



ACCESS 2 PLACE HOUSING

Access 2 Place has the following Information Sheets which may be useful for Tenants. Some will be given out when a tenancy begins and any of these can be requested at any time. You can phone or email us to ask for the one you want (we can post or email it to you), or you can download it from our website any time you'd like - <https://access2place.com.au/tenants/>.

Scroll through, or click on an item below to go to the page.

Information Sheets & Forms

- [Info sheet - moving in](#)
- [Info sheet - rent & other payments \(Centrepay\)](#)
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 - [Good Neighbours Fact Sheet](#)
- [Info sheet - visitors & additional occupants](#)
- [Form - additional occupant request](#)
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- [Info sheet - tenancy advice & interpreting services](#)

Contact us

- call - (08) 8274 6300
- email - info@access2place.com.au
- web - <https://access2place.com.au/>
- visit or write - Ground Floor, 20 Greenhill Road, Wayville SA 5034



MOVING IN

WHEN YOU ACCEPT A PROPERTY WITH A2P

Signing a Tenancy Agreement

- After we offer you a property, and you say yes, we will write up a *Residential Tenancy Agreement* ('Agreement') between you and us.
- The Agreement is a legal document. It tells you and us what has to be done and what is not allowed, when you are living in an A2P house.
- All tenancies start at 6 months; we will extend this for a further 5 years if everything is going well. If things are not going well we will try to find ways to help you so you can stay on if you want to; instead of a 5 year extension we may give you another 6 or 12 months.

Paying Rent and Security Bond

- Before you move in we need you to pay the first 2 weeks' rent and a security bond.
- Your security bond is equal to 4 weeks' rent. SA Housing Trust might pay this for you and we can help you apply for this.
- A2P cannot hand over keys to the property until this rent and security bond is paid.

Contact Details

- We like to know how to contact you and some important people in your life – if that's OK with you.
- We will write down your phone number & email address so we can get in touch with you.
- If you have a support person or family member who helps you we would like to have their phone number too – just in case we need to get in touch with them.

Adaptations to the House

- If you need anything changed at the home please ask us first. This could be putting up pictures or installing a fan or anything like that.
- Please fill out the 'Property Alterations & Additions Form' so we can approve it in writing. For a copy of the form call us on 8274 6300, or go to our webpage www.access2place.com.au



ACCESS 2 PLACE HOUSING

Initial Property Inspection

- Before you move in, we will inspect the home and check for any damage or marks. We will give you a copy of this inspection when you move in.
- When you move in, please go through our inspection and check that what we have said matches what you can see. You may like to ask someone to help you – like a family member or support person. Please fill in your part of the form and send it back to us in the first 2 weeks. You are welcome to include extra photos or notes about what you find at the house, especially if it is different from what we have said – this is your report too.
- When you move out, we will use the same inspection to check the home for any damage or dirt. If you do move out, you will need to clean the house and try to make it like it was when you moved in.
- When someone lives in a house there will be a few things that happen to the home which are called general wear and tear (carpet won't look the same after someone has been living with it for 5 years, that isn't damage, just wear and tear). We do not mind if this happens and we will not take any money from your security bond for this. If there is lots of cleaning or repairs to do after you move out we may ask you to pay for this or we may take it out of your security bond.

UTILITIES

- You must arrange for the connection of utilities, we will not do this for you. This includes electricity, gas and telephone. You may want to ask someone to help with this like a family member or support person.
- It is best if you do this before you move in. If you can, try to do this about 5 days before you move in so there is time to get it done.
- We make sure there is water to the property and the bills will come to us. A few times each year we will send you a bill for the water you have used and you will need to pay that money to us.
- You may be able to get some money taken off your bills for water, electricity or gas. Check the Concessions SA website to apply <https://www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions>.



IN-HOME SUPPORT

- A2P is a housing provider only, we were set up specifically to offer a housing service not related to any other service.
- We do not provide any in-home support and we do not provide support coordination services.
- Tenants choose their own support coordinators and support providers, sometimes with help from their family or NDIS Coordinator/Planner to find a service which suits them best.
- A2P does not have arrangements with any provider to support our tenants in their homes.

Changing Supports:

- Living Alone - If you are the only tenant in your home, you can change supports if you'd like to, it does not affect your tenancy. Talk to your NDIS Coordinator/Planner about other options.
- Share Homes - If you share your home with other tenants and you are all supported by the same service, then you will probably all have to change together. The NDIS does not currently fund Participants to have different Supported Independent Living (SIL) providers working in the same home. If you and your house-mates agree on a new support provider, then it should be okay to change supports.

But if your housemates want to keep the support service, and you want to change supports, it may not be possible for you all to keep living together and receive support from different services.

- Cluster Setting - A cluster setting is where there are several homes close together and each tenant has their own property (e.g. apartment block), but all the tenants share the same support provider. This is sometimes how an NDIS Participant can have the support they need and live alone, if their funding is for shared supports. If you live in a cluster setting, you should be able to change supports, but there may be some NDIS funding arrangements to work around.

Please feel free to contact A2P to talk about this or ask your NDIS Support Coordinator or Plan Manager.

SMOKING

- No one is allowed to smoke in the home – this includes friends, family or any other visitor.

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ACCESS 2 PLACE HOUSING

RENT AND OTHER PAYMENTS

CALCULATING RENT

A2P is a Community Housing Provider. We set rents using the SA Housing Authority policy for Community Housing. This means that the rent our tenants pay is less than the Market Rate.

Income based rent

We calculate rent for each household, based on their income (like wages or Disability Support Pension). For most people the rent is 25% of income plus 100% of their Commonwealth Rent Assistance (from Centrelink). For a few people the rent is 74.9% of the Market Rate. We always charge the lower amount of these 2 options.

You can find out more about rent from our Rent Policy, or your Housing Officer. Please contact our office.

RENTAL PAYMENTS AND SECURITY BOND

All tenants must pay a security bond of at least four (4) weeks' rent and rent must always be paid two (2) weeks ahead.

How to pay your Rent

You can pay your rent via the Centrepay Rent Deduction scheme or by Direct Debit into A2P's bank account.

- Centrepay Rent Deduction scheme: if you are on a Centrelink benefit, your rent can be debited fortnightly from your account straight to A2P. Please see the 'Centrelink deduction & confirmation services' form for further information or contact our office for assistance.
- Direct Debit: please contact A2P for bank account details or check your lease for bank details.

WHAT IF I CANNOT PAY RENT ON TIME?

If you cannot pay your rent on time, please contact A2P and we will do our best to work with you to find a solution. We can help you set up a payment plan if you need to.



RENT REVIEWS

We will calculate the rent at least once each year. To make sure we charge the right amount of rent we will need information about your income. You may get a letter from us asking for evidence of your household income (like a Centrelink income statement or pay slips).

If you do not send us the documents we need your rent might be set at a higher rate (Market Rate). This is the highest amount of rent that can be charged for your home based on the value of the property.

You can sign a consent form to give Centrelink permission to give your income details to A2P and then we should not need you to send income details at rent review times because we can check it ourselves.

If your home is registered with the National Rental Affordability Scheme (NRAS) your rent will be reviewed annually on or around the anniversary of your move-in date.

WHAT IF I DON'T AGREE WITH A CHARGE?

You are welcome to question a decision, policy or process related to your tenancy. This can be done formally or informally. To start, we suggest contacting your Housing Officer to discuss the details. If you prefer, or if you are unhappy with the answer, you can request additional information; make a complaint; or lodge an appeal. For more information please visit our website or contact the office.

UTILITIES

Tenants are responsible for their own utilities, such as electricity, gas, internet and telephone. These are to be connected in the tenant's name; A2P does not set this up for you. We recommend you do this before moving in; if possible, contact your supplier at least 5 days before moving in.

Water to the property is the responsibility of A2P. The bills come to us and we then charge some of the amount back to you. Tenants pay for how much water they have used and for the water to get to the house ("supply"). A2P pays for sewerage.

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ACCESS 2 PLACE HOUSING

As a customer of **Access 2 Place Housing** we need to know and confirm some of your details held by the Australian Government Department of Human Services (the department).

We have been assessed and approved by the department to provide these services:

- Electronic Verification of Rent
- Centrelink Confirmation eServices
- Centrepay

In being approved for these services, we must comply with strict guidelines around who accesses the information and how the information is collected and stored.

Who is eligible to use these services?

Customers who are receiving Rent Assistance or paying rent using Centrepay can authorise us and the department to exchange information.

What services are available?

1. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which lets us send limited information about your rent to the department electronically.

This will save you having to personally complete a Rent Certificate or tell the department every time your rent amount changes.

There are still things you must tell Centrelink such as:

- if you change your address
- if your relationship status changes
- if you start or stop sharing your accommodation
- if you sell or purchase real estate

How does it work?

Each time there is a change in your rent amount, the new amount will be updated with the department electronically.

What details will we send to the department?

We will advise the department of:

- your Customer Reference Number, name, address, date of birth, relationship status
- the amount of rent you pay, and
- the date you started paying the rent amount.

Centrelink deduction and confirmation services

How will the information be used?

The information will be used by the department to assess your eligibility for and rate of Commonwealth Rent Assistance.

2. Centrelink Confirmation eServices (CCeS) - Income Confirmation

CCeS is an electronic service that allows you to authorise the department to provide or confirm your Centrelink details directly to/with us. This saves you having to obtain the details from Centrelink yourself to provide to us.

How does it work?

With your consent, the department will send your details to us electronically so we can assess your eligibility for services we provide.

What details will the department send to us through CCeS?

Only information that we need will be provided or confirmed by the department. This may include:

- name, address, concession card status, income, assets, shared care arrangements, partner status
- the type of pension or payment, and the amount and date paid
- amounts being deducted from your Centrelink payments (for example Child Support or Centrepay), and
- details of any other income you have told the department about.

What if some household members choose not to participate in CCeS, or don't receive Centrelink payments?

Household members who don't or can't authorise us to use CCeS will be required to provide proof of their income. This means if they receive a Centrelink payment they will need to request an income statement from Centrelink to provide to us. If they do not receive Centrelink payments, they will need to provide other details of their income, for example, wage slips.

It remains the applicant or tenant's responsibility to make sure income details of all household members are available when required.



ACCESS 2 PLACE HOUSING

How will the information be used?

The information will be used by us to assess your entitlement to services we provide such as reduced rent and ongoing eligibility for housing assistance based on our policy.

3. Centrepay

Centrepay is a voluntary, free and direct bill-paying service. You can choose to have your rent amount deducted from your Centrelink payments and paid directly to us.

Each fortnight the balance of your Centrelink payment is then paid into your nominated bank account as it would be normally.

How does it work?

Your Centrepay deduction can be set up in the following ways:

- Online: use your Centrelink online account via myGov
- Telephone: call the department on your regular payment number. You will be asked to give your consent.
- In person: visit a Service Centre

Once your deductions are set up, you may agree to allow **Access 2 Place Housing** to update your Centrepay deduction, if your rent amount changes.

What details are exchanged?

We will tell the department:

- to change your existing Centrepay deduction or target amount from time to time to ensure your housing payments are met, and
- of your correct account or billing number if required.

How will the information be used?

The information will be used to ensure the correct amount of rent is being deducted and paid.

Centrelink deduction and confirmation services

Why use these services?

- these are free services
- you will save time by not having to phone or pick up an income statement or Rent Certificate
- it is easy and convenient because we will contact the department on your behalf

What do I do if I want to stop one or all of the services?

You can cancel one or all of the services at any time by contacting us or the department:

- **Centrepay** - By cancelling your Centrepay deduction, you are removing your consent.
We cannot make a deduction unless you provide your consent. If you cancel your Centrepay deduction and still need to pay us rent, you will need to make alternative arrangements with us to pay your rent to ensure you don't fall behind.
- **CCeS or EVoR** - If you withdraw your consent for us to use CCeS or EVoR you will need to provide the information to us (that we would have received from the department electronically).

If you would like more information visit humanservices.gov.au



ACCESS 2 PLACE HOUSING

**Authorisation form
Multiple consent and authority**

Name _____

CRN _____

Date of birth _____

Address _____

You must clearly indicate each service you wish for this customer consent to be applied. Please circle and/or delete as appropriate.

<p>1. Electronic Verification of Rent (EVoR)</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Access 2 Place Housing to collect and use my current and future accommodation information and provide it to the Australian Government Department of Human Services (the department) for reassessment of my eligibility for Commonwealth Rent Assistance. <p>I understand that:</p> <ul style="list-style-type: none"> • the information collected and used by Access 2 Place Housing and provided to the department may include my Centrelink Customer Reference Number, Family Name, Given name, date of birth, address, household rent, individual rent, and relationship status. • every time Access 2 Place Housing provides information to the department, I will be advised in writing. • I must contact the department myself if: <ul style="list-style-type: none"> ○ I change my address ○ My relationship status changes ○ I start or stop sharing my accommodation with someone else ○ I purchase or sell any real estate • If I withdraw consent in relation to EVoR, I will be responsible for notifying the department of all future changes to my accommodation circumstances. 	<p>Yes or No</p>
<p>2. Centrelink Confirmation eServices - Income Confirmation</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Access 2 Place Housing to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details and concession card status in order to enable the business to determine if I qualify for a concession, rebate or service. • the Australian Government Department of Human Services (the department) to provide the results of that enquiry to Access 2 Place Housing. <p>I understand:</p> <ul style="list-style-type: none"> • the department will disclose personal information to Access 2 Place Housing including my name/address/concession card status/payment type/payment status/income/assets/one-off payment/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate to confirm my eligibility for accommodation. • I can get proof of my circumstances/details from the department and provide it to Access 2 Place Housing so that my eligibility for accommodation can be determined. • if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the accommodation provided by Access 2 Place Housing 	<p>Yes or No</p>



ACCESS 2 PLACE HOUSING

Authorisation form Multiple consent and authority

<p>3. Centrepay</p>	<p>I authorise:</p> <ul style="list-style-type: none"> The Australian Government Department of Human Services (the department) to make a Deduction of \$ _____ each fortnight from my Disability Support Pension and pay this amount to Access 2 Place Housing (555-108-689-H) for rent commencing from _____. <p>Optional</p> <p>I request that an additional deduction of \$ _____ (being for rental arrears) continue until _____ is reached. The amount will then reduce to my agreed ongoing rental deduction.</p> <p>I give permission for Access 2 Place Housing:</p> <ul style="list-style-type: none"> to disclose my information to the Department of Human Services for the purposes of checking my account, billing or reference number, and amount I want to pay, and reconciling my payment Deduction details to give the Department of Human Services my correct account, billing or reference number if required; and to change my rental deduction from time to time to ensure my housing payments are met, not including arrears payments unless I provide new authorisation to do so. <p>I understand that:</p> <ul style="list-style-type: none"> I can change or cancel my Deduction at any time and further information about Centrepay can be found online at humanservices.gov.au/centrepay, and If I fall behind in my rent Access 2 Place Housing cannot increase my Centrepay deduction to catch-up until I provide new authorisation. 	<p>Yes or No</p>
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I understand that:

- this consent, once signed, is effective for the service/s indicated, and only for the period that I am a Customer of **Access 2 Place Housing**.
- consent is ongoing, but may be withdrawn by me, at any time, by giving notice to **Access 2 Place Housing** or by contacting the department.
- Access 2 Place Housing** will maintain a record of my consent.

For more information visit humanservices.gov.au

Signature _____

Date _____

Name _____

If not tenant, name of person signing this form – must be Centrelink correspondence nominee, and proof of being nominee needs to be attached.



ACCESS 2 PLACE HOUSING

ARREARS

At Access 2 Place (A2P) we understand that sometimes people can find it hard to pay for rent or other bills and any of us can get behind with our payments – we call this ‘Arrears’. If you are having trouble paying your A2P bills, please get in touch as soon as you can, we would like to work with you to get back on track.

Preventing Arrears

Something many people choose to do is to set aside some money each week or fortnight on top of their rent. This means that when a bill comes in (e.g. water), there is already some money to pay towards it. If you use Centrepay to pay your rent it is very easy to increase the fortnightly payments and A2P can set aside your preferred amount to help cover water or maintenance bills. Please talk to your Housing Officer or our Finance Team to set this up. Unfortunately, we cannot help with other bills, but your electricity or phone provider may be able to set up something similar with you.

Timeframes

Rent must be paid in full, 14 days in advance. The person(s) listed on the tenancy agreement is responsible for the rent being paid in full and on time (if you have a guardian, they may do this for you). You can use Centrepay to “set and forget”, so the rent is paid automatically from your fortnightly Centrelink payments – we can help you set this up, please ask us about the Centrepay form.

Water or Damages costs must be paid in full within 7 days of the invoice date, or a payment plan agreed with A2P. Please pay this money to A2P not to SA Water or the maintenance contractor because we have already paid the bill and we are sending you an invoice so you can pay us back.

Paying off Arrears

If you do have arrears with A2P there are ways to pay it off. If you cannot pay in one go, you can pay off the debt over time, we call this a Payment Plan. A Payment Plan is an agreement between the tenant and A2P, it includes the payment amounts and when they will be paid – like \$20 per fortnight using Centrepay until the amount is paid.

We prefer the arrears to be paid automatically, using Centrepay or a set bank transfer.



ACCESS 2 PLACE HOUSING

Unpaid Arrears

Unfortunately, there are times when people do not pay the money they owe to A2P. If this happens we may have to ask the SA Civil and Administrative Tribunal (SACAT) to set an order to make sure the money is paid. In the worst cases we may end up asking SACAT to make an order for the tenant to move out, but only as a last resort – we will always try other options first.

More Help

Please speak to your Housing Officer or our Finance Team if you have any questions about arrears or payments.

Try one of these for more information or help:

- Uniting Care Wesley Bowden – 8245 7177 – <https://ucwb.org.au/financial-health/>
- National Debt Helpline – 1800 007 007 – <https://ndh.org.au>
- Concessions SA – 1800 307 758 – <https://www.sa.gov.au/topics/care-and-support/concessions/concession-finder>
- Money Smart - <https://moneysmart.gov.au/>
- services to help with households energy costs – <https://www.sa.gov.au/topics/energy-and-environment/energy-advice-and-education/services-for-households>
- Good Shepherd No Interest Loans – 13 64 57 – <https://goodshep.org.au/services/nils/>

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ACCESS 2 PLACE HOUSING

TENANTS' RIGHTS

As an Access 2 Place tenant you have the right to:

- quiet enjoyment of your home
- be treated with dignity and respect
- privacy, self-expression and security
- be represented by an advocate
- make choices about who you live with
- live in a safe and well-maintained home
- have visitors in your home
- make your own decisions about support providers
- make a complaint or appeal an A2P decision
- request a rent review if your household situation &/or income has changed
- have a person of your choice at home with you when we come to visit
- have an interpreter when communicating with A2P

For more information see your **Tenancy Agreement** or our **Tenancy Advice and Interpreting Services** page.

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RESPONSIBILITIES

TENANT RESPONSIBILITIES

- Your responsibilities as a Tenant are outlined in the Residential Tenancy Agreement ('Agreement') signed before moving into your Access 2 Place Housing (A2P) rental property. Your tenancy services are separate from your support services and it is your responsibility to maintain your service relationship with your support provider.
- If someone **damages** the property, you will be responsible for any charges payable to A2P. This includes damage caused by you, visitors, your support worker and/or support provider. Please tell us if there is any damage and we will work with you to take care of it.
- Tenants are responsible for keeping the **garden** neat and tidy throughout the duration of the tenancy. You may need to talk with your support provider about helping with this.
- It is the tenant's responsibility to dispose of **rubbish and recycling** from the house and garden. Please check with your local council about dates for rubbish collection and access to recycling and general waste bin services.

LANDLORD RESPONSIBILITIES

The responsibilities of the Landlord (Access 2 Place Housing) are to:

- Ensure the house is clean before the tenant moves in
- Pay for necessary repairs resulting from fair wear and tear to the property, as determined by A2P (refer to our Repairs & Maintenance sheet for more information)
- Provide appropriate notice to enter the tenant's premises (between 7 & 14 days' notice)
- Provide the tenant with receipts of all payments
- Provide the tenant with a copy of the lease signed Agreement
- Keep tenant details confidential
- Only request information that is relevant to a tenancy



PERSONAL SUPPORT AGENCY RESPONSIBILITIES (RELATIVE TO THE PROPERTY)

The responsibilities of a personal support agency, if one is in place, may include supporting you to meet your responsibilities as described in your Agreement. If you are unsure, please discuss this with your support provider.

INSURANCE

Building

Building insurance for the property is provided by Access 2 Place Housing.

Contents

Tenants are advised to arrange their own contents insurance. It is the tenant's choice and responsibility to organise contents insurance.

SMOKING

Smoking is not permitted in any Access 2 Place Housing property, by any person – tenant or visitor.

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REPAIRS/MAINTENANCE AND BREAKDOWNS

PAYMENT RESPONSIBILITIES

Repairs required as a result of **anything other than normal wear and tear** must be paid for by the tenant. This includes damage caused by someone visiting or working at the home.

Payment is to be made promptly as agreed with Access 2 Place Housing (A2P), this may include a payment plan to pay off the cost over time.

Examples of damage:

- Broken windows
- Blocked toilets
- Holes in walls

FAIR WEAR AND TEAR

Fair wear and tear means any deterioration of, or damage to, the property due to age and/or reasonable use of the property. Examples of fair wear and tear:

- Worn carpets
- Minor marks from wheelchairs
- Peeling paint

ITEMS NOT MAINTAINED BY THE LANDLORD

A2P is a charity and a not-for-profit organisation. This means there is a limit to what we can pay for. Please refer to your lease agreement to find out more about what landlords are not responsible for; or contact our office.

Examples of items not maintained by A2P:

- Tenants' appliances (washing machines, dryers)
- Items installed by tenants (air conditioner, dishwasher)
- Curtains or blinds



WHO CAN MAKE A REQUEST FOR MAINTENANCE AND REPAIR WORK?

If a work request is **not** urgent please send an email to maintenance@access2place.com.au or phone the office during business hours (Monday to Friday, 9.00am to 5.00pm) on 8274 6300. Please ensure that other people at the property know if a repair has been reported to A2P, this helps avoid multiple requests or confusion.

The person requesting the work must understand who will pay for the cost of the repairs and, where appropriate, have authorisation. You may be required to provide billing instructions when requesting work.

PRIORITISING REPAIR WORK

How quickly we complete repairs will depend on what work is needed and how it affects the household.

A2P response times are set by the Community Housing Maintenance Accommodation Standards (CHMAS). The following times for responsive maintenance are a guide only.

Priority	Response	Description	Urgency	*Examples (not exhaustive)
1	Work to commence within 4 hours after notification.	Any repair work that is urgent and immediately affects tenants' health, safety or security.	Urgent	Storm damage, fire damage, fallen tree, electrical faults, internal/confined area gas escapes, faulty main door locks/secure premises
2	Work to commence within 24 hours after notification.	Any repair work that is urgent but does not immediately affect tenants' health, safety or security.	Urgent	No light, no power, blocked sewer drains, repair/replacement of hot water units, leaking taps
3	Work to commence within 14 days or a longer reasonable period.	Non-emergency maintenance requests.	Non urgent	Any work not defined in Priority 1 or 2 section 3.43 of the CHMAS.

*For a full list of examples refer to the [Community Housing Maintenance Accommodation Standards](#).



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AFTER HOURS EMERGENCY REPAIRS

For all after-hours emergency repairs please call the office number (08) 8274 6300 and the phone will divert to the staff member on-call. Please use this only if you need **immediate** assistance and the work cannot wait for the next business day (see table above for examples). If you leave a message please state your **phone number** and any other details, so someone can call you back. If you do not leave a number it may not be possible to return your call.

CYCLICAL (ROUTINE) MAINTENANCE

A2P carries out general routine maintenance as part of its landlord responsibilities. This helps to keep things working properly, keep them safe and prevent them from breaking down. Depending on the item, we will arrange for checks to be done once or twice every year.

Examples of routine maintenance:

- Hot water units
- Smoke alarms
- Electrical safety

CONTRACTORS AND WORKERS

A2P has dedicated maintenance staff who work directly for us and carry out some of the work required. Some work is specialised (like plumbing) and A2P also has service relationships with contractors to carry out maintenance.

Staff or contractors will generally contact the tenant and arrange a suitable time to carry out the work.

All A2P staff and all external contractors have been cleared to work in A2P homes as required by the NDIS.

If you have any concerns or questions about contractors or about arranging times for maintenance to be completed, please call our office on (08) 8274 6300.

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PETS

CAN A TENANT HAVE A PET?

At Access 2 Place (A2P) we understand that a Tenant may like to have a pet at their home and we try to support this when we can. It is important to get permission from A2P before you get your pet so that you are not in breach of your tenancy. Having our approval helps to protect you (you will have written permission for the pet) and us (we know if there are animals in the home before we visit or send maintenance workers).

We want to find a way to say 'yes' when a Tenant asks permission for a pet, but sometimes we say 'no'. The sorts of things we have to think about when we make our decision include:

- Is the property suitable for the animal? (A unit with just a balcony won't be suitable for an active dog who needs space to run around.)
- Does the local council have any restrictions? (Most councils won't allow 20 turkeys even in a big yard, but 4 chickens may be allowed.)
- Will the pet be looked after? (If a Tenant isn't able to keep a rabbit hutch clean we would need to know who will do this – maybe a support worker or family member is happy to help.)
- How many other animals are already at the home? (2 cats may be OK, but if there are already 4 cats, 2 dogs, 6 chickens and a goat, the extra 2 cats may be too many animals.)

If you do have a pet, it is important to remember that you are responsible for any damage caused by the pet. You must also make sure that the pet is under adequate control or you may be in breach of your tenancy agreement. The Pet Agreement application form is on the back of this sheet, or you can apply from our website under the Tenants section – [Pet Agreement - Access 2 Place](#).

Pet Agreement



Address: _____

Tenant Name: _____

Best contact; email/phone: _____

Pet type: _____

Pet name: _____

Breed: _____

Gender: _____

Colour: _____

Age: _____

Registered: Yes No N/A

Desexed: Yes No N/A

Microchipped: Yes No N/A

Will the pet be inside the property? Yes No

Is the pet required for medical reasons? Yes No *(If yes, attach a letter from your Doctor)*

Do you have supporting confirmation from your Public Trustee or Guardian to confirm you are able to care for a pet? Yes No N/A I do not have a PT or Guardian *(If yes, please attach document)*

The tenant agrees and is required to:

- Provide care, feeding and supervision of their animal
- Do not leave the animal unattended for unreasonable periods
- Pay for damages caused by the animal
- Maintain the good health of the animal
- Ensure food and water does not attract any other animal or pests
- Keep the animal from being unnecessarily noisy or aggressive and causing any annoyance or discomfort to others, tenant will remedy immediately if any complaints are made to Access 2 Place
- Control the animal at all times
- Maintain flea and odour control
- Clean up and dispose of all waste promptly

The animal shall be maintained and properly licensed as required by local council.

Whenever the animal constitutes a threat to health and safety of other people, or otherwise creates a nuisance, which disturbs the rights, comfort, or quiet enjoyment, Access 2 Place may request the removal of the offending animal within (10) days.

This agreement applies only to the specific pet described in this agreement and no other pets may be added or substituted without written permission from Access 2 Place.

If at any stage the animal is neglected the appropriate local authority may be contacted to remove the animal.

By signing below, the tenant acknowledges they agree to comply with the terms of this agreement and will wait for Access 2 Place approval before bringing any animal to the property.

Tenant signature: _____

Date: _____

ACCESS 2 PLACE TO COMPLETE

Pet approved: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:
Name:	Signature:
Recorded on Chintaro: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:



PROPERTY INSPECTIONS

Access 2 Place Housing (A2P) will visit your home for an inspection at least 2 times each year. We will take some photos and we would like it if you could show us through. Please do not worry about our visits. We want to make sure you are happy in your home.

At our inspection we will check that the home is being looked after and see if there is any maintenance or other work which needs to be done.

Before we come we will write to you to say when we plan to visit, the letter will give at least 7 days' notice. If you want to change the time please call us on 8274 6300, or email us at info@access2place.com.au and we will work out a different time.

You are welcome to have someone else at home with you when we come for the inspection. If you will be out and want someone else to show us around for you that is fine, but we do like to meet with you at the home at least once each year.

These inspections are a part of the tenancy agreement between yourself and A2P. It is necessary for us to visit and check the house. If we cannot visit the home after we have tried several times we may ask for a ruling from the South Australian Civil & Administrative Tribunal (SACAT) to allow us to visit for an inspection.

SMOKING

Smoking is not permitted in any Access 2 Place Housing property, by any person.

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HOW TO GIVE FEEDBACK

COMPLIMENTS, COMPLAINTS AND APPEALS

Access 2 Place Housing (A2P) welcomes feedback from tenants, their families, friends and support workers. Our priority is to support you in maintaining a sustainable and safe tenancy. If, at any stage, you are delighted or unhappy with our service and want to discuss the matter further please contact A2P.

You are welcome to question a decision, policy or process related to your tenancy. This can be done formally or informally. To start, we suggest contacting your Housing Officer to discuss the details. If you prefer, or if you are unhappy with the answer, you can request additional information; make a complaint; or lodge an appeal.

If you have a complaint that is not about A2P you are welcome to contact us to talk about the matter and see if it is something we can help with. For example, sometimes people tell us about trouble they have with their neighbours; if the neighbour is not our tenant we probably cannot get involved, but we may be able to suggest ways to resolve the issue. And sometimes we cannot get involved even if the person is our tenant, this can depend what the issue is – it may be a matter for the local council, for example.

Please feel free to contact our office for more details or assistance.

HOW DO I MAKE CONTACT?

- The office by phone – (08) 8274 6300
- The office by post or in person – Ground Floor, 20 Greenhill Road, Wayville SA 5034
- Email info@access2place.com.au
- A2P webpage – <https://access2place.com.au/contact/contact-us/>



RIGHT TO AN ADVOCATE

Access 2 Place supports your right to have an Advocate. An Advocate is a person who represents the interests or expressed wishes of a person (like a tenant) and who acts in that person's best interest where they are unable to express their wishes.

An Advocate can be found through RentRight SA (formerly TIAS – Tenants' Information and Advisory Service) for assistance with appealing a decision. RentRight SA is a free, independent service, helping people maintain their tenancies in private rental, community housing or public housing. Your NDIS Coordinator may also be able to help you find an Advocate.

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ACCESS 2 PLACE HOUSING

Good Neighbours & Sustainable Tenancies

Tenant rights and responsibilities

- All our tenants have a right to the peaceful enjoyment of their homes.
- Under the Residential Tenancy Agreement, you are responsible for your own behaviour as well as the behaviour of all other household members and any visitors to your property.
- Be considerate to your neighbours when you are doing something noisy. It is a good idea to let them know before you start something which may become noisy. Try to avoid making noise when people are likely to be sleeping.

What is a 'good' neighbour?

Being a good neighbour means being considerate of your actions and their impact on others.

We ask you to please:

- Listen respectfully if a neighbour speaks directly to you about a concern
- Cooperate if a neighbour asks you to reduce noise
- Show tolerance to your neighbours if they have a different lifestyle from yours
- Be careful with your language – please don't be threatening or abusive
- Be mindful when using shared areas like gardens and parking spaces – they are for others too.

What kind of behaviour is not ok?

Behaviour that causes, or is likely to cause, harassment, alarm or distress to other people is not ok. This is behaviour that unreasonably interferes with other people's rights to use and enjoy their home and community such as:

- Loud noise, particularly overnight
- Abuse, intimidation or harassment
- Aggressive and threatening language or behaviour
- Vandalism
- Noise or nuisance caused by vehicles, e.g. where they are parked, or the way repairs are done
- Noise or nuisance caused by pets
- Any type of criminal activity

What can you do if you have a problem with a neighbour?

- **Talk** to them – This is a good first step; they might be unaware that they are bothering you. It is important to listen to your neighbour – try to understand their point of view and issues they raise.
- **Council** – If your complaint is about dumped rubbish or aggressive or noisy pets, you should contact your local Council who have Rangers that can investigate the problem and take action.
- **Mediation** – These conversations can be difficult, and you may need some help. If so, you can seek independent assistance from the Community Justice Centre to resolve the issues with your neighbour.
- **SAPol** – Contact the Police on 131 444 if you suspect or witness criminal activity, for complaints about noise, or if you experience violence or feel threatened.



ACCESS 2 PLACE HOUSING

Good Neighbours & Sustainable Tenancies

If you have attempted to resolve the problem and are still experiencing issues with your neighbours, you can report this to your Housing Officer.

If the matter is tenancy related, your Housing Officer can investigate the complaint and take action to help resolve the issues including advising you of services that can assist.

We always encourage tenants to resolve issues between themselves; we try to avoid taking action against tenants at the SA Civil and Administrative Tribunal unless all other courses of action have been exhausted.

Our aim is to support you and your neighbour to resolve the issue or come to an agreement that everyone can live with.

What will A2P do if there is an ongoing problem?

- We will investigate complaints whenever necessary. We will listen and speak with you, your neighbour and any witnesses. Most issues can be resolved through discussion and do not require any further action.
- We will review any evidence to determine if there has been a breach of tenancy. Evidence needs to be factual and confirmed by independent sources.
- We encourage you to keep a diary detailing any disturbances or incidents. This can be used as evidence of an ongoing issue, the diary must include dates, times and details of incidents.
- Depending on the circumstances and evidence, A2P may undertake some or all of the following actions to manage the problem:
 - Refer neighbours to mediation
 - Organise a block meeting to discuss and resolve issues amongst neighbours if the issue affects multiple tenants.
 - Write a warning letter to the person responsible to remind them of their responsibilities and consequences of behaviour.
 - Refer to a support agency who may be able to help the person causing the problem to change their behaviour.
 - For ongoing and serious breaches of the tenancy that are proven by evidence, we may take action at the SA Civil and Administrative Tribunal (SACAT)

Taking the issue to the SA Civil and Administrative Tribunal (SACAT)

We prefer to try other options **before** applying to the SA Civil and Administrative Tribunal.

If the problem continues, the case may be referred to the SACAT. We can only take the matter to the SACAT if there is clear evidence that a tenant has caused problems. Evidence may be presented at the SACAT from both sides of the dispute.

The SACAT can make specific orders that the behaviour must stop. In extreme circumstances of ongoing nuisance and annoyance, the Tribunal may end the tenancy.

Need more information?

For more information about how we manage complaints, nuisance and annoyance please see our website, or contact our tenancy team on (08) 8274 6300 or info@access2place.com.au.



ACCESS 2 PLACE HOUSING

VISITORS & ADDITIONAL OCCUPANTS

A Visitor is defined as a person who has their own residential address (separate from the address they are currently visiting) and who intends to return to reside at that property.

A Tenant may accommodate visitors in line with their tenancy agreement and government policy.

VISITORS AND DAMAGE TO THE PROPERTY

The Tenant is responsible for any damage caused to the home by any guests or visitors, including any carers or support workers. A2P can repair the damage, but the Tenant will need to cover the costs.

DO VISITORS NEED TO PAY RENT?

A Tenant is welcome to have a visitor stay with them for up to 12 weeks.

If a visitor,

- does not have their own residential address; or
- has their own residential address, but may not be returning to reside in that property; or
- uses the property they are visiting as a residential address for any Government Authority (eg: is registered with Centrelink at the property, or has a car registered to that property) regardless of the above; then

they will be considered to be living at the A2P property, and rent will be reviewed to include the visitor's income in the rent amount.

CAN SOMEONE SMOKE AT MY PROPERTY?

Smoking is not permitted in any Access 2 Place Housing property, by any person.



ACCESS 2 PLACE HOUSING

ADDITIONAL OCCUPANT REQUEST & REVIEW OF HOUSEHOLD INCOME

We understand that choices around who you live with can change over time. Any tenant may want someone to move into their home – like a partner, carer, or friend.

A2P supports our tenants' rights to make choices about who they live with. We also need to think about safety and avoid situations that may put the tenancy at risk.

A2P tenants who would like an extra person to live at their home must fill in and submit the request form.

We also need information from the new household member:

- current proof of identity (e.g. driver's licence)
- current proof of income (e.g. Centrelink income statement)

Once we receive the form and the extra information, we will check eligibility and suitability:

- is the person eligible to live in an A2P home?
- are there any risks to consider?

If the new person is approved to move in, A2P will review the rent to see if any changes are needed to the amount. The rent can go up when a new person moves in because rents are based on total household income.

A2P will contact you to check that you know about possible changes or consequences from having a new person move in. We need to be sure your current tenancy agreement with A2P is safe & sustainable.

Please contact our office for the *Request For An Extra Person Application* form.

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ACCESS 2 PLACE HOUSING

ADDITIONAL OCCUPANT(S) REQUEST & REVIEW OF HOUSEHOLD INCOME

We understand that choices around who you live with can change over time. Any tenant may want someone to move into their home – like a partner, carer, or friend. A2P tenants who would like an extra person (the Applicant) to live at their home must fill in and submit this request form.

We also need information from the Applicant: current proof of identity and current proof of income. For details on acceptable forms of proof see <https://www.housing.sa.gov.au/about-us/policies/proof-of-income,-identity-and-rent>

Once we receive this form and the extra information, we will check eligibility and suitability, including consideration of any risks to tenancy.

If the Applicant is approved to move in A2P will provide confirmation to the tenant in writing. If this happens, we will need to recalculate the rent and the tenant will also need to provide current proof of income.

TENANT NAME:

TENANT ADDRESS:

TENANT PHONE / EMAIL:

DETAILS OF APPLICANT(S):

Full Name & Title (e.g. Mr Ian Ben Jones)	Date of Birth	Address	Phone	Relationship to tenant (e.g. carer, son)	Gross Weekly Income (attach proof)	Income Type (e.g. Wage, DSP)	Centrelink Number



ACCESS 2 PLACE HOUSING

OWNERSHIP OF PROPERTY. Does any person, named on this form, own property elsewhere? YES / NO. If YES, please provide details:

Declaration (to be read and signed by the Applicant)

I declare that the information provided here is true and correct. I confirm that I have attached proof of income for myself and all household members 16 years and older and acknowledge that I am able to provide proof of my relationship to the tenant if requested by Access 2 Place.

I agree to inform Access 2 Place in writing within 14 days of any changes to my household or financial circumstances.

Date:

Applicant's Signature:

Date:

Applicant's Signature:

Date:

Tenant's Signature:

A2P Office Use Only:

Date received:

Staff responsible:

Recorded on Tenant file:

Approval granted? Yes / No. Please provide details of decision reached:



ACCESS 2 PLACE HOUSING

MOVING OUT

STEPS TO TAKE WHEN MOVING OUT

- You must give us at least 28 days' notice to end your tenancy. Please tell us which day you will move out. You can call us (8274 6300) or email us (info@access2place.com.au) or bring a letter to our office. Please call if you have any questions about this.
- To prevent unnecessary cleaning and repair costs to you, please ask us to come to your home and talk with you about things that will need to be done to make the home ready to return to us. Please contact us to book a time.
- Please leave your home clean & tidy, including floors, window-sills, shelves, oven, skirting boards, cupboards, etc. Be sure to remove all your personal belongings. If there is rubbish, or things you do not want any more you also need to take these.
- Empty and clean the home before your last day. Give the keys back to us at our office (20 Greenhill Rd, Wayville), or talk to our staff beforehand to make other plans – like meeting you at the home.
- Please pay any rent, water or maintenance bills before you move out.
- Please tell us where you are moving to so we can contact you if we need, or send on any mail.
- We will inspect the home after you move out to check if any repairs or cleaning are needed. You are welcome to be there when we do this. If we need to fix anything or clean the home before the next person can move in we may ask you to pay for this or it might come out of your bond. Sometimes we need to fix things which we will not ask you to pay for. This is called fair wear and tear, it means damage to home that happens from age and proper use of the home.
- If there is still money owed to us after you move out we may have to take legal steps to have the money repaid to us.

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TENANCY ADVICE & INTERPRETING SERVICES

There may be times when a Tenant needs extra advice about their tenancy, or help to talk with their housing provider. Access 2 Place (A2P) has a lot of information, but if you are not happy with what we can provide, or if you have already been through our processes and are not happy with the outcome, you may like to try one of these:

- Community Mediation Services: phone 8202 5960 -or- 1300 886 220
 - <https://www.unitingcommunities.org/service/legal-services/mediation>
 - provides free, independent advice and support to help reach mutually acceptable outcomes
- RentRight SA (formerly TIAS - Tenants' Information and Advisory Service): phone 1800 060 462
 - <https://www.syc.net.au/home/retrightsa/>
 - provides free, independent support and advice; it can act as an advocate on your behalf with your community housing provider
- National Regulatory System Community Housing (NRSCH): phone (08) 7424 7206
 - <https://www.nrsch.gov.au/>
 - regulates community housing providers; NRSCH usually prefers people to contact them only after trying to resolve their issues directly with the housing provider
- Consumer & Business Services: phone 131 882
 - <https://www.sa.gov.au/topics/housing/contacts/consumer-and-business-services-contacts>
 - renting and letting advice for landlords and tenants
- Legal Services Commission: phone 1300 366 424
 - <https://www.lsc.sa.gov.au/>
 - for information on free legal advice
- South Australian Civil & Administrative Tribunal (SACAT): phone 1800 723 767
 - <https://sacat.sa.gov.au/forms-guides-and-resources/fact-sheets-and-guides>
 - for information on SA tenancy tribunal
- Disability Advocacy and Complaints Service of SA: phone 08 7122 6030
 - <http://www.dacssa.org.au/>
 - a free, independent information and support organisation
- Disability Rights Advocacy Service: phone 08 8351 9500
 - <http://www.dras.com.au>
 - a free advocacy service, part of the national network of disability advocacy organisations



ACCESS 2 PLACE HOUSING

For more options, see the SA Housing Authority website; Disputes with your Community Housing Provider: <https://www.sa.gov.au/topics/housing/resolving-problems-and-disputes/public-and-community-housing-disputes/options-for-resolving-disputes-with-a-community-housing-provider>

- Interpreting and Translating Centre (SA): phone 1800 280 203
 - <https://translate.sa.gov.au/>
 - for assistance with interpreting by phone, including local Aboriginal and other languages
- National Relay Service: TTY 1800 555 630 / phone 1800 555 660
 - <https://www.healthdirect.gov.au/partners/national-relay-service>
 - assistance for someone with a hearing or speech impairment

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