health services, Veterans Affairs, disability support agencies, youth services, NT Government and the private sector to successfully co-design, deliver and support our tenants in their homes.

## Our Vision

Thriving residents, connected communities

## Our Values

- ✓ We are proudly Territorian
- ✓ We are trustworthy, professional, and subject matter experts
- ✓ We are inclusive, approachable, and caring
- ✓ We are innovative, collaborative, and nimble
- ✓ We will continue to maintain high standards of governance and compliance

# Your Tenancy with Venture Housing



## What can you expect from Venture Housing?

- ✓ To be treated fairly and without discrimination
- ✓ To be treated with dignity and respect
- ✓ To have access to safe, appropriate, and affordable housing
- ✓ To participate in the activities of Venture Housing and to be consulted on your housing needs
- ✓ To have the information about you held securely, treated sensitively and confidentially, and know that you can have access to your own file
- ✓ To be informed when either policy changes, or the way we manage your tenancy, may impact you
- ✓ To be given the opportunity to provide input on policy changes
- ✓ To be fully informed by the company of your rights and responsibilities
- ✓ To ask any further questions you have about Venture Housing and its services, and have the rights and responsibilities of the company explained to you
- ✓ To receive information about procedures for complaints and appeal
- ✓ To lodge a complaint or an appeal against decisions affecting your tenancy without fear of losing your home

## What Venture Housing expects from you

- ✓ Have realistic expectations of what Venture Housing can provide
- ✓ To tell Venture Housing when there is a change in your life that will impact on your tenancy
- ✓ To treat Venture Housing staff, and others, with respect and dignity
- ✓ To take responsibility for your own wellbeing
- ✓ To use support services, where appropriate, to allow you to live independently
- ✓ Take responsibility for the results of any decision that you make
- ✓ Respect other tenant's rights, privacy and personal space
- ✓ Ensure your visitors respect the privacy of other nearby tenants
- ✓ Attend property inspections as arranged
- ✓ Be respectful and considerate of others living in and near the property
- ✓ To abide by all terms of the Residential Tenancy Agreement
- ✓ Be accountable for damage to the rented premises
- ✓ Inform Venture Housing if you are going to be away from the property for more than 4 weeks

Venture Housing will survey tenants annually to ensure that the service offered is meeting our tenants' needs.

# The Residential Tenancy Agreement



The Residential Tenancy Agreement (RTA) is a written agreement between you, as the tenant, and Venture Housing as the owner or manager of your home.

It sets out the rules for renting the property. The RTA will be explained to you by our staff. You will be asked to sign two copies of the standard RTA (also called the Residential Lease). The RTA is also signed by Venture Housing. One copy is provided to you and the other copy is kept on your file along with the Property Condition Report. The RTA includes the following information:

- ✓ Your Name and the Address of the property to be leased
- ✓ The period/term of the lease
- ✓ The market rent
- ✓ The rights and responsibilities of the tenant, and the landlord
- ✓ The number of people that can reside at the address

## The Property Condition Report

The Property Condition Report (PCR) describes the condition of the premises at the beginning of the tenancy. It is signed by Venture Housing and yourself.

Our staff will explain how to complete the form. It is very important that you complete the property condition report as this is a very important document about your tenancy. At the end of the tenancy the Property Condition Report will be used to review the condition of the property to check for any damages.

## Property Inspections and Home Visits

Venture Housing staff will visit you and inspect your property from 1 to 4 times per year. A written record of the inspection will be kept on your file. Where necessary a follow up visit will be made. Any major repair problems should be brought to the attention of our staff during these inspections.

## Breach of Residential Tenancy Agreement

Venture Housing aims to sustain tenancies in the following ways:

- ✓ Minor breach - negotiate, rectify and encourage engagement of support providers where needed
- ✓ For serious or ongoing breaches, potentially Venture Housing can proceed to terminate your tenancy through the NT Civil and Administrative Tribunal (NTCAT), the Tribunal governing all NT tenancies.

Orders through NTCAT formalise commitments to comply where negotiation has failed.

## Information and Support for Tenants

For independent advice and advocacy, **Darwin Community Legal Services** operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 to access free legal information or to make a telephone or face-to-face appointment with one of their tenancy lawyers. Appointments are generally available every weekday except public holidays.

# Venture Housing Privacy Statement



## We respect your privacy

At Venture Housing Company we respect your privacy and have developed our privacy policy in line with the **Privacy Act 1988**.

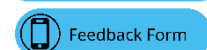
- ✓ The personal information we collect about you includes your name, address, email address, telephone number, income details, next-of-kin and in some cases housing related medical information. We use this information to assess eligibility and provide services to you. If this information is not provided, we may not be able to supply you with the services you need or request.
- ✓ How we collect personal information will largely be dependent upon whose information we are collecting. If it is reasonable and practical to do so, we collect personal information directly from you.
- ✓ Where possible we have attempted to standardise the collection of personal information by using specifically designed forms (e.g. **Application Form** or a **Vulnerability Assessment Tool**). However, given the nature of our operations, we often also receive personal information by email, letters, notes, over the telephone, in face-to-face meetings and through financial transactions.
- ✓ We may also collect personal information from other people (e.g. referring agencies, service providers including health service providers and partner agencies) or independent sources (e.g. a telephone directory), however we will only do so where it is not reasonable and practical to collect the information from you directly.
- ✓ In order to provide you with a service we may need to disclose your personal information to our service providers, agents, contractors and business partners from time to time. We will only disclose the information that is necessary for a service to be provided to you.
- ✓ We take reasonable steps to ensure the personal information we collect about you is complete, up-to-date, stored in a secure environment and is not available to anyone without authority.
- ✓ Venture Housing will take appropriate prompt action if we have reasonable grounds to believe that a data breach may have or is suspected to have occurred. This action may include a review of internal security procedures, taking remedial internal action, notifying affected individuals and the **Office of the Australian Information Commissioner (OAIC)**.
- ✓ You may request access to the personal information we hold about you. There may be reasons under the Privacy law why access is denied, in which case we will let you know the reason why.

## Contact Us

Please contact your Tenancy and Engagement Officer if you wish to access your personal information or if you would like more details about how we handle your personal information.

## Make a Complaint

If you wish to make a complaint about how we have handled your personal information you can do so via the online feedback form on our website, by scanning the QR Code or by contacting us at [feedback@venturehousing.org.au](mailto:feedback@venturehousing.org.au)



# Tenant Engagement and Advisory Group



## 'Tenants at the Heart'

At Venture Housing, we want our residents to feel happy, connected, safe and included and there are several ways to do this. One is through tenant engagement and advisory groups where tenants can contribute to their communities or become involved in a range of activities. The Tenant Engagement and Advisory Groups, or TEAGs, will be an opportunity for tenants and residents to influence and guide the way in which services are delivered to all our residents. In 2022 we will be establishing these groups which will be co-ordinated by our Tenancy and Engagement Officers.

## Who can join a Tenant Engagement & Advisory Group?

The Tenant Engagement and Advisory Group is open to all Venture Housing tenants during their time with us. We will send out more information to seek interest from our tenants soon.

## Your voice is important

By getting involved with one of our Tenant Engagement and Advisory Groups you have the opportunity to regularly meet with other tenants to plan tenant activities, discuss various topics and provide important feedback to us.

## What do the Tenant Engagement & Advisory Groups do?

The role of the groups will be to:

- ✓ be a place for tenant members to raise broad issues in relation to housing policy, operations and service delivery
- ✓ develop opportunities and activities for residents
- ✓ organise tenant led social or other activities for the benefit of Venture Housing residents
- ✓ encourage residents to become more involved in their communities
- ✓ share information about projects and learn from other residents, and
- ✓ report on the business of the TEAG in the tenant newsletter and through other relevant communication channels to Venture Housing residents

## What Activities will the groups organise?

Venture Housing will have a nominal budget for the TEAGs to utilise in order to develop tenant led and other activities which might include things such as:

- ✓ Street Cleans/Working Bees
- ✓ Community Gardening
- ✓ Art Groups and Exhibitions
- ✓ Volunteering Days
- ✓ Community Safety Audits
- ✓ Cultural Exchange Activities
- ✓ Fitness Activities/Walking Groups
- ✓ BBQs and Social Events
- ✓ Dog Club – Dog walking groups



# Tenant Fact Sheets



We have developed a series of Factsheets that explain many of the things you might want to know as a new tenant with Venture Housing. The factsheets provide useful information on a range of tenant related matters.

We also have some Factsheet 'tips' that offer suggestions to make your time with Venture Housing comfortable and trouble free. We trust you will find these Factsheets helpful and your tenancy with Venture Housing enjoyable.

*The Venture Team*



# FACTSHEET

## Affordable Rental Housing explained



### What is affordable rental housing?

In the Territory, affordable Rental Housing is housing that has been developed with some assistance from the Territory and/or Commonwealth Governments.

Affordable rental housing includes a range of housing types and sizes, from single units to houses and apartments, and is usually managed by non-profit community housing providers such as Venture Housing.

Affordable housing is designed to make rents more affordable to people on low to moderate incomes, so that people can also meet other basic living costs such as food, clothing, transport, medical care and education. A period in affordable housing can also assist households to save money and move to alternative housing or even home ownership in the future.

### Who is eligible?

Affordable housing is only available to working households that are on low to moderate incomes within certain income levels. Additional factors considered include household assets, residency status and ability to maintain a successful tenancy.

The majority of Venture's Affordable Homes are available at below market rent as part of the [National Rental Affordability Scheme \(NRAS\)](#). Under this scheme, a household's gross income for the 12 months prior to the commencement of a tenancy of an NRAS home must be equal to or less than the relevant income limit for the household's composition.

### What are the lease arrangements?

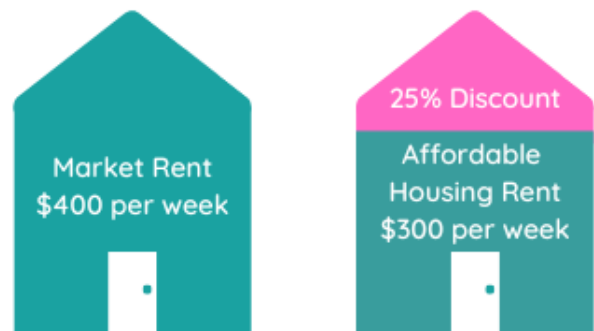
At Venture Housing, to provide flexibility, tenants seeking affordable housing will enter into either a fixed term lease,

or a periodic lease and tenants must continue to meet eligibility criteria through the duration of the tenancy.

### How are rents determined?

At Venture Housing, affordable housing rent will usually be at least 20% below the market rent, depending on the type of affordable housing scheme. Market rent is determined by a market rent valuation provided by an independent valuer every 12 months.

### For example:



At Venture Housing we advise all our tenants of the way their rent is calculated and the rental amount is included in the Residential Tenancy Agreement.

### How often do I need to pay rent?

Your Residential Tenancy Agreement states that you must pay your rent on time. Failure to pay your rent has serious consequences that could result in legal action to recover the debt through the NT Civil and Administrative Tribunal (NCTCAT).

### How do I make rent payments?

**Direct debit / Internet banking** - Please ensure that all rent payments quote your Tenancy Reference number, which can be found on the front-page of your lease.



# FACTSHEET

## Social Housing rent explained

Venture Housing is bound by law to charge rent in the following way. The amount is determined by the market rent for your town. You may be eligible for rent subsidies which will reduce the amount you pay.

### What is market rent?

Market rent is the maximum rent you will pay for a Venture Housing home and is based on how much the home would be leased for in the private rental market. Your lease with Venture Housing will show the market rent for your property. Venture Housing will review your market rent each year. Your market rent may change depending upon the current rental market. You will be advised in writing when there is a change to your market rent.

### What if I can't afford to pay market rent?

If you cannot afford to pay the market rent, you may apply for a rent subsidy.

### What is a rent subsidy?

If you receive a rent subsidy, this means that you will pay less than the market rent. Rent subsidies are available to people on very low, low or moderate incomes and based on your capacity to pay rent. To apply for a rent subsidy, you must complete a Rent Subsidy Application and provide proof of income for each household member. If you are eligible for a rent subsidy, in most cases, the amount of rent you pay will be approximately 25- 30% of your gross household income plus 100% of the Commonwealth Rent Assistance (CRA).

### What is Commonwealth Rent Assistance?

Commonwealth Rent Assistance (CRA) is an additional allowance paid by the Australian government to people on very low and low incomes who rent privately or in community housing such as housing with Venture.

### How often will my rent subsidy be reviewed?

Venture Housing reviews subsidies **every six months**. You will be advised in writing when this review will occur and be asked to complete another Rent Subsidy Application at this time. It is important you complete this Rent Subsidy Application. If you do not send this completed application back to us, we will charge you market rent.

### Changes to household circumstances for Social Housing tenants

You must advise Venture Housing immediately if there is a change in your household circumstances because the amount of rent you pay is based on **your total household income**. Once you advise Venture Housing of a change in household income, we will recalculate your rent. We will then write to confirm the amount of rent you need to pay. **If you do not advise Venture Housing of an increase to your household income, you may be committing rental fraud.** Venture Housing may cancel your rent subsidy and backdate market rent charges, which may result in a debt. Tenants are encouraged to immediately advise Venture Housing of any change to household income to avoid this action.

### How often do I need to pay rent?

Your Residential Tenancy Agreement states that you must pay your rent on time. Failure to pay your rent has serious consequences that could result in legal action to recover the debt through the NT Civil and Administrative Tribunal (NTCAT).

### How do I make rent payments?

**CentrePAY** - is a free bill-paying service for Centrelink customers. It is easy to arrange regular deductions from your Centrelink payment. You can start or change a deduction at any time.

**Direct debit / Internet banking** - Please ensure that all rent payments quote your Tenancy Reference number, which can be found on the front-page of your lease.

# FACTSHEET

## Rent reviews explained

Rent reviews are really important. They help Venture Housing work out if the rent you are paying for your property is correct, particularly if there has been a change to your financial or personal situation.

**You need to tell us, within 14 days, when there is a change in your personal or financial situation as this may affect the rent you pay.**

If you are a Social Housing tenant receiving a rental subsidy, Venture Housing will contact you **every six months** to do a review of the rent that you pay for your home. Rent reviews are undertaken to check if your financial or personal situation has changed. This may change the amount of rent you are charged.

### What does a Rent Review involve?

Venture Housing will send you two forms asking for information. These forms are:

- ✓ A new **Application for Rental Subsidy Form**
- ✓ A **Declaration of Wages Form**

Information to help you complete these forms is also included. It is important to read these before completing the forms:

- ✓ Rental Review Letter
- ✓ Guide to Rental Subsidies Factsheet
- ✓ Household Income Evidence Requirements Factsheet
- ✓ Market Rent Letter (only sent once a year)

### What information do I need to provide?

Venture Housing will need to know the following information:

- ✓ Have any occupants moved into or moved out of the property?

- ✓ Are there any changes in income of any household members?
- ✓ Has any household member commenced or left employment?
- ✓ If any household member is employed, is there a change to their employment conditions, e.g., additional or decrease in hours of paid work, or a move from casual or part-time work or full-time work?
- ✓ Has any household member turned 18 years of age?
- ✓ Are there any new sources of household income?
- ✓ Has any member of the household received a lump sum payment, inheritance or dividend that needs to be declared?
- ✓ Does any household member own their own home?

### What documentation do I need to return?

The completed Application for Rental Subsidy form, and any documents that relate to any change in paid employment e.g., payslip or a completed Declaration of Wages Form.

### What happens once I have provided the information?

We will review the information you have provided, and:

- ✓ if there are no changes to any household members income, or changes to household members or situation, your rent will remain the same.
- ✓ if there are changes to any household members income, or changes to household members, we will review your current circumstances to determine if there is to be any change in the rent you pay and notify you.



# FACTSHEET

## Financial responsibilities

### Your financial responsibilities

As a tenant of Venture Housing, you are responsible for the following charges:

#### Rent Payments

- ✓ You are required to pay your rent in advance, as per your Residential Tenancy Agreement. This may be weekly or fortnightly.
- ✓ If your rent is not paid in advance and you fall behind in your payments, you will be in rent arrears. This has serious consequences that could result in legal action to recover the debt through NT Civil and Administrative Tribunal (NTCAT), or the loss of your home if rent payments continue to fall behind. **If you are struggling to pay the rent, come and talk to us before you stop rent payments. We want to help you stay in your home.**

#### Repairs to property

- ✓ You are responsible to pay for any damage you cause to your property. (See Repairs and Maintenance Factsheet.)
- ✓ Venture Housing will send an invoice (debit notice) with a copy of the contractor's invoice. You are required to pay any outstanding amounts within 21 days of receiving the invoice.
- ✓ If you disagree with these charges, contact your Housing Manager within 14 days to discuss the matter.
- ✓ Payment bank account details will be on the covering letter, or you can contact your Housing Officer to pay through Centrepay.
- ✓ **If your repairs bill is not paid within 21 days, or you have not entered into a repayment plan, this may have serious consequences.** Please contact us if you are struggling to pay for repair charges and we can negotiate a repayment plan.

### How to pay

If you are receiving a Centrelink payment, all your financial responsibilities to Venture Housing can be paid through Centrepay. Centrepay is free and is by far the easiest and most convenient way to pay your bills.

To set up a recurring direct debit payment from your bank you will need Venture Housing BSB and account details. You will also need to quote your Tenancy Reference No. which is a unique identifier that can be found in your lease agreement.

#### Venture Bank Account Details

**Bank:** Westpac

**Account Name:** Venture Housing Company

**BSB:** 035 302

**Account Number:** 505 442

**Reference:** Your Tenancy Reference no.

#### Previous ELDERS Tenants only

**Bank:** Westpac

**Account Name:** Venture Housing Company

**BSB:** 035 302

**Account Number:** 554 463

**Reference:** Your mobile phone no.

#### Communication is key

If you are experiencing difficulties making payments, don't delay speaking with us, together we can make a plan to get you back on track. We are experts in our field and are experienced in supporting tenants to sustain their tenancies with compassion and empathy. Keeping on top of bills can be difficult. With a little forward planning you can avoid 'bill stress'. See our **'Money Management Tips'** factsheet to help you stay ahead.



# FACTSHEET

## Money management tips

Paying bills is a part of life and if you are on a low income getting by can be tough. These tips will help you reduce your expenses, so you have more money for other things.

### Budgeting - work out where your money is going and make it stretch further

ASIC's MoneySmart website has a fantastic section for budgeting on a low income. Do yourself a favour and check it out at:

[moneysmart.gov.au/managing-your-money/budgeting/managing-on-a-low-income](https://moneysmart.gov.au/managing-your-money/budgeting/managing-on-a-low-income)

### Planning Ahead

Regular bills you will receive include water and electricity bills.

- ✓ Consider paying a regular fortnightly amount so that when the bill comes in you don't have to find a large amount of money.

### Make the most of your money

**Phones** - Check your phone plan to make sure you are getting the best value for money deal.

**Bank accounts** - Shop around for an account that offers:

- ✓ No account keeping fees
- ✓ Free monthly statements
- ✓ No minimum deposit amounts
- ✓ No overdrawn fees

### Changing habits can help you save money

TrackMySPEND® app by ASIC is an online tool to help you work out where you can make simple changes to keep more money in your pocket.

The Government Moneysmart website also has information about how to track your spending.

<https://moneysmart.gov.au/budgeting/track-your-spending>

### Consider a No or Low interest loan

The No Interest Loans Scheme (NILS®) is designed for people on low incomes who need safe, fair and affordable access to credit for the purchase of essential goods or services, such as a fridge or washing machine etc., or medical procedures. The scheme offers interest free loans up to \$1500 without charges or fees.

<https://moneysmart.gov.au/loans/no-interest-loans>

### Need help with managing your finances?

Managing your money can seem difficult when you don't have a lot to start with, but help is always available.

The Department of Human Services has a free Financial Information Service (FIS) that can provide general help with your finances. Financial counsellors provide free assistance for people in financial difficulty. They can show you how to budget, manage your debts and help you deal with other money problems.

[humanservices.gov.au/customer/services/financial-information-service](https://humanservices.gov.au/customer/services/financial-information-service)

### Need urgent money help?

Are you behind on your bills and struggling to cover your rent or afford food? Whatever your situation, there are services that can help you at:

<https://moneysmart.gov.au/managing-debt/urgent-help-with-money>

### Access low-cost food and essential items

You may be eligible to access FoodBank NT services to obtain discounted groceries and essential items.

### Foodbank Northern Territory

9 Mel Rd Berrimah

NT 0828

**08 8947 3669**

[info@bcnt.org.au](mailto:info@bcnt.org.au)



# FACTSHEET

## Water saving tips

There are several things you can do to reduce your water usage and be kinder to the environment.

### Bathroom

- ✓ Don't leave the tap running when brushing your teeth, washing your face, or shaving – this could save you one bucket of water per day.
- ✓ Reduce your shower time - you could save up to 9 litres of water per minute.
- ✓ Check your toilet bowl for running water.
- ✓ Check your plumbing for any drips or leaks, report any leaks to Venture immediately.

### Laundry

- ✓ Wash clothes only when you have a full load.
- ✓ If you need a new washing machine, select a machine that has a water efficient rating of 5 stars.
- ✓ Check for any leaks and seek repair as soon as possible

### Kitchen

- ✓ Use a plug or washing up bowl in the sink when peeling vegetables or rinsing dishes
- ✓ Use the water to water your plants

### Outside your home

- ✓ Wash your car on the lawn using a bucket and sponge instead of a hose. This will save about 20 litres of water per minute.
- ✓ Don't cut the lawn too short, this will reduce the amount of water your lawn needs to stay green and healthy.
- ✓ Select native and waterwise plants

- ✓ Use mulch and add organic material such as compost to the soil, which helps retain moisture and reduce evaporation.
- ✓ Water your garden early in the morning or during the evening.
- ✓ Water the base of the plants, not the leaves.
- ✓ Use a rake or broom to clean paths and driveways instead of using a hose.

### Check for leaks

- ✓ Make sure all taps are turned off, including the washing machine.
- ✓ Check the hot water service isn't leaking into the ground.
- ✓ Check that taps outside your home aren't leaking.

### Report leaks

- ✓ Leaking taps can waste up to 2000 litres of water a month and cost you and Venture Housing money.
- ✓ Report dripping taps, running toilet cisterns, leaking hot water services and any leaking faulty pipes and water connections to Venture through your maintenance app. (Some Venture tenancies are connected to **Maintenance Manager** app and others to **Maintenance Pro**. Details of which application to use and how to access is provided at the commencement of your tenancy, should you have any issues accessing the app please contact your Tenancy & Engagement Officer).

Check out <https://www.livingwatersmart.com.au/> for more information and water saving ideas.

# FACTSHEET

## Repairs and Maintenance

If you are in a life-threatening situation, please call 000

When things stop working or need to be repaired, we rely on our tenants to keep us informed, so we can address maintenance issues quickly.

### Venture Repairs and Maintenance

Venture Housing is committed to providing a professional repair and maintenance service to our tenants.

We will:

- ✓ Provide properties in a reasonable state of cleanliness and ensure that they are fit for habitation at the start of your tenancy.
- ✓ Maintain properties in a reasonable state of repair, considering the age, prospective life of the property and property care.

### Requesting Non-urgent Maintenance and Repairs

You can request a non-urgent repair or maintenance in the following ways:

- ✓ Lodge a request through your maintenance app (some tenancies are connected to **Maintenance Manager** app and others to **Maintenance Pro**, your tenancy manager will provide details upon commencement of your lease)
- ✓ Emailing our Asset and Maintenance Officer at [maintenance@venturehousing.org.au](mailto:maintenance@venturehousing.org.au)

### Urgent & Emergency Repairs

Urgent and emergency repairs are classified under the Residential Tenancies Act 1999 as any of the following:

- ✓ Burst water service (please turn the water off at the mains)
- ✓ Blocked or broken toilet system
- ✓ Serious roof leak
- ✓ Dangerous electrical fault (electric shocks or sparks visible)

- ✓ Flooding or serious flood damage
- ✓ Serious cyclone or fire damage
- ✓ Failure or breakdown of electricity, gas or water supply to the premises
- ✓ Stove not working
- ✓ Damage that threatens the security of the premises (e.g., broken front door)
- ✓ No hot water
- ✓ Any fault or damage that causes the premises to be unsafe or not secure

### Emergency Repairs during office hours

You can request an emergency repair or maintenance in the following ways:

- ✓ lodging an emergency request through our Maintenance app (some tenancies are connected to **Maintenance Manager** app and others to **Maintenance Pro**, your tenancy manager will provide details upon commencement of your lease)
- ✓ Calling Venture on 08 8981 9804

### After Hours Emergency Repairs

**Locksmith:** Darwin Lock & Key 08 8948 1966

**Glazier (Glass Repairs):** Easy Glass Services 08 8947 3279

**Electrician:** Jetstream Electrical 08 8984 3434

**Plumber:** John Day Plumbing 0438 894 758

### Repair Timeframes

**Emergency repairs:** within 4 hrs. of report.

**Urgent & priority repairs:** within 24 hrs. to 5 days of report.

**Non-urgent & routine repairs:** Within 21 days of report.

Once reported, our contractors will be in contact with you to arrange a time for the repairs to be completed. **It is essential that you respond as soon as possible.**

# FACTSHEET

## Tips for maintaining your home



All tenants have a right to live in a home that is well maintained. Venture Housing ensures regular maintenance of your home, so it is in the best condition possible on entry. There are also things you can do that will help make your time in one of our homes more enjoyable and problem free.

### Tenants are responsible for:

- ✓ Keeping the property clean
- ✓ Not causing any damage to the property
- ✓ Reporting maintenance problems early
- ✓ Keeping the property clean and free of household pests such as ants, bugs, spiders, cockroaches, wasps, mice and rats at all times
- ✓ Cleaning out gutters on single story dwellings, if physically able to
- ✓ Cleaning filters from gas heaters and air conditioners
- ✓ Replacing batteries in smoke alarms, if physically able to (chirping sound may indicate that the 9v battery requires replacement)
- ✓ Check air conditioning remote batteries for signs of corrosion caused by humidity

### Managing pests in your property

Most general household pests such as fleas, cockroaches, flying insects, mice and rats can be kept under control by developing good habits, such as:

- ✓ Keep all food stored away in sealed containers
- ✓ Use a garbage can with a tight lid
- ✓ Tie up garbage bags and empty bins frequently
- ✓ Frequent cleaning in the kitchen
- ✓ Regular vacuuming
- ✓ Clean up spills as soon as they occur
- ✓ Reduce / remove clutter in the home
- ✓ Report water leaks as soon as they are noticed

- ✓ Keep drains clean
- ✓ Keep an eye out for holes that may develop around baseboards and inside cupboards.
- ✓ Turn off external lights at night (when not in use)
- ✓ Keep fly screens in good condition (do not tamper with)
- ✓ Regularly examine the outside walls and eaves (do not allow wasps to establish a nest)

### Controlling mould growth

Mould is a common problem in the Top End during the wet season. Some moulds can cause health problems. They may smell musty and can grow virtually anywhere, indoors and outdoors, in and on materials such as food, furniture, fabrics, carpets, walls, paper, timber and plumbing. Controlling condensation, ventilation and temperature are the most effective ways to control mould.

- ✓ **Condensation** - Avoid conditions encouraging mould growth by using ventilation and fans.
- ✓ **Ventilation** - Reduce moisture and humidity levels by opening a window or door where possible to improve ventilation.
- ✓ **Reduce moisture** by using exhaust fans and opening windows in areas where water vapour is created such as kitchens, laundry areas and bathrooms. Use your air-conditioning on the dry setting.

### Blocked drains or toilets and leaking taps

These issues can cause water damage to walls, floors and ceilings and should be reported immediately to avoid costly repairs.

See our **Repairs and Maintenance Factsheet** for more information.



# FACTSHEET

## Home Visits and Property Inspections

### Inspections

During your tenancy, Venture Housing will carry out home visits to inspect your home to ensure it is being maintained, and to see how your tenancy is going.

It is a term of a Residential Tenancy Agreement that Venture Housing may only enter the premises in accordance with the Residential Tenancies Act 1999.

### Entry with consent

Venture Housing may, with the consent of a tenant given at or immediately before the time of entry, enter the premises or ancillary property between 7 am and 9 pm.

### Property Inspections

Generally, Venture Housing carries out inspections 3 to 6 weeks after you sign your tenancy agreement and move into your home. This is a follow up visit just to see how you are settling into your home and if there are any issues that need reporting.

Venture strongly encourages tenants to be home during the planned home visit so we can discuss the tenancy and any issues about your home, such as repairs with you. This helps us to effectively respond and act on anything that needs our attention.

- ✓ Venture Housing is allowed to inspect the premises up to four times within a twelve-month period, unless the tenant agrees otherwise or is otherwise ordered by the NT Civil and Administration Tribunal.
- ✓ Venture Housing must give seven (7) days' notice before an inspection is carried out (unless the tenant agrees otherwise).
- ✓ Venture Housing may arrange a follow up inspection to check that repairs have been carried out or to address any issues that have been identified in the previous inspection.

### Inspection by prospective tenants

Venture Housing may enter the premises for the purpose of showing the home to prospective tenants if the entry is made:

- ✓ between 7 am and 9 pm.
- ✓ during the 28 days before the termination of the agreement; and
- ✓ at a time of which a tenant has been given not less than 24 hours written or oral notice.

### Tenant to be present during Home Visits and inspections

Inspections of your home must be carried out in the presence of the tenant.

Unless:

- ✓ the tenant has refused, other than on reasonable grounds, to be present at the time specified for the inspection;
- ✓ the tenant has, in writing, waived the right to appear or to be represented at the inspection;
- ✓ the tenant is not at the premises at the time specified for inspection; or
- ✓ the entry is made in an emergency or if we have reasonable grounds to suspect that significant damage has been, is being, or is about to be, caused to the premises or ancillary property.

### Inspections without notice

Venture Housing may enter your home without notice:

- ✓ in an emergency; or
- ✓ if we have reasonable grounds to suspect that significant damage has been, is being, or is about to be, caused to the premises or to ancillary property

# FACTSHEET

## What happens at an inspection

### Inspection frequency

Venture Housing is allowed to inspect the premises up to four times within a twelve-month period, we must give 7 days' notice before an inspection is carried out.

### How to prepare

Many people don't know what is expected of them in a routine property inspection. Here are a few easy ways to prepare for your inspection. It is an important part of your Residential Tenancy Agreement to keep your home reasonably clean at all times.

### Regular Household Jobs

- ✓ Vacuum and mop floors
- ✓ Clean windows, screens, and doors
- ✓ Wipe off marks, fingerprints, drawing and scuff marks from walls and ceilings. Remove any cobwebs.
- ✓ Clean cupboards, shelves, doors, and drawers
- ✓ Tidy away or remove clutter

### Kitchen

- ✓ Clean stovetop drip trays, knobs and rims
- ✓ Clean inside and outside of oven/stove
- ✓ Wipe down benchtops, tiles or splash back

### Bathroom and Toilet

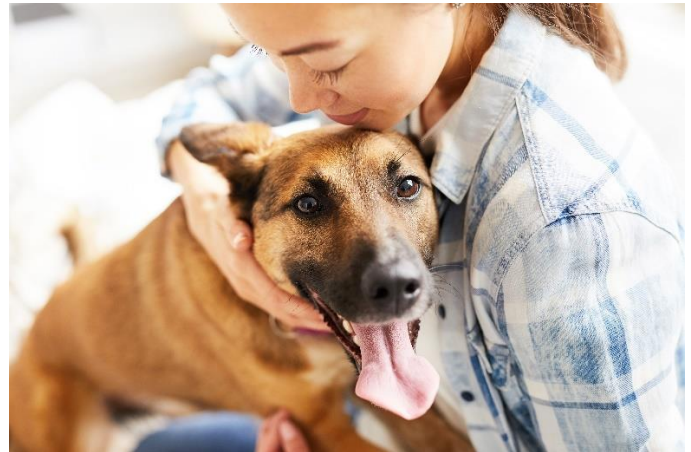
- ✓ Remove mould and soap residue from tiles, grout, ceilings, and walls
- ✓ Clean the shower and bath
- ✓ Clean around the vanity and basin
- ✓ Toilets should be clean inside and out
- ✓ Dust exhaust fans
- ✓ Clean mirrors with glass cleaner

### Outdoors

- ✓ Remove any rubbish from around the property
- ✓ Mow lawns and whipper snip edges
- ✓ Pick up any palm fronds

### Pets

Pets and their environment should be kept clean and hygienic and restrain pets, if necessary, during the inspection



### What you can expect from Venture staff during inspections

Our staff will be respectful, non-judgemental, and polite. We will respect your privacy and will not:

- ✓ Open any cupboard doors
- ✓ Move your furniture
- ✓ Touch your personal belongings.

We may ask you to move belongings if they are preventing safe access to rooms or areas that require inspection.

# FACTSHEET

## Living in your home

### Venture Housing allocation of responsibilities

The following information will help you to understand your responsibilities, and the landlord's responsibilities, when you live in your Venture Housing home. If your circumstances change and your property needs any modifications for you to live there, please contact Venture Housing prior to any modifications being made. Once approved we will contact you to arrange the next steps.

### Electricity, gas, phone & internet

- ✓ Tenants are to arrange their own connections for electricity, gas, phone and internet providers and are responsible for associated bills for these services

### Pets

Tenants that have companion animals are required to obtain permission prior to occupancy and will be asked to sign a pet agreement.

- ✓ Pets and their environment should be kept clean and hygienic
- ✓ Restrain pets if necessary, during home visits and inspections

### Insurance

- ✓ Your private goods **are not** insured by Venture Housing, we advise you take out contents' insurance for your goods

### Car parking – Unit complex

- ✓ Car parking spaces are given on a priority needs basis, i.e., disabled parking.
- ✓ In many cases only one car park space is provided per tenancy
- ✓ If parking spaces are not available any additional cars or visitors' cars must be parked off the property.

### Common areas

Most properties have shared areas. Please be considerate of your neighbours and treat common areas, such as footpaths,

driveways, mailboxes and grounds with care and respect. Rubbish or other items should not be left in common areas

### Rubbish/excess garbage

- ✓ Bins are provided but it is the tenant's responsibility to ensure rubbish is removed from your property
- ✓ If Venture Housing is required to intervene, for example under a notice from the council, the cost will be passed on to the tenant

### Gardens

Gardens need to be kept clean and tidy, lawns properly maintained, and rubbish should not be left outside.

### Noise & nuisance

- ✓ Be aware of distributing your neighbours with excessive noise both inside the property and in common areas
- ✓ Be responsible for your own conduct as well as the behaviour of visitors to your property
- ✓ Venture Housing does not tolerate harassment or discrimination by its tenants towards any individual or group

### Visitors

Your tenancy agreement specifies the number of people who can reside at the premises.

- ✓ Tenants may have overnight visitors
- ✓ Visitors may stay up to 12 days before you need to seek permission for an additional occupant to stay at the premises.
- ✓ If you allow other people to live at the premises without seeking permission and without paying rent, you are breaching your Tenancy Agreement with Venture Housing
- ✓ **You are responsible for the actions of your visitors to your property. This includes any noise and damage that they cause**



# FACTSHEET

## Being a Good Neighbour

Neighbours may be just as important and beneficial to your enjoyment and living experience as your new rental home. These tips could help you to get on well with your close neighbours.

### Just say hello!

One of the best ways to meet your neighbours is to make time to talk with them. Knowing your neighbours will help make living in your community more enjoyable.

- ✓ Why not introduce yourself to your neighbours after you move in. Saying “hello” when you run into one another is a great way to get to know your neighbours
- ✓ You may find you share things in common and you can also talk about issues to do with living in your community.

### Why not arrange a BBQ?

- ✓ Another great way to be a friendly neighbour is to organise a social event, such as a BBQ for everyone that lives in your building or neighbourhood.

### Your right to privacy

- ✓ It is also good to remember people do like their privacy and we should always respect that. It's important to recognise when it is ok to mind your own business

### Help each other

- ✓ Neighbours can be a big help to you. Asking them to keep an eye on your home while you are away, water the plants, feed pets etc. could help keep your home safe, secure and well cared for.
- ✓ You can help them out in return when they may be out or away. Or if a problem occurs, you may be able to let them

### Think about others

It's good to be considerate of other people, particularly when you're living in a shared housing complex.

- ✓ Noise from loud parties for example could disturb your neighbours, so if you know of a time when your neighbours may be affected by noise from your home let them know beforehand.
- ✓ Keep the noise to a minimum and finish at a reasonable hour. Also, remember you may have shared walls. Keep your outdoor/shared spaces clean, and don't use your space for anything dangerous or unpleasant.

### Help out

- ✓ You could consider occasionally doing a favour for your neighbour, e.g., help an elderly resident weed their garden
- ✓ Doing something generous for a neighbour will show them you are a considerate person, and when you need it, they may return the favour.

### Train your pets

Pets can be a great addition to your life but need prior approval with a pet agreement.

- ✓ A good way to ensure your neighbour likes your pet and will enjoy them being around is to train them not to be noisy and exercise them daily.

Taking the time to establish good terms with your neighbours can have many great benefits. Your neighbourhood will be friendlier, safer, and a nicer place to live.

# 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)

# FACTSHEET

## Safety and security tips

### Venture Housing cares about your safety and security during your tenancy with us.

- ✓ The following tips are provided to assist you to feel more secure and safe in your home

### Security Tips

- ✓ Locks are only effective if you use them properly. Please ensure that your property is safely locked whenever you are not home.
- ✓ Notify a neighbour or friend if you are absent from your property for a period of time.

### Windows and balcony safety

- ✓ There are several simple, commonsense steps you can take to reduce the risk of serious injuries or falls from open windows and balconies, particularly if you have small children, or are elderly or have mobility impairment.

Here are some simple suggestions to help keep kids safe

- ✓ Remember that fly screens are designed to keep insects out, not your kids in. They are simply not strong enough.
- ✓ Ensure window safety devices are engaged and secure to stop the window opening more than 12.5cm.
- ✓ Placing a wooden dowel in the window sliding channel can also help prevent unauthorised entry via an open window.
- ✓ Keep furniture away from windows and the edge of balconies to prevent children climbing up and falling off.
- ✓ Beware of light furniture that children can move around.

If you have any issues with window safety or effective operating of window devices, please report this to Venture Housing.

### Fire safety

Being prepared is the key to reducing the risk of fire occurring in your home. It is recommended that you have a safety checklist to help keep your home safe

For more information visit:

<https://www.pfes.nt.gov.au/fire-and-rescue-service/publications>

### Gas & Electricity

The Australian Gas Association recommends gas appliances and connections are serviced regularly by approved service agents. Things to be aware of are:

- ✓ Gas heaters have unobstructed ventilation
- ✓ There is no evidence of soot deposits
- ✓ A gas smell could indicate there is a gas leak
- ✓ Ensure all appliances are turned off after use
- ✓ Never leave an appliance on if you are absent from the property for even a short period.

### Emergency Services – Police, Fire, Ambulance, SES

Keep a list of the emergency services in your area in a handy location. If there is a fire, accident, or some other need for their services you can contact them quickly.

**Remember the Emergency number is: 000**

### After Hours Emergency Repairs

Please see refer to our **Repairs and Maintenance Factsheet** and our **After-Hours Policy** for the NT Residential Tenancies Act 1999 approved list of emergency repairs. Our authorised emergency contractors and their contact details are listed below:

**Locksmith:** Darwin Lock & Key 08 8948 1966

**Glazier (Glass Repairs):** Easy Glass Services 08 8947 3279

**Electrician:** Jetstream Electrical 08 8984 3434

**Plumber:** John Day Plumbing 0438 894 758

# FACTSHEET

## Visitors and additional occupants



### Visitors and Additional Occupants

Venture Housing knows that households change from time to time, for example, the birth of a child, a friend or family may want to come to visit and stay, or it may be a new partner. When these types of changes happen, it is important to let Venture Housing know. You can do this by:

- ✓ Calling your Tenancy and Engagement Officer
- ✓ Completing an **Additional Occupants Form**
- ✓ The tenant will need to ask for our approval before a change occurs, for example, if the tenant wants someone to move into their property (an additional occupant).

### Household changes that may occur:

- ✓ The number of people living in the home changes, for example, the birth of a child or someone moving into or out of the home.
- ✓ Anyone that stays regularly in a tenant's home, for example, a partner or friends.
- ✓ Anyone who is temporarily staying for longer than 14 days in any 28-day period, you must seek approval and let us know.

### Visitors Staying

You can have visitors stay with you, but the time is limited to 14 days in a 28-day period. This does not change the household details of the tenant. However, if the visitor wants to stay for longer than 14 days, **Venture Housing must be informed**. The tenant needs to apply to Venture Housing for an extension of the visit time. Visitors do not need to pay rent if they are staying for short periods. However, the tenant is responsible for their visitor's behaviour.

### Additional Occupants

If another person wants to live at the property and become an additional occupant, this changes the household details of the tenant. The tenant must first apply to Venture Housing for approval.

### Venture Housing may approve the application if:

- ✓ The tenant's rent account is up to date
- ✓ If the property is a social housing property, the visitor meets the criteria to live in social housing. They should not be an ineligible or unsatisfactory former public or community housing tenant and must not owe money to Venture Housing.
- ✓ Venture Housing believes the visitor will not cause overcrowding. You cannot apply for a transfer based on overcrowding due to the additional occupant
- ✓ The new household composition is suitable for the type of property, for example, senior/disability communities.
- ✓ There is no evidence the visitor has been the cause of nuisance and annoyance at this or any previous tenancy

### Income details of additional occupants

- ✓ If tenants want an additional occupant to stay at their property, the income details of the additional occupant must be provided to Venture Housing and validated.
- ✓ The tenant needs to submit a new Application for Rental Subsidy form, and if Venture Housing approves the application, then the rental subsidy will be re-calculated based on the new details.
- ✓ Tenants will be notified in writing about Venture Housing's decision within 14 days of receiving their application.
- ✓ If the application is declined, tenants may appeal the decision (see **Appeals Factsheet** or [policy](#)).
- ✓ If tenants do not apply in writing for approval to house an additional occupant, Venture Housing may cancel their rental subsidy until rectified.

# FACTSHEET

## Antisocial behaviour

Larrakia Nation runs a free call number for local Aboriginal people to get help directly, without going through the police. 1800 PATROL (1800 728 765)

As a social and affordable housing landlord, Venture Housing is responsible for ensuring our tenants and their neighbours feel safe and can live undisturbed and have quiet enjoyment in their homes.

### What is Antisocial Behaviour?

- ✓ Antisocial Behaviour may unreasonably disturb the peace, comfort, privacy or safety of other tenants or neighbours, or any other person living in the vicinity of the premises.
- ✓ It is behaviour that breaches the provisions of the Residential Tenancies Act 1999 (NT).
- ✓ This may include violence, harassment, criminal and illegal activities by tenants, other household occupants and visitors that cause deliberate or reckless damage to a Venture Housing property or place the safety of others at risk.

### Categories of Antisocial Behaviour

Venture Housing has defined antisocial behavior in the following three categories:

- 1. Significant antisocial behaviour** involves activities which disturbs the peace, comfort or privacy of other tenants or neighbours.
- 2. Serious antisocial behaviour** involves activities that severely disturb neighbours; place the safety or security of a tenant, other household members, neighbours or Venture Housing staff at risk; or cause damage to Venture Housing property
- 3. Severe illegal behaviour** which poses a risk to the safety or security of residents or property and may result in criminal charges and/or conviction, or significant damage to a Venture Housing property.

### Why is responding to Antisocial Behaviour important?

We want all tenants to feel safe in their homes and for your tenancy to be successful, so we will always act when antisocial behaviour is reported to us.

### You should report Antisocial Behaviour by:

- ✓ Calling the police and alerting them to the issue, ensure you ask for the PROMIS number and write it down so that you can provide it to us to follow up.
- ✓ Completing the online feedback form available at <https://venturehousing.org.au/contact-us> or by scanning the QR Code on this form.
- ✓ Contacting Venture Housing office Monday-Friday 8:30am-4pm
- ✓ Email us [feedback@venturehousing.org.au](mailto:feedback@venturehousing.org.au)

### What happens when a complaint is received?

If Venture Housing receives a complaint relating to antisocial behaviour, Venture Housing will investigate the matter immediately as follows:

- ✓ Venture Housing may contact the complainant to gather evidence of the claims being made and may speak with other witnesses and agencies, including NT Police.
- ✓ The tenant or visitor accused of the antisocial behaviour will be provided the opportunity to reply to the allegations made against them and Venture Housing will determine whether the complaint is substantiated, based on the investigation and evidence provided
- ✓ Venture Housing will then respond to both the complainant and the accused tenant notifying them of the action Venture Housing has taken
- ✓ In all instances, Venture Housing will work to ensure that mitigating factors, such as mental health and domestic and family violence or any other social factors are considered in dealing with antisocial behaviour.



# FACTSHEET

## Antisocial behaviour and tenant rights



As a social and affordable housing landlord, Venture Housing is responsible for ensuring our tenants and their neighbours feel safe and can live undisturbed and have quiet enjoyment in their homes.

### How do I report Antisocial Behaviour and what will I need to provide?

You can report Antisocial Behaviour by:

- ✓ Calling the police and alerting them to the issue, ensure you ask for the PROMIS number and write it down so that you can provide it to us to follow up.
- ✓ Completing the online feedback form available at <https://venturehousing.org.au/contact-us> or by scanning the QR Code on this form.
- ✓ Contacting your Tenancy and Engagement Officer (business hours)
- ✓ Contacting Venture Housing office Monday-Friday 8:30am-4pm
- ✓ Email us [feedback@venturehousing.org.au](mailto:feedback@venturehousing.org.au)

### What can a Tenant do if a complaint is received about them?

You should:

- ✓ Cease any antisocial behaviour immediately
- ✓ Contact Venture Housing immediately
- ✓ Follow the directions set out in the letter you have received
- ✓ Attend any scheduled meetings with Venture Housing
- ✓ Provide any evidence to Venture Housing

Venture Housing can assist in referring you to support. Accessing support may assist you to meet your tenancy obligations and reduce the risk to your tenancy.

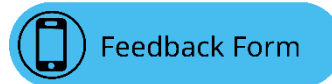
### Where can you get Independent and free advice?

**Darwin Community Legal Services** operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 to access free legal information or to make a telephone or face-to-face appointment with one of their tenancy lawyers.

**North Australian Aboriginal Justice Agency** Toll free on 1800 898 251

### Are all your questions answered?

If all your questions have not been answered contact Venture Housing on (08) 8981 9804



# FACTSHEET

## Timeframes for repairs

### Emergency (made safe within 4 hours, repaired within 24hours)

Maintenance issues that cause a risk of imminent danger such as:

- ✓ Exposed electrical wires and no power to property
- ✓ Sewerage overflowing or sewer choke to toilet, major water leak
- ✓ Blocked toilet if it is the only toilet in the property
- ✓ Unable to secure premises (generally large broken windows or doors)
- ✓ Exposed asbestos, gas leak
- ✓ Serious storm damage such as flooding and fire damage
- ✓ A major roof leak has occurred
- ✓ Fire alarm
- ✓ No water or electricity to the premise that is not related to power and water

### Urgent (24 hrs to 72 hours)

Maintenance issues that create a significant loss of amenity to the property and may create health issues or further damage:

- ✓ No hot water
- ✓ No cooking facilities
- ✓ Water in electrical power sockets
- ✓ Roof leak

### Normal repairs (within 21 days)

Maintenance issues that casue a significant inconvenience.

Maintenance issues that are non-urgent and routine in nature such as:

- ✓ Non-urgent work where maintenance is planned between Tenant, the Asset team and Contractor.

- ✓ Some routine matters include adjusting of doors and windows.
- ✓ Leaking taps
- ✓ Broken lights
- ✓ Running toilet
- ✓ Leaking irrigation system

### Cost of repairs

#### Venture Housing responsibilities

- ✓ Venture is responsible for maintaining your property where the repair work needed is a result of fair wear and tear which happens during the everyday use of the property.
- ✓ Damage that is the result of a crime will be claimed through Venture's property insurance, provided you report it to the Police and give us the Police Report Number

#### Your Responsibilities

- ✓ You will be responsible for the cost incurred in replacing light globes, cleaning air conditioner filters and for the pest control.
- ✓ You will be also responsible for the call out fee of a contractor who cannot access your property to carry out repairs at the agreed and scheduled time.
- ✓ You will be responsible for repairs to the property that are caused by neglect, misuse, accidental, or willful damage. This includes pets but does not include damage caused by an act of domestic violence

#### Pests

- ✓ Venture will ensure your property is pest free when you move in, and it is your responsibility to keep it pest and vermin free during your tenancy
- ✓ We can arrange a contractor at your expense

# FACTSHEET

## Complaints



Make a Complaint

### We listen, we take action

At Venture, we appreciate the efforts our customers go-to to 'have their say' and we delight in being able to demonstrate our responsiveness to the customer voice. The feedback we receive from customers and stakeholders is used to inform future strategies and service improvements.

### Complaints

Venture is committed to providing quality housing services including those services delivered by our contractors, if you have a question or concern about the quality of our service, please let us know so we can continue to make valuable improvements.

- ✓ We encourage you to give us the opportunity to resolve your problem first off by talking to our staff by phone or in person at one of our offices.
- ✓ If you are still unsatisfied with the outcome, please lodge a complaint

### What is a complaint?

A complaint is when a tenant or applicant is dissatisfied with the service provided by Venture Housing.

- ✓ Neighbour issues such as nuisance and annoyance where you have reported to Venture Housing about a neighbour causing nuisance and annoyance and you are dissatisfied with our response
- ✓ You believe a staff member has been unprofessional or rude either at our office or at your home
- ✓ You think Venture Housing has done something wrong
- ✓ You are not satisfied with one of Venture's policies
- ✓ You feel Venture Housing has treated you unfairly
- ✓ You have requested a repair and it was not completed in the agreed time

### How to lodge a complaint about our service:

If you would like to make a complaint you can:

- ✓ scan the **QR Code** at the top of this Factsheet to access our online form
- ✓ Email [feedback@venturehousing.org.au](mailto:feedback@venturehousing.org.au)
- ✓ Phone 08 8981 9804 during office hours.
- ✓ Visit our website for more information at <https://venturehousing.org.au/contact-us>

### Response and investigation

**Response:** You will receive an acknowledgement from Venture Housing within two business days of Venture receiving your complaint.

**Investigation:** Your complaint will be investigated by a senior staff member who will be in contact with you. Please refer to our [Complaints Policy](#) for more information.

### Our commitment

Venture Housing is committed to handling complaints fairly. All complaints are confidential and will not affect your housing. If you are not happy with the way your complaint was dealt with through the complaint handling process, you may appeal the decision. Please refer to our **Appeals Factsheet**.

### Support with a complaint:

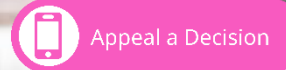
**Darwin Community Legal Services** operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 for free advice or to make appointment with one of their tenancy lawyers.

A complaint can be made to the **NDIS Commission** by:

- ✓ Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- ✓ [National Relay Service](#) and ask for 1800 035 544.
- ✓ Completing a [complaint contact form](#).

# FACTSHEET

## Appeals



If tenants and applicants are not satisfied with Venture Housing's decisions about something that affects their tenancy, they have the right to make an appeal. An appeal is a formal review process that checks if Venture Housing's decision was right or wrong.

### Venture Housing will listen to your concerns

If you think we have made the wrong decision, you should first talk to the Venture Housing staff member who made the decision. You may also talk to an alternative staff member who will listen to your concerns.

If you are still not comfortable or satisfied with the decision, you can lodge an Appeal to have the decision further reviewed.

### Venture Housing cannot review some decisions

Some decisions cannot be reviewed or appealed, for example;

- ✓ Repairs, maintenance, and lease issues, where an order has been made under the NT Civil & Administrative Tribunal (NTCAT).
- ✓ Most decisions that were made more than 3 months ago
- ✓ Where legal action has been taken
- ✓ Decisions to increase or decrease rents

For more advice contact your Tenancy and Engagement Officer.

### How to lodge an appeal

You should make an appeal as soon as possible after the original decision was made. Generally, appeals must be made within three (3) months of the original decision. Appeals can be lodged by phone, email, via our online form on the website or letter. You can access the online form by scanning the QR code above. Please ensure you include any relevant information or documents that may assist us.

### Venture's response to an appeal

Venture will acknowledge appeals within 3 business days of receipt. The process of reviewing, investigating, and responding to the appeal may take up to 21 days. If a delay is likely to occur, Venture will contact you to explain the reasons for this and set an expected timeframe for a response to your appeal.

Once we have assessed an appeal, we will respond to the person who made the appeal in writing to advise of the outcome. This correspondence will include our considerations during the investigation and advise our reasoning for our decision.

### If you are not happy with the outcome, or would like assistance to lodge an appeal

**Darwin Community Legal Services** operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 to access free legal information or to make a telephone or face-to-face appointment with one of their tenancy lawyers.

Please refer to our [Appeals Policy](#) for more information.

# FACTSHEET

## End of tenancy responsibilities

### Notice to Vacate

You must provide written notice of your intention to vacate your home, you can do so by scanning the QR Code



 VACATE

The following information has been provided to assist you when vacating the property, you have been renting through Venture Housing.

### Pre-vacate inspections

A pre-vacate inspection will take place a few days prior to your formal vacating date. This will provide Venture and you the opportunity to have a conversation and go through the property condition report. This ensures that you are aware of your obligations before vacating the tenancy, e.g., cleaning, removal of rubbish, and also gives you the opportunity to fix any minor repairs before the final inspection. Venture can also start to make arrangements for any significant repairs to be rectified before new tenants move in.

### Final inspection

The final inspection will usually be undertaken once you have removed all belongings and have returned the keys. Any keys given to friends or relatives should also be returned to Venture. Rent will continue to be charged until all keys have been returned to Venture Housing. You have a right to attend the final inspection

### We ask that before the final inspection you;

- ✓ Venture Housing has your new forwarding address, email and phone number
- ✓ Pay your rent until the vacating date
- ✓ Clear all outstanding charges on your rental, and non-rent accounts
- ✓ Return all keys relating to the property to Venture Housing, including letterbox keys
- ✓ Arrange disconnection of the telephone, and power supply.
- ✓ Re-direct all mail to your new address
- ✓ Check your original condition report so that you can check what is recorded. You should leave your home in the same or better condition, less wear and tear.

### Attending to the following matters prior to our inspection will ensure we can finalise your tenancy without delay

- ✓ Remove all furniture and personal items from the property
- ✓ The property is to be thoroughly cleaned
- ✓ All ceiling fans and air conditioning filters must be cleaned.
- ✓ All floor areas are to be vacuumed; wet or tiled areas mopped.
- ✓ Clean all cupboards, shelves, drawers, and benches.
- ✓ Walls and doors to be cleaned of all marks
- ✓ Stove top, grill, oven, and any exhaust fans to be cleaned and free of all grease
- ✓ Windows, sills, door tracks and flyscreens to be cleaned inside and outside where possible
- ✓ Furniture, window coverings or other items included with the property at the time of tenancy commenced are to be returned to the original positions
- ✓ Clean venetian blinds
- ✓ All garbage, bottles, and rubbish to be removed from the premises
- ✓ Garages or storerooms to be cleaned, free of cobwebs and grease marks removed from car space/flooring.
- ✓ All mould and soap scum removed from the bathroom tiles and grouting. Ceiling mould must also be removed.
- ✓ Toilet bowl must be cleaned (inside and out) and bathroom floors must be mopped.
- ✓ Lawns and edges trimmed, and gardens weeded.

# FACTSHEET

## Vacating your home tips

### Notice to Vacate

You must provide written notice of your intention to vacate your home, you can do so by scanning the QR Code



 VACATE

The check list below will assist you in vacating your property, some of these may not apply to you.

Once you have informed us of your intention to vacate the property in writing, Venture Housing will let you know the time and date of the **Pre-Vacate Inspection**. **We strongly encourage that you are present for this inspection.** During this inspection we will advise you of any issues that need to be remedied prior to the final inspection. Once you have vacated, we will complete a **Final Inspection** which we also invite you to attend.

### Your responsibilities

It is your duty as the outgoing tenant to ensure that the property is returned to Venture Housing in the same condition as at the start of your tenancy, except for fair wear and tear. Failure to clean the premises properly can result in costs to you, and if applicable, deductions from your bond.

Should the condition of the property not meet the standard required, including fair wear and tear at final inspection, Venture will engage professional cleaners/trades where appropriate, and you will be required to pay any costs for cleaning and maintenance that are considered the tenants responsibility. We have an Appeals process should you wish to appeal a decision, refer to the **Appeals Factsheet**.

### Vacating checklist



Disconnect telephone and internet services



Disconnect electricity, gas and Foxtel



Redirect your mail and supply us with a forwarding address



Return all keys to Venture Housing including all the letterbox keys



Pay rent up until the vacating date, and any outstanding payments. Rent is charged up until all keys are handed back to the office.



Cancel Centrepay/direct debit rental payments



If you have had a pet living in the premises, you may need to have the property sprayed for fleas.



Clean windows or arrange a window cleaner



Clean fans and air conditioning filters



Mow the garden, whipper snip and remove all rubbish



Generally, tenants are expected to replace light globes during their tenancy, exceptions to this are if lights have specific fittings that require trades to install globes, or if the tenant cannot safely complete this task.

# Services we offer



Guided by our five strategic pillars, Venture is building futures through affordable housing and providing tenants with the stability and confidence to invest in their communities and play their part in the social and economic fabric of the NT.

## Homes we provide

Venture Housing has a range of housing options for eligible low to moderate income earners in the Northern Territory. We offer quality housing below market rent for medium to longer term needs.

- ✓ Social Housing
- ✓ Specialist Disability Accommodation
- ✓ Affordable Housing
- ✓ Management of Affordable homes for private investors

## Rent Choice

'Rent Choice' is a rental subsidy scheme specifically designed to support Key Workers in the Darwin, Palmerston, Katherine, Tennant Creek, and Alice Springs areas to source their properties in the private rental market.

<https://venturehousing.org.au/rent-choice/about-rent-choice>

## Partnering for impact

Venture Housing works together with our service provider partners to provide a range of services and supports for tenants to achieve their aspirations and maintain homes they can be proud of. Our extensive Integrated Service Delivery model enables us to facilitate and coordinate tailored, person-centred support services.

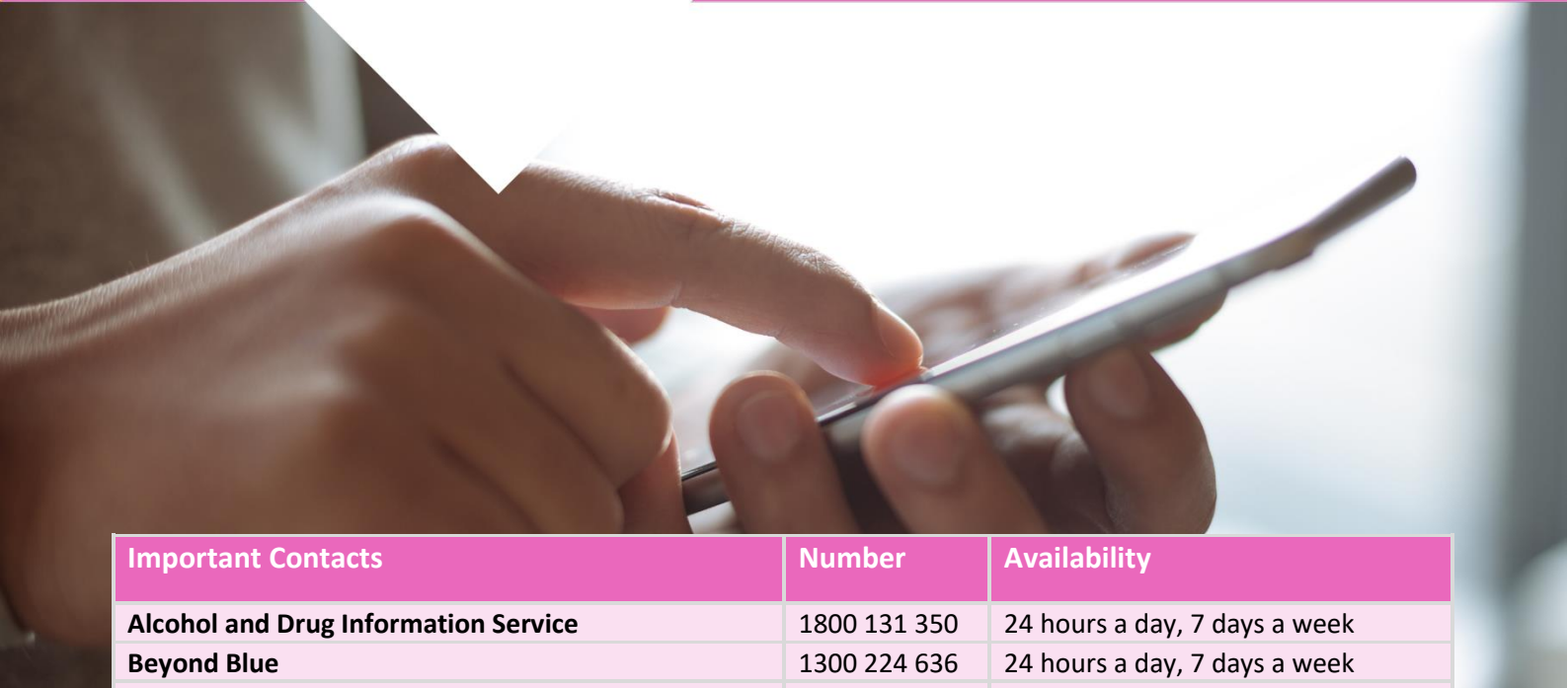
## We can provide referrals or connections to:

- ✓ Mental Health supports
- ✓ Aged Care
- ✓ Disability supports
- ✓ Meals on wheels
- ✓ FoodBank NT
- ✓ Youth support services
- ✓ Alcohol and Drug
- ✓ Social groups
- ✓ Interpreting services
- ✓ Domestic and Family Violence services
- ✓ Counselling
- ✓ Tenant advice
- ✓ Legal and advocacy services
- ✓ Financial services
- ✓ Child and family services

## Our partner GTNT assists us to create Tenant pathways to:

- ✓ Training & Apprenticeships
- ✓ Work Placements
- ✓ Employment Opportunities

# Useful contacts



Important Contacts	Number	Availability
<b>Alcohol and Drug Information Service</b>	1800 131 350	24 hours a day, 7 days a week
<b>Beyond Blue</b>	1300 224 636	24 hours a day, 7 days a week
<b>Centrelink Disability, sickness and carers line</b>	132 717	Monday to Friday 8 am to 5 pm
<b>Centrelink Employment Services Line</b>	132 850	Monday to Friday 8 am to 5 pm
<b>Centrelink Families Line</b>	136 150	Monday to Friday 8 am to 8 pm
<b>Centrelink Indigenous Call Centre</b>	1800 136 380	Monday to Friday 8 am to 5 pm
<b>Centrelink Indigenous Debt Recovery Line</b>	1800 138 193	Monday to Friday 9 am to 5 pm
<b>Centrelink Multilingual Phone Service</b>	131 202	Monday to Friday 8 am to 5 pm
<b>Centrelink Older Australians Line</b>	132 300	Monday to Friday 8 am to 5 pm
<b>Child Protection Hotline</b>	1800 700 250	24 hours a day, 7 days a week
<b>Family Drug Support Australia</b>	1300 368 186	24 hours a day, 7 days a week
<b>Health Direct Australia</b>	1800 022 222	24 hours a day, 7 days a week
<b>Interpreting &amp; Translating Service NT</b>	1800 676 254	
<b>Kids helpline</b>	1800 551 800	24 hours a day, 7 days a week
<b>Lifeline Australia</b>	131 114	24 hours a day, 7 days a week
<b>MensLine Australia</b>	1300 789 978	24 hours a day, 7 days a week
<b>National Sexual Assault, Domestic Family Violence Counselling Service (1800RESPECT)</b>	1800 737 732	24 hours a day, 7 days a week
<b>NDIS Quality &amp; Safeguards Commission</b>	1800 035 544	24 hours a day, 7 days a week
<b>NT Mental Health Line</b>	1800 682 288	24 hours a day, 7 days a week
<b>Parentline</b>	1300 301 300	24 hours a day, 7 days a week
<b>Poisons Information Centre</b>	131 126	24 hours a day, 7 days a week
<b>Police Assistance Line</b>	131 444	24 hours a day, 7 days a week
<b>Police, Fire and Ambulance</b>	000	24 hours a day, 7 days a week
<b>Royal Darwin Hospital Emergency</b>	08 8920 6200	24 hours a day, 7 days a week
<b>Services Australia youth and students' line</b>	132 490	Monday to Friday 8 am to 5 pm
<b>Victims of Crime NT</b>	1800 672 242	24 hours a day, 7 days a week