

All tenants have both rights and responsibilities under the *NSW Residential Tenancies Act 2010*. The **Charter of Tenant Rights (2014)** and the **Tenant Code of Conduct (2016)** have been developed by tenants and staff working together, and are designed to help you understand your rights and responsibilities in a clear and simple way.

Charter of Tenant Rights

As a tenant of Bridge Housing we recognise your rights to:

- Safe, secure, appropriate and affordable housing
- Security of tenure in line with your tenancy agreement
- Housing that meets basic standards and is in a reasonable state of repair
- The peaceful enjoyment of your home
- Be treated and communicated with in a fair, open and transparent way.
- Be treated with respect regardless of cultural identity, race ability, gender, sexual orientation or age.
- The privacy and confidentiality of your personal information, unless your permission is given to share information, or we are required by law to do so
- Have policies and procedures applied to your situation fairly and consistently
- Have your housing needs responded to as they change over time, within the guidelines and resources of the organisation
- Be supported to appeal or complain if you do not agree with a decision or service delivered by Bridge Housing and to be kept informed of the outcome.
- Have a real say in the way we deliver services and manage your tenancy.

Tenant Code of Conduct

As a tenant of Bridge Housing you are expected to:

- Pay your rent and water charges on time - call us straight away if you get into difficulty with payments
- Look after your property and keep it clean and tidy
- Let us know straight away if your property needs any repairs or maintenance
- Read letters or notices from Bridge Housing , and respond promptly to any actions you are required to undertake - call us if there is anything you don't understand
- Provide Bridge Housing with accurate information and update us if your personal details or circumstances change
- Give Bridge Housing or their contractors access to the property when required
- Treat your neighbours and Bridge Housing staff and contractors with courtesy and respect regardless of their cultural identity, race, ability, gender, sexual orientation or age
- Show respect and cooperation in common areas if you live in a unit block or complex
- Take part in shared responsibilities for common areas in your block
- Do not store personal items in the common areas in your block
- Ensure that you or your visitors do not intentionally damage the property
- Ensure that you and your visitors respect the peace and privacy of your neighbours
- Ensure that you and your visitors do not subject your neighbours to verbal abuse, harassment, aggressive behaviours , violence or threats of violence
- Ensure that you and your visitors do not use the property for any illegal purpose
- Ensure all your visitors understand and respect your responsibilities
- Leave the property in good condition at the end of your tenancy.

For more information about the Tenant Code of Conduct or Charter of Tenant Rights please contact Bridge Housing's Community Team on **8324 0844** or email **community@bridgehousing.org.au**.