

Charter of Tenant Rights & Tenant Code of Conduct

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 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.

Need help?



Call the Customer Care Hub – [02 8324 0800](tel:0283240800)



If English is not your first language and you need assistance phone the Translating and Interpreting Service (TIS) – [131 450](tel:131450). They will call Bridge with you.



If you are deaf, hard of hearing, or have a speech impairment contact the National Relay Service – [1800 555 660](tel:1800555660) or accesshub.gov.au