

## Starting a Tenancy

### Purpose

This policy explains how Bridge Housing starts new tenancies.

### Scope

This policy applies to clients who have accepted an offer of accommodation in a property that is owned or managed by Bridge Housing (we, our, us).

### Policy overview

We are a social and affordable housing landlord with a commitment to service delivery. We will ensure that all tenants understand their rights and obligations when starting a tenancy and signing a Residential Tenancy Agreement with us.

We provide both fixed term and periodic tenancies in accordance with the [NSW Residential Tenancies Act 2010](#) through a range of housing programs.

### Signing the tenancy agreement

In most cases, we will make an appointment to sign the Residential Tenancy Agreement at the time the client accepts an offer of accommodation with us. We will advise the client what information they need to bring to the sign-up appointment.

Tenants are required to sign a Residential Tenancy Agreement that complies with the *NSW Residential Tenancies Act 2010*. The Residential Tenancy Agreement will be signed by both the tenant and a Housing Manager, who will explain the rights and obligations of both parties under the agreement (landlord and tenant).

Tenants can have a support person to assist them during the sign-up process.

#### *Sign-Up Pack*

All new tenants will receive a Sign-Up Pack to assist in their tenancy.

This pack includes:

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

## Type of leases

We provide both fixed term and periodic tenancies in accordance with the [NSW Residential Tenancies Act 2010](#)

### *Social Housing*

As a Community Housing Provider, most of our tenancies are offered as part of our social housing program in properties we own, manage and or lease from the private market. Social housing tenants have similar rights and responsibilities in regard to their tenancies whether we own or manage the property. Eligibility for social housing 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 transitional tenancy.

## Complaints and appeals

If a tenant is not satisfied with a service we have provided or does not agree with a decision we have made, they can ask for a formal review. Our [Compliments, Complaints and Appeals Policy](#) outlines the many ways for tenants to make an appeal. This policy, and a helpful information brochure, is available from our office or they can be downloaded from our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

If a tenant is unhappy with the outcome of the appeal, 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 and Resources

Type	Title
Legislation	<a href="#">Residential Tenancies Act 2010</a>
Policy	<a href="#">Compliments, Complaints and Appeals Policy</a>
Resource	<a href="#">NSW Fair Trading Tenant Information Statement</a>
Form	<a href="#">Disclose Personal Information Form</a>