

## Starting a Tenancy

### Purpose

The purpose of this document is to explain the policy for starting a new tenancy at Bridge Housing.

### Scope

This policy applies to all tenants of Bridge Housing.

### Policy overview

Bridge Housing is a social and affordable housing landlord with a commitment to service delivery. Bridge Housing ensures that all tenants understand their rights and responsibilities when starting a tenancy and signing a Residential Tenancy Agreement with Bridge Housing.

Bridge Housing provides both fixed term and periodic tenancies in accordance with the *Residential Tenancies Act 2010* through a range of programs. These include the General Housing Program, Transitional Housing Program, Affordable Housing Programs and Housing for Older People.

### Policy

Each tenant will sign a Residential Tenancy Agreement which complies with the *Residential Tenancies Act 2010*. The Residential Tenancy Agreement will be signed by both the tenant and the housing manager with the rights and responsibilities of both parties (Bridge Housing and the tenant) explained.

The tenant can choose a support person to assist them during the starting a tenancy process. Each tenant will receive a Sign Up Pack to assist in their tenancy with Bridge Housing. This pack includes:

1. NSW Fair Trading Tenant Information Statement (in the tenant's first language wherever possible)
2. A signed Residential Tenancy Agreement
3. Two copies of the Property Condition Report
4. Copy of strata scheme by-laws and mandatory information (if applicable)
5. Copy of rent change letter
6. Copy of signed consent to Disclose Personal Information Form (if applicable)
7. Copy of Keys Received Form
8. A copy of the Tenant Handbook providing general information on our policies, how to appeal and complain, and contacts for legal and financial advice.

### General Social Housing Program

As a Community Housing Provider, the majority of Bridge Housing's tenancies are leasehold and capital properties offered as part of its General Social Housing Program. Eligibility is determined through Housing Pathways [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au), the NSW common access system for social housing.

## Transitional Housing

Where the tenant is signing an agreement for transitional housing, Bridge Housing will ensure that the tenant understands that this tenancy is for a fixed term, is temporary and offered in partnership with a support agency. Formal correspondence with the tenant will confirm this.

Tenants in transitional tenancies will be aware of the need to find accommodation once the fixed term Residential Tenancy Agreement ends. The Housing Pathways applications of tenants in transitional housing remain live on the NSW Housing Register in recognition of the temporary nature of the tenancy.

## Housing for Older People Programs

These properties are for people over the age of 60 years. These programs usually have local authority conditions such as connection to the area as well as age. Allocations to these properties will only be made to eligible households.

## Complaints and appeals

If a tenant is not satisfied with a service provided by Bridge Housing or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete the form on the Compliments, Complaints and Appeals Brochure, available at Bridge Housing offices and on our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

If a tenant is unhappy with the outcome of an appeal to Bridge Housing, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).

## Related documents

### Legislation

- *Residential Tenancies Act 2010*
- *Residential Tenancies Regulation 2019*

### Documents supporting this policy

Tenant sign up documents:

- NSW Fair Trading Tenant Information Statement
- Tenant Handbook
- Residential Tenancy Agreement
- Property Condition Report
- Strata scheme by-laws and mandatory information (if applicable)
- Application for Rental Subsidy Form
- Non-rent Authorisation Form
- Centrelink eServices Consent Factsheet and CPay Deduction Form
- Sign Up Declaration Form
- Consent to Disclose Personal Information Form
- Photocopy of keys
- Tenant Demographic Assessment (TDA) Form (if applicable)

**English**

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

**Simplified Chinese**

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。 要求用您的语言来协助您。

**Spanish**

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

**Russian**

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

**Greek**

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

**Vietnamese**

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

**Arabic**

إذا احتجت إلى مُساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بمكّتب على رقم 8324 0800 بدون تكلفة عليك. ويُمْكنك أيضا الحضور إلى مكّتب Bridge Housing وطلب المُساعدة بلُغتك.