

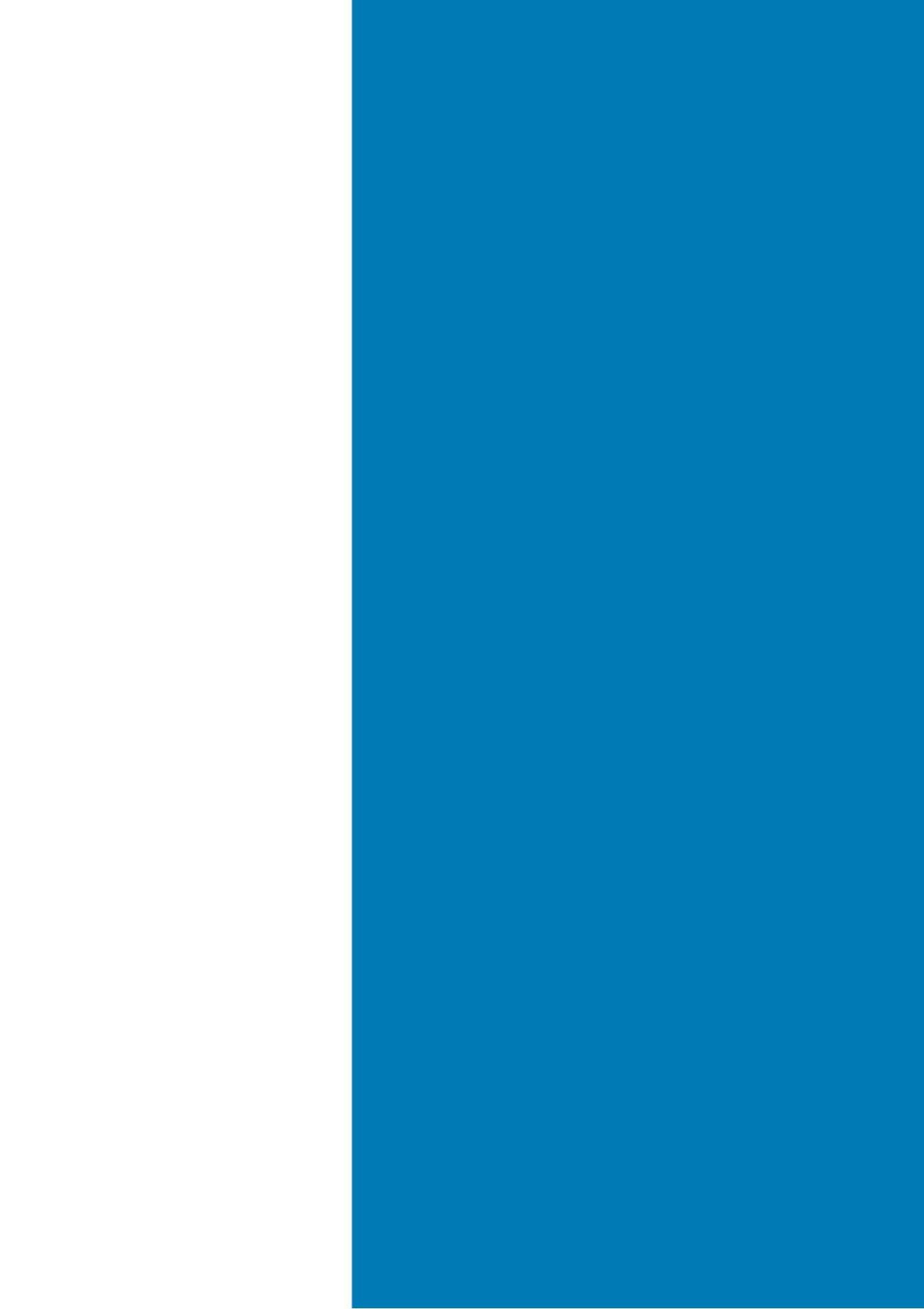


Property
NSW

Tenant Handbook

supporting the NSW Police Force
through a quality housing service







Welcome to your new home

This handbook explains the roles of Property NSW (Housing Services) and your local real estate agent in providing the NSW Police Force with accommodation services in rural and remote NSW.

We trust that our service, support and advice will meet your expectations and look forward to providing you with a quality housing service.

Contents

How to Contact Us	3
Your Residential Tenancy Agreement and Paying Rent and Bond	5
Your Responsibilities as a Tenant and Fair Wear and Tear	11
Maintenance and Refurbishment	15
Moving Out	19
Vacating Inspection Checklist	23
Pets	25
Security & Heating and Cooling	27
Pest Control and Septic Systems	29
General Information	33
Feedback & Notes	37



How to Contact Us

For repairs and maintenance please submit the request through the Housing Services Portal

Housing Services

Toll Free 1300 137 343

Switchboard 02 8276 8000

**NSW Police
Force Housing** Press 1

For tenancy advice, including housing applications, transfer of accommodation and vacating information, unresolved maintenance issues and all rental payment enquiries.

Email HousingServices@property.nsw.gov.au

Website www.property.nsw.gov.au

Our Office is located at Level 3, 4PSQ Darcy Street
PARRAMATTA NSW 2124

Postal Address Locked Bag 5022
PARRAMATTA NSW 2124

Business Hours 8.30am – 4.30pm
Monday to Friday

**PNSW Director
Housing Services** 02 9334 9224

Role of NSW Police Force

The Role of NSW Police Force in line with Government reform, NSW Police Force has reached an agreement with Property NSW for the ongoing administration and management of housing provided to NSW Police Force Officers and their families. From 1 September 2017 Property NSW will commence the provision of services. NSW Police Force will continue to have certain obligations within the agreement with Property NSW.

NSW Police Force shall;

- Assist Property NSW in provision of available housing through forward planning of accommodation requirements
- Determine eligibility of NSW Police Force employees for housing
- Advise Property NSW of properties no longer required for NSW Police Force housing
- Act as a liaison point between Property NSW and NSW Police Force tenants if required
- Assist Property NSW with access requirements where necessary
- Facilitate escalation of unresolved issues to Property NSW for resolution
- Participate in Governance forums to facilitate relationship



Your Residential Tenancy Agreement

The Residential Tenancy Agreement or “lease agreement” consists of three parts:

Part 1

The terms and conditions front page of your lease, which is attached to the standard NSW residential tenancy agreement in force across the State.

This is the document you signed when collecting the keys. It provides specific details of the property you are leasing such as address, weekly rent and the minimum length of time that you agreed to lease the property (the “fixed term” or “periodic term” as specified). It specifies the rights and obligations of both the tenant and the landlord regarding the use of the premises, how and when rent is to be paid and how the agreement can be ended.

If there is any dispute over anything related to your tenancy, both yourself and Property NSW are bound to act according to the terms and conditions as stated in the lease agreement.

Part 2

The Premises Condition Report (PCR). This document describes in detail the condition of each item and fixture in every room of the dwelling, as well as the exterior condition of the property. This report documents the condition of the property at the time keys were handed over to you.

Your **Agent** will have completed this report just **before** you collected keys. It is your responsibility to complete the tenant section of the report **within seven (7) days** of the start of your tenancy. Completing it involves writing a Y for “yes”, or an N for “no” against the comment made by your Agent for each item in the PCR, regarding cleanliness, damage and if the item works as it should. Write in any additional comments you think are necessary to fully describe the condition of each item, especially if your Agent has missed recording any damage. Take photos if necessary.

It is in your best interest to complete the condition report as accurately as possible to reflect the condition of the property when you collected keys



You must **complete, sign and return the PCR to the Agent within seven (7) days of the start of your tenancy.**

At the end of your tenancy your Agent will compare the condition of the property as you left it with the report made at the start of your tenancy. This identifies if any damage or uncleanliness is your responsibility. We will charge you for any repairs or additional cleaning required to return the condition of the property to the same as it was when you moved in, less any fair wear and tear that reasonably occurs during your tenancy.

If you do not complete, sign and return the PCR to your Agent within seven days it is accepted under common practice of residential tenancy legislation that you have agreed with the condition of the premises as recorded by your Agent.

Sub-Leasing

In specific situations, we may lease properties owned by other landlords and rent them out to Police Officers. This is known as a sub-leasing agreement, where the police officer is the sub-lessee of the property.

If this situation applies to you, it will be discussed with you at the time an offer of accommodation is made. There will be no difference in the way you request maintenance or end your lease agreement than if you were leasing a Housing Services-owned or managed property.



Ending the Agreement

New laws came into place in 2010 surrounding the amount of written notice tenants and landlords must give to end the agreement.

The tenant must give **21 days notice in writing** to end the agreement after the fixed term has expired. If the fixed term is due to expire, you can give 14 days written notice that you will be vacating on or after the expiry date. If you need to move out urgently, for a short notice employment transfer for example, we may reduce the notice period. Please contact your Tenancy Services Officer on **1300 137 343** to discuss your situation.

Housing Services can end the agreement:

- By providing 90 days written notice (without any grounds) after the fixed term has expired;
- By providing 30 days written notice on exchange of a sale contract which requires vacant possession by the new owner;
- By providing 14 days written notice if you seriously or consistently breach a term of the agreement, or if you are more than 14 days in rental arrears; or
- By providing 30 days written notice that the lease will not be renewed when the fixed term is due to expire.

For more information and advice about ending your tenancy, please refer to 'Moving Out' on page 19.

Periodic Agreement

Some of you will be occupying the property under a periodic agreement. Over time, Property NSW will be issuing new lease agreements for a "three month" fixed term replacing the periodic agreements.

If you are on a periodic agreement the process for ending the agreement is 21 days notice in writing.

Paying Rent and Bond

For Officers living in “official” residences subject to 3% deduction in lieu of quarters, under the Crown Employees (Police Officers) award 2014, this arrangement will continue. The 3% allowance will continue to be withheld by NSW Police Force for provision of quarters.

Officers who are required to pay rent for housing to Property NSW, rental payments must be made directly from your nominated bank account via internet banking/over the counter at any bank or set up as a periodic deduction from your salary via Employee Self Service with NSW Police Force.

Rent is due to Property NSW fortnightly and by creating a periodic deduction, will align with the NSW Police Payroll cycle. This is the preferred method for rental payments.

Rent is payable from the date that you collect keys to the property, including if you arrange to collect keys before the lease commencement date stated in your tenancy agreement.

If there is a delay in rental deductions commencing, your rental account will fall into arrears. We will contact you to advise that an additional amount of rent is to be paid. The rate of this amount may be negotiated and paid by instalments (if required).

Rental Determination

The rent charged is based on market values in the location that you are renting, as recommended by an independent registered property valuer. Rents are reviewed annually. Where an increase in the rent occurs, we give affected tenants 60 days written notice, under the terms of the *Residential Tenancies Act 2010*. Rent reductions are effective from the annual review date in May.

Rental Arrears

If your rental account is more than 14 days in arrears, Housing Services will write to you requesting rental payment within another 14 days, and outlining the options available to liquidate the arrears. Where, after a second reminder letter has not been responded to by you, and you have not made the requested rental payment or contacted us to discuss any exceptional circumstances, we can commence action to terminate your tenancy and recover the arrears.

Tenants who repeatedly fail to pay rent on time and in advance will be issued notice of termination and refused housing in future.

Housing Services will additionally refer the matter to NSW Police Force Human Resources Command for their information and relevant action.

Rental Bond

Officers occupying an "official" Police residence are not required to pay a rental bond.

Where an "official" residence is not available and Property NSW is required to source private rental accommodation a rental bond is required to be paid by the occupying Officer.



Your Responsibilities as a Tenant

Property NSW has the responsibility as a landlord to:

- Allow you quiet enjoyment of the property
- Give you appropriate notice when we require access to the property (7 days notice with the exception of emergency repairs)
- Provide you with a property that is clean and fit to live in at the start of your tenancy
- Provide and maintain the dwelling in a reasonable state of repair, having regard to its age and prospective life.

As the tenant, it is your responsibility to:

- Sign and return the agreement and completed Premises Condition Report within 7 days of starting tenancy
- Ensure your rent is paid on time and kept up to date
- Maintain the property in a clean state
- Allow access to authorised Housing Services and managing agent representatives to carry out necessary work (if you have received appropriate notice and all security clearances and checks have been obtained)
- Meet the cost of cleaning and/or repairing any damage (excluding fair wear and tear) caused by you or any person you invite or allow onto the property
- Give appropriate written notice of your intended vacating date (see 'Moving Out' on page 19 for more information on giving notice to vacate).

We ask that you:

- Notify us of any change in circumstances which may affect the way you pay rent (eg leave without pay, employment termination)
- Make your request for repairs or maintenance by logging into the portal;
- Not sub-let the dwelling or otherwise permit additional occupants into the dwelling without the prior written approval of Housing Services;
- Not operate any business enterprise from the dwelling without the prior written approval of Housing Services; and
- Co-operate with neighbours in your villa unit complex (where applicable) to keep the common area clean and tidy and allow access to lawns and grounds contractors.

Examples in 'Fair Wear and Tear' give some specific scenarios of damage where tenants are responsible for meeting the cost to repair.



Fair Wear and Tear

Wear to the property is inevitable and Property NSW recognise this. You are responsible for the actions of yourself, your family and any persons you allow on to the property. However, any damage to the property caused by misuse, undue force, accident or deliberate action is not fair wear and tear. You may be responsible for rectifying the damage at your cost.

If the property you occupy is an operational site in part and damage is caused to the property outside of your control, Property NSW will investigate this as a special circumstance in the determination of responsibility.

The following is a list of items you are responsible for organising and paying for yourself:

- Replacing broken glass where the damage is caused by yourself or others on the property with your consent. This includes cracks and chips to glass caused during lawn mowing to houses (villa unit grounds mowed under contract by the managing agent are excluded)
- Clearing plumbing chokes caused by you or others on the property with your permission who have placed items down drains, toilets and sinks
- Cleaning of gutters (villa units and conjoined sites excluded)
See page 16 for more detailed information
- Maintaining and pumping out the septic system as required during your tenancy. Refer to page 32 for more detailed information
- Replacing keys or re-keying existing locks where keys have been lost or stolen
- Repairing damage to walls and doors caused by furniture, wall posters, stickers/adhesive decorations or careless picture hanging, including re-painting repair patches
- Repairing damage to floor coverings, window treatments such as burns and stains
- Removing mould, cobwebs, nests, dirt and rubbish from the property. See page 17 for more detailed information
- Replacing light globes and fluorescent tubes. We will pay for replacement globes and tubes in common areas of villa units
- Replacing batteries to smoke alarms if they expire during your tenancy
- Repairing any damage caused by your pets

- Making good any damage to lawns, fencing or exterior walls following the installation and removal of outdoor furniture, sunshades, children's play equipment, pet shelters, sports equipment eg basketball rings, decorations/ornaments, outdoor lighting, communication devices and other permanently fixed items you have placed on the property, even where you have sought the written permission of Housing Services to affix these items
- Any other repair or maintenance necessary because of the negligence of you or other persons on the property with your consent
- Cleaning chimneys, where applicable.

Fixtures

You are not permitted to make any improvements, modifications or inclusions to the property without the prior written consent of Property NSW. This includes painting; erecting pergolas, sunshades or satellite dishes; installing dishwashers or air conditioning units; or affixing any item permanently or semi-permanently to the property. Contact us before you undertake any improvements.

Security modifications and hardening necessary for law enforcement and safety will be treated on a case by case basis at the request of NSWPF. Works associated with security hardening will be managed by PNSW to NSWPF specification. The provision of gun safes shall be arranged by Property NSW following a formal request by NSW Police Force.

We have the right to request that you remove any fixtures, and to charge you for any repairs or re-painting required to return the property to its previous condition.



Maintenance and Refurbishment

Maintenance is a shared responsibility between you and Housing Services. The portal is your first point of contact for all maintenance you require to the property. All maintenance requests must be made through the portal by logging your request.

Urgent Repairs

The managing agent has a service agreement with us that requires them to arrange for urgent repairs and maintenance to be carried out by skilled tradespersons within 24 hours of being notified by you.

Urgent repairs are defined in your Residential Tenancy Agreement at Section 19 *Urgent Repairs*. Essentially, any fault that disrupts the normal supply of water, sewerage, gas, electricity, cooking, heating, cooling or laundering to your property requires urgent repair. This also applies to any fault or damage that causes the property to be unsafe or insecure, and any damage caused by flooding or storms.

In event of an emergency Housing Services, our Agent, or any other authorised tradesperson may enter the premises without your permission to carry out urgent repairs. See Section 23 of your Lease Agreement for more information.

Emergencies

If you require urgent repairs (as defined above) to your dwelling and you cannot get any response from your agent or from us within 24 hours (after hours or weekends for example), you are entitled to arrange the repairs yourself with a licensed, qualified tradesperson, and to seek reimbursement not exceeding \$1000 from Housing Services so long as:

The damage was not caused by yourself or others on the property with your permission;

- You make a reasonable attempt to let our agent or us know about the damage
- You give our agent or us reasonable opportunity to undertake the work
- You make a reasonable attempt to have our agents tradespeople make the repairs
- The repairs are carried out by an appropriate licensed tradesperson
- You give us written details of the repairs, including the cost and receipts for anything you have paid for as soon as possible.

More information about tenants arranging urgent repairs is detailed in Section 19 of your Lease Agreement.

Non-Urgent Repairs

Log all other repairs and maintenance via the portal. Contact your agent if work has not been undertaken within a reasonable timeframe and find out the reasons for the delay.



Lawns, Grounds and Gutters

Tenants in Villa Units (where applicable)

We meet the cost of maintenance to lawns, grounds and gutters for villa unit accommodation, conjoined sites and barracks. This work will be organised by our agent and will be carried out on a regular basis.

You should find out what day this work is being done as you are responsible for removing toys, pet items (including pet faeces) from the lawns and grounds so it is clear for lawn mowing. Pets must be restrained or removed while work is undertaken. The grounds contractor will not fill holes or repair damage caused by your family or your pets.

Tenants in Houses

Tenants in houses are responsible for maintaining the lawns, grounds and gutters at their own expense. We strongly recommend that you engage a licensed and insured professional to undertake gutter cleaning and tree trimming. Your Agent can advise you of suitable tradespeople and/or arrange this work at your cost. Security clearances will be arranged for tradespeople engaged in works on operational sites.

Removing Mould, Cobwebs and Nests

If you live in a property that is prone to mould it is your responsibility to remove mould and control its growth. Keeping windows open as much as possible for ventilation and opening curtain and blinds to let in natural light helps to minimise growth.

It is your responsibility to remove cobwebs and bird and insect nests from your property. Swallows, wasps and hornets are common nesting examples, and they often accumulate under eaves. Knock these nests down promptly and clean up any resulting debris.

Contact your agent if you'd like some more advice.

Chimney Maintenance

If you live in a property which has a chimney, it is your responsibility to ensure the chimney is swept and cleaned on an annual basis. This will ensure the chimney is kept in a safe and clean working order.

Property Refurbishment Program

We take pride in offering you accommodation that is well cared for, comfortable and suitable to you and your family's needs. During your tenancy your property may be scheduled for programmed refurbishment to maintain or up-grade the facilities. This may include internal/external painting, gutter and roof repairs, re-carpeting and kitchen or bathroom renovations.

Refurbishment Process

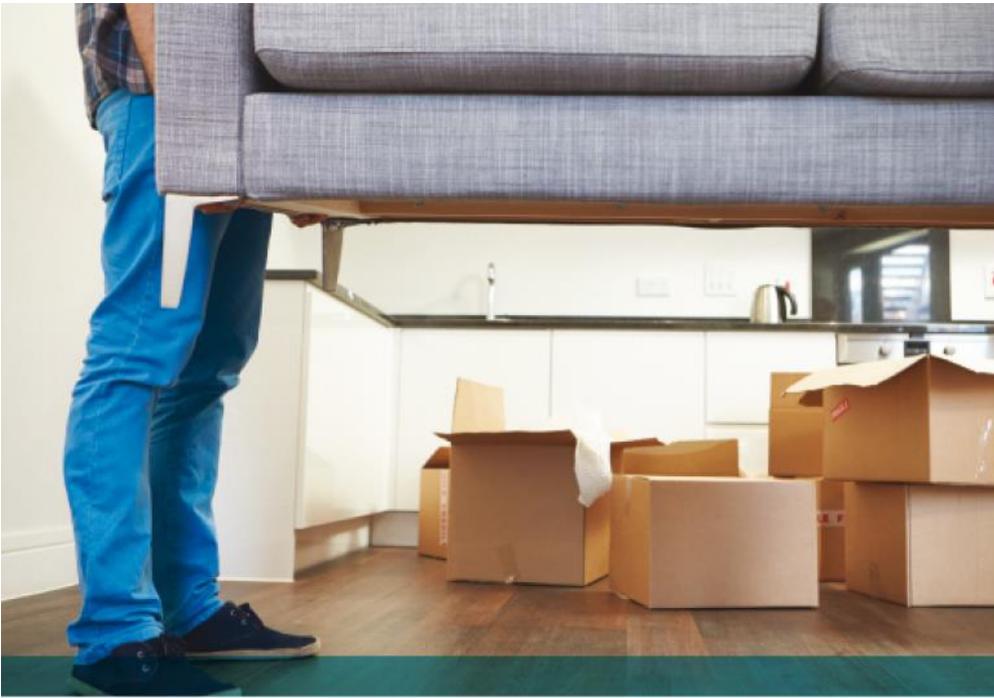
Depending on the type of work undertaken, some disruption to your household may occur. Every effort will be made to minimise the disruption.

Kitchen and bathroom facilities will be made available to you when these amenities are under refurbishment. This may be in the form of temporary connections, temporary sharing arrangements, or portable services on your property.

The tradespeople will shift and replace furniture on a room-by-room basis during works. You will need to pack away any items that you don't wish to risk being inadvertently damaged during works.

Your co-operation in this matter is appreciated, and of benefit to your belongings.

Thank you for your patience during this process to make your home a more comfortable place to live.



Moving Out

There are 3 things that you must do when preparing to move out.

- 1 Advise us via the portal that you will be moving out
- 2 Contact your Agent to schedule the end of tenancy inspection and return of keys
- 3 Clean the property and arrange for any work and pest control needed to return the property to the same condition as when you moved in.

Advising us that you are leaving

Tenants are required to give notice in writing that they are vacating the property. You can either:

- complete a *Vacating Advice* online at <https://propertynsw.force.com/housingservices/s/login/?startURL=%2Fhousingservices%2Fs%2F&ec=302>
- email us at HousingServices@property.nsw.gov.au

We will confirm your vacating date in writing and provide you with information about finalising your tenancy.

How much notice do I have to give?

Tenants are required to give **21 days written notice** of the date they are moving out. If you move out within those 21 days, you will still be charged to the end of the notice period (with the exception of officers living in “official residences” and are subject to the 3% deduction).

If you are vacating on or just after the end of the fixed term of your lease agreement, you must give at least 14 days notice of this date **BEFORE** the last day of the fixed term. Rent is chargeable until the end of the fixed term, or the date that you vacate if that is a later date.

For more information on vacating notice periods please refer to the Notes section at the back of your lease agreement.

Short Notice Transfer and Exceptional Circumstances

If you must urgently vacate the property because you have received an urgent relocation/officer under threat relocation, we may reduce your notice period to 7 days only. Please contact your Tenancy Services Officer on **1300 137 343** to discuss your situation.

NB: Alternative accommodation may not be available, however we will work with you to find a suitable solution

Where do I leave the keys?

Your keys must be returned to your Agent’s office. There is important documentation to be signed to finalise your tenancy. Please factor in travel to the Agent’s office during business hours in your vacating plans.

Leaving keys with your flatmate, neighbour or colleague is not an acceptable way to end your tenancy.

Officer’s residing in conjoined residences are to leave the keys with the Agent or District Manager.

Finalising Rent

When you give notice to vacate we will confirm your vacating and rental charge-to date in writing.

For tenants having rent deducted from your salary, your rental account will be reconciled and you will be advised of the final amount of rent owing to be deducted

If your rental account is in arrears of greater than one fortnight at the time that you vacate, your Tenancy Services Officer (TSO) will contact you to discuss methods of payment.

Rent is chargeable to the end of your required (or agreed) notice period (generally 21 days notice). Keys must be returned on or before this date. If keys are not received on this date, you will be charged rent until the date keys are received by your Agent (or DM for conjoined sites)

End of Tenancy Inspection

Your Agent will carry out an inspection of the property within seven (7) days of you vacating. They will compare the condition of the property at the end of tenancy with notes made by yourself and their office on the in-going condition report made at the start of your tenancy. It is recommended that you are present at the end of tenancy inspection in case any issues arise.

Your Agent will discuss any cleaning or remedial work required to be undertaken by you at this final inspection. They will give you opportunity to do any necessary work or arrange for the work to be done at your cost by a licensed contractor. This contractor will be arranged through the Agent. Work must be completed before the next tenant moves in.

Your lease agreement states that the tenant must return the property in the same condition it was leased in, excluding any fair wear and tear. This means that you must fix up any damage you have caused to the property, even if it was accidental, including any damage caused by moving out.

You are responsible for any damage your pets may cause to the property. This includes re-filling holes dug in the ground, garden beds or lawn, and removal of pet faeces and hair.

Ensure that all rubbish is removed or placed in bins allocated to your property only. Any rubbish that does not fit must be taken away by you and not left in your neighbours' bins or cluttering up common areas.

Tenants in houses:

Mow the lawns, arrange for gutters and chimneys to be cleaned and swept and ensure the exterior of the house and the grounds/garden are left clean and tidy.

Tenants in units:

Ensure that your unit's enclosed outdoor area and the common area is clean and tidy.

A detailed *Vacating Inspection Checklist* is included on page 23 to help ensure you cover all areas that are your responsibility.

Remember to disconnect your Utilities and re-direct your mail to your new address

Abandoned Properties and Goods

Abandoned goods will be handled in accordance with the *Residential Tenancies Act 2010*. Section 106.

If we have good reason to believe that a premises has been abandoned, we will inspect the property, and then seek an order from the NSW Civil & Administrative Tribunal (NCAT) to declare the premises abandoned so it can become available for a new tenant. We have the right to seek compensation from the former tenant through NCAT for the loss of rental income and property damage.

Housing Services may immediately dispose of perishable goods left on the property. We will contact the former tenant to give notice that non-perishable goods will be disposed of after 14 days. We will dispose of any non-perishable goods regardless of value. Any non-perishable goods disposed of will be recorded.

Personal documents left on the premises will be disposed of after 90 days and the former tenant will be given notice of this. Personal documents will be disposed of securely so that the personal information does not become publicly revealed.

Vacating Inspection Checklist

Please contact your Agent to arrange **a mutual time to complete an end of tenancy inspection**. It is in your interest to attend and complete this inspection with your Agent to discuss any further cleaning or repairs that you may be responsible for undertaking.

Completed
(Tick)

Remove all personal items and effects from the dwelling.

**Disconnect utilities with service providers
– telephone, gas and electricity.**

Bathroom:

Cabinets and Vanity – empty, clean and wipe out.
Clean glass and mirrors where applicable.

Exhaust fans – remove and clean protective covers.

Shower screen and recess – scrub and remove all soap
residue and mould, including tiles and grout.

Wall tiles – scrub and remove all soap residue
and mould from tiles and grout.

External:

Verandahs and Garage floors – clean and remove
any oil and/or grease stains.

Garden – remove any debris and rubbish.

Correct/rectify any damage caused by animals.

Lawns to be mowed and clippings removed
(this item applies to houses only).

Guttering – remove leaves and debris
(this item applies to houses only).

Garage, Carport and Storeroom – remove all rubbish
and personal possessions, and sweep. Chimney cleaned and
swept.

Kitchen:

Drawers, cupboards and bench tops – empty, clean and wipe down.

Exhaust fans – remove and clean protective covers.

Refrigerator and freezer (furnished villa units only) – empty, defrost and clean. Switch off power and leave doors ajar to prevent mould.

Stove – clean stove, grill, drip trays, oven and burners and general body of stove (behind stove where possible).

Vacating Inspection Checklist (continued)

Laundry:

Laundry tub – wash and remove any stains or soap residue.

Dryer and Washing Machine (furnished villa units only) – remove and clean lint filters. Wipe over appliances.

Throughout dwelling:

Air vents – dusted.

Carpet – cleaned, marks and stains removed.

Cobwebs, Nests and Mould – remove and clean throughout premises (internal and external).

Cupboards, drawers and storage/ wardrobes cupboards – emptied, shelving wiped down and 'face' panels cleaned.

Curtains and/or blinds – cleaned and dusted.

Doors, skirting and architraves – dusted and washed.

Floors, lino and floors to wet areas (laundry, bathroom and toilet) – swept and mopped.

Globes and fluorescent tubes – in working order.

Do not remove globes and fluorescent tubes when vacating.

Light fittings – remove light fittings, dust, clean and refit.

Walls – remove marks with light sponging.

Windows, sills and flyscreens – cleaned.

Return all keys, including copies, to your Agent. Advise your Agent if you have changed the security alarm code. It is not acceptable to leave keys with your neighbours (where applicable), colleagues or with your flatmates.



Pets

You are permitted to keep domestic pets on Housing Services properties, provided they are appropriate to the type of property and that you maintain control over its activities. We are guided by *the Companion Animals Act 1998* to determine if a pet is appropriate to the property type.

Dogs and cats are not to be inside the main residential building forming part of the property. However, if your pet is approved at the premises, pest control and professional cleaning of the carpets is required.

Some local councils have by-laws placing restrictions on the number and type of animals, particularly dogs, you may have on a residential property in some locations.

Stock animals (eg horses, goats, sheep, cattle) must not be kept on your property without our prior written approval (with the exception of recovered stolen livestock on conjoined). Wild animals (eg kangaroos, emus, pigs) are not permitted on the property under any circumstances.

Domestic pets or stock must not create a nuisance or cause damage to our property. The property must be kept in a clean and hygienic condition at all times. You will be required to arrange or meet the cost of repairing any damage to the property caused by your pet, including to lawns and grounds.

Tenants in villa units must ensure that pet faeces and toys are removed from the lawn and gardens, and that your pets are removed or restrained, when grounds maintenance is being undertaken. Speak to your Agent to find out when this maintenance is scheduled. The grounds contractor will not fill holes or repair damage caused by your pets – this is your responsibility.

Property NSW has sole discretion to direct you to remove a pet or other animal from the property by giving you seven (7) days notice.



Security

Security provisions in Housing Services properties comply with the requirements of the *Residential Tenancies Act 2010*.

The following standard security provisions are supplied to all of our properties:

- Solid core external doors
- Deadlocks on all external doors (keyed alike)
- Triple lock Security screen doors (keyed alike)
- Locks on all windows (keyed alike)

If your property does not have these standard security measures, they will be provided upon your request.

Properties with Heightened Security

Security hardening modifications (paid for by NSW Police Force) may include:

- Installation of Gun safe
- Gates
- Fencing
- Security lighting, sensor lighting
- CCTV
- Anything deemed necessary for threat level, including escalating threat to police (eg increasing terrorism threat, and counter measures required)

Security System Servicing

Your property may have a security system. You will be provided with the alarm code to your security system when you collect keys for the property. You must notify your Agent if you change this code, especially at the end of your tenancy when you move out. Your Agent can explain how your particular security system operates, and arrange for any repairs. Additional monitoring costs such as back to base monitoring is at the cost of the tenant.

Changing Your Locks and Security Devices

If you decide to change or add locks or other security devices to your Housing Services property as an additional security measure, you must supply the Agent with a copy of each new key, opening device or information required to open any lock or security device within seven (7) days of the change, at your expense. This is a requirement under the *Residential Tenancies Act 2010*.

Insurance

Every Property NSW residence is insured against loss or damage from fire, accident, storm or flood.

This insurance **DOES NOT** extend to the loss, damage or theft of your personal possessions, including furniture, clothing and vehicles. **You are strongly advised to arrange suitable contents insurance for these items.**

You are responsible for all glass breakages on the property, except when caused by someone on the property without your permission. Glass insurance can be written into most household contents insurance policies.

Heating and Cooling

For repairs and maintenance that is required to your heating and cooling systems please go onto the portal to log a repair request.





Pest Control

We will provide you with a property that is free from pest infestation. However, during your tenancy you are expected to take all reasonable precautions to prevent an infestation of rats, cockroaches, fleas or other pests in the dwelling.

We expect that you will take preventative action such as:

- removing rubbish from the dwelling;
- storing rubbish securely until its disposal;
- routine use of pest prevention treatments, such as those widely-available at supermarkets and hardware stores.

You must notify your Agent promptly of any infestation of rats, cockroaches, fleas or other pests in the dwelling. If your actions, including lack of preventative action, make you responsible for the infestation you will be required to meet the full cost of fumigation or eradication.

If an infestation of pests is due to activities or neglect by us, we will meet the full cost of rectifying the problem.

Where an infestation of pests (excluding white ants/termites) cannot be attributed to either Property NSW or you, we will refund half the amount to you of the costs associated with eradication or fumigation. You must obtain our agreement to reimburse you **BEFORE** the work is carried out. Payment cannot be made if the agreement has not been registered prior to receiving your claim for reimbursement. Contact your Property NSW Tenancy Services Officer on **1300 137 343** to discuss any pest problem.

Your Agent and Tenancy Services Officer can advise you of seasonal infestations that may be specific to your location, and how best to manage them.

White Ant/Termite Infestations

We will meet the full cost of eradicating white ants/termite infestations. Please report the presence of white ants/termites to your Agent immediately. Do not disturb the infestation or attempt eradication yourself.

To reduce the opportunity for white ant/termite damage you should take the following precautions:

- don't store firewood or boxes on verandahs, or against or under the building;
- don't enclose foundations, and keep them clear of rubbish and leaves; and
- don't fill in foundations for rockeries, gardens or trellis work.

Housing Services will not accept responsibility for any damage to your personal property or possessions by white ants/termites.

Septic Systems

If there is no sewerage system operated by the council in your location, we have installed a septic system to your property. The system consists of a septic tank combined with a soil absorption system and/or transpiration beds.

How Does It Work?

A healthy septic is a living eco-system where the right bugs (bacteria) thrive in the right proportions to digest waste and treat the water. In some systems, the water is distributed into the ground by a system of trenches (an absorption field).

Septic systems may also have a separate tank for grey water, the wastewater which comes from the kitchen, laundry and bathroom. There may also be a grease trap, to collect oil and grease from the kitchen. The water from the grease trap eventually ends up in the grey water tank.

What Do I Need to Do?

Here are some tips to make your system as efficient as possible:

- Be aware that anything that goes down a drain will go through the septic system;
- Learn the location and layout of the septic system – talk to your Agent;
- Check that any products to be flushed or washed away are suitable for a septic tank;
- Use biodegradable liquid detergents, such as concentrates with low phosphorous;
- Clean the grease trap (if installed) at least every two months – wear gloves and wash it where the drainage will go back into the septic;
- Use a sink strainer to keep food waste out of the system; and
- Conserve water.
- The following is a list of actions that will make your septic system less efficient:
- Putting large quantities of bleaches, disinfectants, whiteners, nappy soakers and spot removers into the system via the sink, washing machine and toilet;
- Allowing things like nappies, condoms and hygiene products to enter the system; and
- Tipping fats and oils down the drain.

Septic System Pumping

A well-maintained system may never need pumping out. However it is your responsibility to arrange for septic pumping, and to meet this cost. Tenants in villa units must arrange for and divide the cost between them. Your Agent can advise you of local septic system contractors.

Your septic may need attention if:

- The toilets or drains are slow to clear, or keep backing up or overflowing;
- The air around it smells – usually like rotten egg gas; and/or
- The ground is damp or soggy, or pools form downhill of the system.



Television, Satellite Dishes and Pay TV

Your property will be supplied with an aerial that receives the television stations that are transmitted locally or a satellite dish and decoder box that receives digital channels from satellite transmissions.

Aerials

The Federal Government has shut down the transmission of analogue television across Australia.

We will provide an aerial that receives the digital transmission. Your television will need to be a digital television. If it is an analogue television you will need to arrange a set-top box – we do not provide set-top boxes.

Satellite Dishes

For areas where the Federal Government is not providing digital transmission we will install on a case by case basis a satellite dish and decoder box which allow you to receive digital channels.

The decoder box and sim-card are specifically allocated to your property and will be recorded on your ingoing inspection report.

Pay TV

If you arrange for pay-tv to be installed to your property and need a satellite dish to be installed, you will need our permission (refer Your Responsibility as a Tenant page 11). Permission will not be unreasonably withheld.

Some residences will already have satellite dishes installed from previous tenants. Please contact your pay-tv provider regarding the use of these dishes.

Garbage Removal

We will meet the cost of providing bins where the local council has arranged a garbage collection service for residential properties. The bin belongs with the property and you are responsible for maintaining its condition.

You are responsible for arranging and paying for rubbish removal if there is no local council garbage collection service in your area.

LP Gas (LPG) Cylinder Rental

Each installation of LPG is complete with external connections and two cylinders with the exception of conjoined sites which share LPG gas supply .

The annual rental fee on cylinders and replacement of cylinders is the responsibility of the tenant.

We do not refund the cost of unused gas when you move out of the property.



Smoke Detectors and Earth Leakage Protection Devices

Smoke detectors (hardwired with battery backup) and earth leakage protection devices are installed in all dwellings. The number and type of this equipment installed complies with the Building Code of Australia.

We will ensure that your smoke alarm is operational at the start of your tenancy. It is your responsibility to advise your Agent if the alarm becomes faulty.

You must replace batteries as soon as they require replacement. The NSW Fire Service recommends that you:

- get into the habit of changing your batteries at the end of daylight savings every year with a long-lasting alkaline battery;
- Test the detector regularly by pressing the test button with a broom handle; and
- Vacuum the detector monthly to clean the vents.

You must not interfere with the operation of the smoke alarm unless you have a reasonable excuse to do so. You must advise us if you do so we can correct any usage problems.



Swimming Pools

Tenants wishing to install above-ground swimming pools to the property must get the prior written approval of Property NSW

There are a number of safety regulations that must be adhered to. These are enforceable by your local council. Property NSW has the right to request that you remove the swimming pool from the property if it fails to meet the safety requirements of the local council.

For complexes with a common swimming pool, please contact the Agent for services and cleaning.

Telephone Line Connection Fee and Internet Connections

If you are the first tenant in a dwelling requiring a telephone connection where no connection has previously existed, we will reimburse you the cost for one telephone access point, less the standard connection fee payable by all telephone subscribers.

You will need to write to us requesting reimbursement. Your request must include the original telephone account and proof of payment.

We do not reimburse the cost of telephone handset rental and associated fittings.

You must contact us in writing if you wish to add a telephone connection for internet use. We will require proof that work has been carried out by a licensed and qualified contractor.



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