

Complaints and Feedback

SHAC welcomes feedback, including positive **feedback**, compliments, improvements, suggestions, **complaints**, or neighbourhood complaints. SHAC is committed to dealing with matters in a fair, positive, support and constructive matter, with confidentiality maintained throughout the process. Making a complaint will not impact upon you receiving a service from us. All feedback will help to improve the quality of the service we provide.

Feedback and complaints can be given:

- In person to any SHAC employee
- In writing to Attention: Management, Shelter Housing Action Cairns. PO BOX 847 Cairns, 4870 QLD
- Via email to executiveofficer@shac.org.au
- Via phone on 07 4080 7400
- Online at <https://www.shac.org.au/feedback>
- Online at Survey Monkey (ask your worker for details)

You can also ask for a Client Complaints Form to help address your complaint. If you have a complaint:

- Attempt to resolve the matter with the person concerned;
- If it remains unresolved with the person, you can ask to speak to SHAC Management about your complaint;
- If you are not satisfied or you prefer, you can lodge a written complaint to SHAC; and
- In the event of an unsatisfactory outcome internally with SHAC, the client may request external mediation.

07 4080 7400

3 Brisbane Street, Parramatta Park QLD 4870

PO Box 847, Cairns QLD 4870

admin@shac.org.au

www.shac.org.au



shac



TENANCY INFORMATION



3 Brisbane Street, Parramatta Park | PO Box 847, Cairns Q 4870
P: 07 4080 7400 | E: admin@shac.org.au

WELCOME

We welcome you as a tenant managed by Shelter Housing Action Cairns (SHAC). Here is some important information to give you an understanding of our organisation and to answer some regularly asked questions.

Electricity Connection

It is the tenant's responsibility to contact Ergon Energy on the phone by calling 13 10 46 to connect the electricity in your name.



Gas Connection

If there is a gas stove, gas hot plates or gas hot water service you will need to telephone Origin Energy on 132 462 to have the gas put in to your name.

Rent

Always ensure your rent is paid two weeks in advance as per the terms of your tenancy agreement. Payment plans can be set up for this to occur.



Rent Arrears

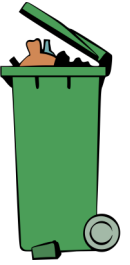
Tenants who are eight days or more in arrears will be issued with a Notice to Remedy Breach unless they have notified SHAC and have a payment plan in place. If you do not remedy the breach or sign an agreement to pay the arrears you will be issued with a Notice to Leave. You will also be issued with a Notice to Leave if you make an agreement to pay your arrears and do not keep to it.

Rent Reviews

Every six months you will be sent a letter asking you to provide information about the people living at the property and details of your income. This information is required to complete a rent review. If you do not provide the income information when requested then your rent will increase to market rent. A rent review will occur, and your rent may increase, decrease or stay the same depending on the outcome of the review.

Bins / Rubbish

It is each tenant's responsibility to take the bin out every week, retrieve it and keep the bin cleaned. All large items of rubbish must be removed by the tenant. To find out when your day for bin collection is, please visit the council's website on <https://www.cairns.qld.gov.au/water-waste-roads/waste/bin-collection>



Safety

The emergency contact number for Fire, Ambulance and Police is: **000**. Post emergency telephone numbers on or near the telephone.



- Keep matches out of reach of children
- Don't smoke in bed
- Allow plenty of space around heaters
- Do not run too many electric appliances from one power socket
- Never leave hot oil or pots on the stove unattended
- Make and practise a fire escape plan with at least two ways out, and arrange a safe meeting place outside.

Personal Details

If you change your phone number please advise SHAC office as soon as possible. It is important that we are able to keep in contact with you, and you in contact with us.



SHAC Office Hours

Monday 9am - 5pm
Tuesday 9am - 5pm
Wednesday 9am - 5pm
Thursday 9am - 5pm
Friday 9am - 5pm
Saturday CLOSED
Sunday CLOSED



Caring for Your Property

Please ensure the house and yard is in a clean and tidy state. This means:

- All vinyl and tile floors swept and mopped
- Carpets vacuumed
- All skirting boards cleaned
- Walls and doors spot cleaned to remove mud and other stains
- Spider webs removed from ceilings, walls and doors – both the interior and exterior of the house
- All windows and inside the window tracks washed
- Stove top and oven cleaned regularly. Don't forget to clean behind the stove
- All sinks in kitchen and bathroom and shower/bath scrubbed
- Toilet scrubbed inside and outside – in the bowl, under the rim, the toilet seat, at the back and under the toilet – use bleach or another toilet cleaner
- All surfaces including cupboard doors and light switches wiped for dust and mildew
- Tiles in shower/bath sprayed with an Exit Mould spray or Bleach to remove black mildew stains
- Fans wiped to remove dust and prevent rust forming
- Light fittings cleaned
- Windows and screens cleaned – including window tracks
- Carports swept out. If your car leaks oil, place cardboard under the vehicle so the oil doesn't stain the carport
- Lawns mowed, edges cleared, gardens weeded, bushes and shrubs trimmed
- Rubbish from inside house and around the yard removed regularly

Contact the office if you are unsure of the correct cleaning products to use in a situation. Using the wrong cleaning product e.g. bleach and abrasive cleaners can cause damage to carpets, curtains and fibreglass surfaces.



Parking

Vehicles are to be parked in the carport/garage or driveway and not on the lawns, footpaths, garden areas or common areas. Ensure your visitor's vehicles do not block other tenants or neighbours' parking areas and driveways.



Unregistered vehicles are not to be kept on the property. Spray painting of vehicles is prohibited at any property. Any oil leaks onto concrete driveways or parking spaces from vehicles must be cleaned by the vehicle owner.

Changes in Household Members

If the number of people, names, or income of household members changes, you must tell SHAC. The rent is based on your income and the income of everyone who lives with you, therefore any changes may affect your rent.



Visitors

If a visitor is going to stay for longer than two weeks please discuss details with SHAC. A visitor can stay with you for 4 weeks without affecting your rent. After 4 weeks, the income of the additional person/s may be included to calculate a new rent. If another person moves in you may be breaking the terms of your tenancy agreement.

Pets

Pets are allowed only if SHAC has agreed to them and it is written in your tenancy agreement. A pet application form must be filled out. If pets have been allowed, a professional flea treatment must be carried out and paid for by you when you vacate the premises.



If your tenancy agreement states NO PETS, that is what it means. **Having a pet in this case is a breach of your tenancy agreement** and you will be asked to remedy the breach by removing the pet from the property.

Entry Condition Report

You need to complete the entry condition report as a record of the start of this tenancy and then return one signed copy to the SHAC office **within 3 working days**. Read the instructions on the entry condition report for more details.

Property Inspections

We will inspect the property regularly throughout your tenancy (not more than once every 3 months). You will be notified with an Entry Notice (Form 9) at least 7 days before a general inspection. The Department of Housing and Public Works also do an inspection of the property annually.



Repairs and Maintenance

Please report any damage or faults quickly, so maintenance/repairs can be organised by a professional tradesman. **If you or your guests have caused the damage then you are responsible for the cost of the repair.** We can arrange to have the repair done and you can pay off the account by instalments.



Emergency Repairs

If a problem that is dangerous or health threatening occurs when SHAC cannot be reached or after office hours, **leave a message on our office telephone message bank and then contact the plumber or electrician nominated in your tenancy agreement.** Emergency repairs means work needed to repair any of the following:

- burst water pipe or hot water system
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- serious flooding damage
- fault or damage likely to injure a person or damage property



Decorating and/or changing the Property

Tenants **cannot** make changes to the property without written permission from SHAC. This includes shelving, painting and air conditioners.



You are also required to get written consent for hooks placed on walls, ceilings or doors. If you would like to make some changes to your property contact SHAC before you start.

The Residential Tenancies and Rooming Accommodation Act 2008 states that if you make changes without written permission then you either remove the items so that the property is in its original state or if it is an improvement to the property then upon agreement with the landlord the additions may remain in place when you leave.

Hot Water System

The hot water system has a release valve easing gear. This little gear, found on the side of the system needs to be released at least once every 4-6 months. For health and safety reasons it is recommended the hot water system should not be turned off.

Creating a Disturbance

You and your neighbours are entitled to quiet enjoyment of your properties, and **you are responsible for your children and guest's behaviour, even in your absence. This includes loud noise, harassment and creating a disturbance.** A breach notice will be issued if you fail to provide peace and quiet enjoyment to your neighbours and further disturbances could place your tenancy at risk.



If there is a disturbance and you are concerned about it you should call **000 if it is an emergency or Cairns Police on 131 444** and then report the incident to SHAC during office hours so we can take any necessary action.