

TENANT WORKBOOK

FOR ASSISTANCE IN THE PRIVATE RENTAL
MARKET



The word "TENANT" is spelled out using large, colorful, 3D block letters. The letters are arranged on a light brown wooden surface. The 'T' is blue, the 'E' is yellow, the 'N' is yellow, the 'A' is orange, the 'N' is orange, and the final 'T' is yellow.

Welcome

TENANT SUPPORT

Welcome to the tenant workbook, created to help you navigate the private rental market. This workbook can be used in addition to existing resources you may already have access to or as a stand alone document- whichever works best for your current housing needs.



Contents

01

WHERE TO FIND A HOME

Alongside the traditional options for finding a private rental, are new, innovative websites which can help you find or rent out a room, property or housing option in Australia.

02

WHAT TO INCLUDE WHEN APPLYING

Before you visit a private rental that you are considering applying for, make sure you get all the items you might need together so you can apply quickly and with a completed application.

03

YOUR RESPONSIBILITIES

As a tenant in a private rental property in Australia it is important to understand your responsibilities when it comes to managing your property. We will provide information on these in the workbook.

04

YOUR RIGHTS

As a tenant in Australia you have rights when it comes to living in your property- we will share these with you and where to go if you need assistance in having these met by your landlord or real estate.



Contents

05

WHAT TO DO IF THINGS GO WRONG

Who can you contact and when- if you are seeking assistance.

06

USEFUL RESOURCES

Free resources to help you live comfortably in your own home.

01

WEBSITES FOR SHARE HOUSING OR PRIVATE RENTALS

Traditional Real Estate:

Real Estate.com.au

www.realestate.com.au

Domain

www.domain.com.au

Real Estate View

www.realestateview.com.au

REIWA (WA only)

<https://reiwa.com.au/>

BY OWNER

<https://www.owner.com.au/>

No Agent Property

<https://www.noagentproperty.com.au/>

Share Housing and temporary housing options.

Flatmate.com.au

www.flatmates.com.au

Flatmate Finder

www.flatmatefinders.com.au

ShareAbode (parents sharing)

www.shareabode.com.au

JNG Property Group (co-living)

www.jngpropertygroup.com/

Hostel World (hostels)

www.hostelworld.com

Mind a Home (House Sitting)

<https://mindahome.com.au/>

Home Stay (various/students)

<https://www.homestaynetwork.org/>

ITEMS TO HAVE READY WHEN APPLYING FOR A RENTAL.

Applying for a property can feel stressful, so getting things ready in advance can take some of the pressure away when you have to apply quickly after a viewing.

Whilst some real estate applications may vary (such as requesting a paper application, or an online version), many will ask for similar items- the most common of which we will list below. If you need access to a computer, or smart phone, but don't currently have one- your local library should be able to assist you with your applications.

Documents:

- Cover Letter- this one isn't normally requested by the real estate or landlord but it is a good way for you to make your application stand out. You can include information on who you are, your family dynamic or current circumstances. Explain why you are a good tenant and they should consider your application.
- The preferred application, either a paper copy or online via 2apply/1Form (or specified).
- Identification documents such as a passport or drivers licence, medicare card or birth certificate.
- Proof of income (bank statements, wage slips or centrelink statements).
- Rental history.
- Rental references and personal references.

A close-up photograph of a hand holding a silver key, positioned above another hand that is holding a tablet. The background is blurred, suggesting an office or indoor setting.

03

YOUR RESPONSIBILITIES

(but may not be limited to):

- Looking after the property and not using it for illegal activity.
 - Ensuring rent is paid on time for the duration of the lease agreement.
 - Obtaining the owner's written permission if someone else moves in and that extra person exceeds the number of residents on the lease agreement.
 - Reporting all necessary repairs to your property manager.
 - Requesting written permission to make any alterations
 - Not disrupting the neighbours.
 - Ensuring the premises is in the same condition you found it when you leave.
 - Providing 21 days notice to terminate an expired lease that has reverted to a periodic tenancy.
 - Meet any additional requirements set out in your lease agreement, such as maintaining shared areas or paying the water bill.
 - A failure to meet your tenancy requirements may lead to the lease ending, or being placed on the tenant database- making new lease applications more difficult.
-

YOUR RIGHTS.

(but may not be limited to):

04

- A copy of the lease and information for tenants.
- Provision of clean premises at the start of the lease.
- Bond money safely deposited with the State Government's Bond Administrator.
- A condition report for the premise given to the tenant before occupancy noting any damage. This must be returned within seven days of the start of the lease with any additional damage added to the report.
- Receipts are required for rental payments unless the rent is paid directly into a bank account.
- Tenants to be given seven to 14 days notice of an inspection and 72 hours notice of access required for any repairs, unless this is urgent.
- Tenants can expect repairs to be undertaken within reasonable time. The owner must see to all repairs, but the tenant pays if the damage is their fault.
- 60 days notice should be given for a rent increase or determined by your lease agreement and legislation.
- Rights as set out in your State Legislation (lease agreements cannot waive any legislative requirements). If you think your rights have been impacted, seek legal assistance from a Community Legal Provider.





05

WHAT TO DO WHEN THINGS GO WRONG:

Are you struggling to maintain your Private Rental? We know maintaining a tenancy can be challenging due to ongoing life experiences or unforeseen circumstances.

The following suggestions can help get you back on track when you need support to manage your tenancy, linking you in to financial support, emergency relief and relevant legal advice. In the first instance, as a tenant you should do the following steps as early as possible.



1 . Contact your Real Estate Agent or Landlord to advise them of your situation. This may including letting them know you are seeking support to maintain the standards of the property or to let them know about any payments you may miss and to create a repayment plan. The earlier you can let your Real Estate Agent or Landlord know of any issues, the sooner you can come to an arrangement in repaying those arrears or minimising the risk it may cause to your tenancy.

2 . Speak to specialist agencies who can help you with your current situation. This may include linking in with a Financial Counsellor or getting Legal Advice. Relevant contact details will be documented later in this Handbook. A Financial Counsellor can help you manage your income, debts and other costs and a Tenant Advocate can advise you on your legal responsibilities and help you support your tenant rights.

3 . Do everything in your power to reduce your arrears or to improve the standards of your property. Link in with agencies who can assist you with your bills, provide you with food assistance and/or, rent assistance. Information to find agencies relevant to your situation/location will also be located below. If, after speaking with your Landlord or Real Estate Agent you need specialist support you can do one of two things: 1. Contact agencies on your own - linking in for the support you need for your circumstances (food, rent, bill assistance etc.). 2. Link in with a Housing Service - an agency that can help you navigate the other areas of support you may need. This may be more suitable if your case is complex, or if you would like support to access assistance.

06

Workbook

USEFUL RESOURCES:

REAL ESTATE AGENT OR LANDLORD CONTACT DETAILS:

MAINTENANCE CONTACT DETAILS:

GARDENER CONTACT DETAILS:

ELECTRICITY AND GAS DETAILS:

WIFI CONTACT DETAILS:

DOCTOR DETAILS:

HOSPITAL CONTACT DETAILS:

SCHOOL/UNIVERSITY DETAILS:

NDIS CONTACTS:

MY AGED CARE DETAILS:

TENANCY SUPPORT.

This might vary depending on where you live and the support options available, however they all provide similar services which is strengths based case management to assist individuals and families to stabilise their tenancies through referrals, life skills development and assisting them to access and participate in education, employment and training opportunities. Red Cross provides this service to people in the North West metropolitan area of Perth and accepts referrals from agencies as well as self-referrals. Support services may include but are not limited to: Budgeting support• assisted referral• social support• financial counselling• assistance in gaining employment• assistance to participate in education and training• transport• linking into community networks.

You can record your local Tenancy Support program here:



TENANT LEGAL SUPPORT:

Community legal centres are independent community-based organisations that provide free, or low cost legal help.

This help can include:

- information,
- referral,
- legal advice,
- non-legal support,
- duty lawyer services,
- casework (including representation services) and
- community legal education.

Some centres are generalist centres providing general community legal services for people living in a geographic area, either in the metropolitan area or in regional and remote areas.

Others centres are specialist centres providing services within one area of expertise, for example, mental health, tenancy, employment law or consumer issues. Some 'generalist' centres also provide some specialist services.

You can record your local Tenancy Legal Support here. Further information and contact details can be located on Ask Izzy (www.askizzy.org.au):

FOOD ASSISTANCE SERVICES:

Food Assistance: Emergency food assistance to assist individuals in budgeting using limited or low income. This may include Food Bank, Emergency Relief Agencies and other agencies who can link you in with affordable or free food options.

You can record your local Food Assistance providers here. Further information and contact details can be located on Ask Izzy (www.askizzy.org.au):

FINANCIAL COUNSELLING:

Financial Counsellors provide free, confidential and independent advice to people who have money and debt problems, so that they understand their options and get back on track. Financial Counsellors are trained professionals and they work in not-for-profit organisations. They differ from Financial Planners and advisors in that they don't lend money or advise people how to invest.

1800 007 007

You can record your local Financial Counselling providers here:

EMERGENCY RELIEF:

Emergency relief services are delivered by community organisations and help people address immediate basic needs in times of crisis. Emergency relief supports people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis.

You can record your local Emergency Relief providers here. Further information and contact details can be located on Ask Izzy (www.askizzy.org.au):

BOND ASSISTANCE:

If you need bond assistance as part of your tenancy application you can locate support from your local housing provider- website address located below:

WA:

<https://www.housing.wa.gov.au/housingoptions/rentaloptions/bondassistance/Pages/default.aspx>

VIC:

<https://www.housing.vic.gov.au/rentassist-bond-loan>

NSW:

<https://www.service.nsw.gov.au/transaction/check-your-eligibility-rentstart-assistance>

NT:

<https://nt.gov.au/property/renters/find-out-about-rental-costs/help-with-set-up-costs-for-a-private-rental>

SA


<https://www.sa.gov.au/topics/housing/renting-and-letting/help-paying-bond-and-rent>

ACT

<https://www.communityservices.act.gov.au/housing/rental-bonds-and-other-help/rental-bond-help>

TAS

<https://www.service.tas.gov.au/services/housing-and-property/renting-a-home/pay-a-rental-bond>



WEEKLY

General planner

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

Notes

WEEKLY

Meal planner

TUESDAY

THURSDAY

SATURDAY

Pantry Items

CALENDAR

2023

JANUARY						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

FEBRUARY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

MARCH						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

APRIL						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

MAY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

JUNE						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

JULY						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

AUGUST						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SEPTEMBER						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

OCTOBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

NOVEMBER						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

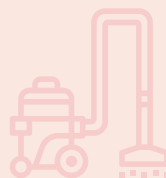
DECEMBER						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Cleaning Schedule:

DAILY



WEEKLY



BI-WEEKLY



FOCUS AREA



- Outside
- Kitchen
- Bathroom
- Living/Dining room
- Theatre room
- Bedroom
- Office
- Play room
- Laundry

MONTHLY



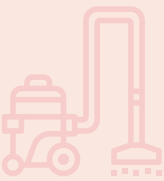
BI-MONTHLY



Cleaning Schedule: Housemates

DAILY

WEEKLY



BI-WEEKLY



FOCUS AREA

- Outside
- Kitchen
- Bathroom
- Living/Dining room
- Theatre room
- Bedroom
- Office
- Play room
- Laundry

MONTHLY



BI-MONTHLY



GOALS FOR HOME OWNERSHIP

IF YOU ARE INTERESTED IN OWNING YOUR OWN HOME, HERE ARE SOME USEFUL CONTACTS TO HELP YOU GET STARTED, AND PLAN YOUR JOURNEY INTO OWNING A HOME.

<p>SAVINGS/ BUDGET MANAGEMENT</p>	<p>MONEY SMART https://moneysmart.gov.au/budgeting/budget-planner</p> <p>Budget for the everyday and get to know your income/expenses</p>	<p>WE MONEY https://www.wemoney.com.au/</p> <p>Understand your credit score and track your spends online</p>	<p>UP BANK https://up.com.au/features/home-savers/</p> <p>Use UpBank (or other products) to save for a home lone deposit</p>
<p>DEPOSIT</p>	<p>MORTGAGE MATES www.mortgagemates.com.au</p> <p>Plan how to buy a home with your friend, partner or family or find a Mate to own with. Half the cost of the deposit, the ongoing costs and the maintenance fees</p>	<p>COPOSIT https://up.com.au/features/home-savers/</p> <p>Start the purchase of a property with a \$10,000 deposit and save the remainder whilst under construction</p>	<p>HOME GUARANTEE SCHEME https://www.nhfc.gov.au/support-buy-home</p> <p>Eligible buyers can purchase a home with a deposit from 2-5%</p>
<p>SHARED OWNERSHIP/ CO-OWNERSHIP</p>	<p>MORTGAGE MATES www.mortgagemates.com.au</p> <p>(See above)</p>	<p>SHARED HOME OWNERSHIP (WA) https://openingdoors.wa.com.au/shared-home-ownership</p> <p>Government schemes with varying options.</p>	<p>PLEASE NOTE, THESE ARE NOT THE ONLY OPTIONS AVAILABLE AND PERSONAL CONSIDERATION SHOULD BE MADE AS TO WHICH OPTION WORKS BEST FOR YOU AND YOUR CIRCUMSTANCES.</p> <p>THIS IS NOT AND SHOULD NOT BE CONSIDERED FINANCIAL OR LEGAL ADVICE.</p>