



**Link  
Wentworth**  
Providing homes, building futures.



# Tenant Handbook

March 2022





**Your Tenancy Manager is:**

**Your Tenant Reference Number is:**

(use this number when you pay your rent and utilities)

**Your property is:**

(Social, Affordable, Leasehold)

## Our Offices

In case there are any changes to our office opening hours, we recommend that you check our Facebook page or call ahead first.

### Chatswood

Level 10 67 Albert Avenue,  
Chatswood NSW 2067

#### Contact during office hours

P 13 14 21

E [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

#### Office hours

Monday to Friday, 9am – 5pm

#### Mailing Address

PO Box 5124  
Chatswood West NSW 2067

### Penrith

Borec House,  
Suite 1002, Level 1,  
29–57 Station Street,  
Penrith NSW 2750

#### Contact during office hours

P 13 14 21

E [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

#### Office hours

Monday to Friday, 8.30am – 4.30pm

#### Mailing Address

PO Box 4303, Penrith Westfield NSW 2750

### West Ryde

Level 2, 3–5 Anthony Road,  
West Ryde NSW 2114

#### Contact during office hours

P 13 14 21

E [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

### Office hours

Monday to Friday,  
9am – 5pm

### Katoomba

Level 2, 98 Bathurst St,  
Katoomba NSW 2780

#### Contact during office hours

P 13 14 21

E [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

### Office hours

Monday, Tuesday, Thursday, and Friday,  
8.30am – 4.30pm (closed on Wednesday)

### Lithgow

42 Main Street,  
Lithgow NSW 2790

#### Contact during office hours

P 13 14 21

E [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

### Office hours

Tuesday, Wednesday and Friday,  
11am – 3pm (closed on Monday and Thursday)

### Windsor

409A George Street,  
South Windsor NSW 2756

#### Contact during office hours

P 13 14 21

E [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)

### Office hours

Monday, Tuesday, Thursday, and Friday,  
8.30am – 4.30pm (closed on Wednesday)

## Acknowledgement of Country

Link Wentworth wishes to acknowledge the Traditional Custodians of the Land on which we work and pay our respect to the Elders both past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.

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# Welcome to Link Wentworth



On behalf of the team at Link Wentworth, I warmly welcome you to your new home and to our resident community.

We believe everyone has a right to a safe and secure home. A place where you can grow, connect with the community, and build brighter futures that create positive change.

This Handbook has been designed with input from our Tenant Advisory Group (TAG) to give you all the general information to help you settle in. We hope that the Handbook answers any questions that you may have about your tenancy and home with Link Wentworth. You can also find information about Link Wentworth, our services, and our homes on our website [linkwentworth.org.au](https://linkwentworth.org.au).

After looking through this Handbook, if you still have questions about your tenancy, please contact your Tenancy Manager, who will be more than happy to help.

Link Wentworth is committed to providing you with a safe and secure place to call home and a high standard of customer service.

**I wish you all the best for your move into your new home, and I hope to meet you in the near future.**

A handwritten signature in blue ink that reads "Andrew".

**Andrew McNulty**  
CEO

# About Us

On 31 March 2021, Link Housing and Wentworth Community Housing officially merged, becoming Link Wentworth.

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**As a merged organisation, we are committed to creating and improving housing options and services that help people facing housing stress or homelessness. Using decades of community-driven experience, our work engages the full spectrum of housing needs from homelessness services, to social, disability and affordable housing.**

We believe everyone has a right to a safe and secure home where they can grow, connect with community, and build brighter futures that create positive change. The decision to merge was based on a mutual understanding that together Link Housing and Wentworth Community Housing could achieve more by combining our operational scale and experience to help address the growing demand for affordable rental housing in New South Wales.

With nearly 6,400 homes across NSW, Link Wentworth is now one of the largest community housing providers in Australia and our mission is to not only create more community housing and better services, but to also advocate for inclusive and forward-thinking housing policy that will deliver a range of solutions to meet the current and future demand of all Australians.



# Providing Homes, Building Futures

## Our Commitment

Link Wentworth is a client-focused and service-orientated organisation committed to providing:

**Quality service – locally delivered – by people who care**





# Moving into your home

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Link Wentworth understands that moving into a new home can be stressful and we will try our best to make this process as simple as possible. When you sign up with Link Wentworth there are things you need to know about your rights and responsibilities, important documents, things you need to pay, and your privacy.

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## 1.1 Your rights and responsibilities

### Your rights

As a tenant, you have the right to:

- be treated in a fair and non-discriminatory way
- be treated with respect
- have access to safe and secure housing
- be informed of changes to the way your tenancy is managed
- complain and to appeal decisions
- use advocates to help you talk to Link Wentworth
- have your personal information treated as confidential
- have access to information you have given us.

### Your responsibilities

As a tenant you have the responsibility to:

- fill in and return your Property Condition Report within seven days of signing your lease
- pay your rent in advance
- pay your water bill within 21 days
- submit your Rent Review by the due date
- keep your home and yard neat and tidy
- treat Link Wentworth staff, contractors and representatives with respect
- be a good neighbour
- advise us within 21 days if your circumstances change – for example, if your income changes or someone moves into your home
- pay your bond over time, if you have agreed to this arrangement with Link Wentworth
- report any maintenance issues promptly.

## 1.2 Important documents you need to keep

### **Residential Tenancies Agreement (lease)**

The Residential Tenancies Agreement is your lease. This is a contract between you and Link Wentworth in accordance with the Residential Tenancies Act 2010. It includes a range of rights and responsibilities for both the tenant (you) and the landlord (Link Wentworth). It is an important document, so make sure you keep a copy.

### **Property Condition Report**

A Property Condition Report is Part 2 of your tenancy agreement. It outlines the condition of your new home when you move in. The report will be used when we inspect the property, at the beginning and end of your tenancy. We consider fair wear and tear when we inspect your home. You are responsible for keeping your home clean, neat and tidy.

Please review and return the Property Condition Report within 7 days of signing up. We ask you to check whether we have:

- missed any items on the report
- listed something incorrectly.

To complete the form, you need to:

- put a (Y) for yes or an (N) for no in the 'tenant agrees' column.  
If you put N, write your reason next to this.
- sign and return the completed form and we will make a copy for you to keep.

**If you notice something urgent, please call us.**



## 1.3 Things you need to pay

### Bond

A rental bond is a financial deposit paid by you to Link Wentworth. Some of our services require a bond to be paid, while others don't. If you need to pay a bond we will provide you with a fact sheet with further information.

### How to get subsidies and other assistance in social housing

When you rent a social housing property with Link Wentworth, you automatically apply for subsidised rent. This application is part of the process you go through of filling out forms and declaring your income with your Tenancy Manager when you are getting ready to move in.

The rental subsidy you will receive is based on:

- a percentage of household income
- plus 100% of your maximum entitlement for Commonwealth Rent Assistance (CRA or rent assistance).

Importantly, you must apply to Link Wentworth every six months for your rental subsidy. This application is called Rent Review. There is more information about rent reviews on page 12.

If you are currently receiving a Centrelink Benefit (e.g., JobSeeker, Disability Support Pension), you are eligible to receive rent assistance. Your Tenancy Manager can tell you how much rent assistance you are entitled to and provide forms to take to Centrelink to claim rent assistance.

It is important that you take your lease to Centrelink and let them know that you are renting with Link Wentworth. This will ensure you get your rent assistance and don't pay more rent than you need to.



Subsidies and benefits can be confusing. In social housing you can apply for:

- Link Wentworth’s rental subsidy that you apply for every six (6) months (see ‘Rent reviews in social housing’ on page 12)
- Commonwealth Rent Assistance (CRA or rent assistance) through Centrelink.

## 1.4 Understanding your rent

When you sign your lease with Link Wentworth, your Tenancy Manager will tell you what your rent is and explain how it is calculated, including the rent subsidy and rent assistance.

The market rent is listed in your lease. This is the amount you would pay if you were renting your property in the private market. It is the most you can be required to pay. Generally, Link Wentworth tenants pay less than the market rent because they are eligible for subsidised rent.

Tenants who live in social housing pay a percentage of their income as rent. The table below details the percentage for different members of the household.

Income Assessment rate	Tenant/other household member
From 25%–30%	The tenant, their spouse or live-in partner. This is regardless of age
From 25%–30%	All other people living in the house aged 21 years and older
15%	Household members aged 18–20 years of age, who are not the tenant, spouse or live-in partner
Nil	Persons living in the household aged less than 18 years who are not the tenant, their spouse or live-in partner

Many tenants will be eligible for some benefits or supplements through Centrelink. You pay a percentage of the benefits or supplements you receive as outlined in the table below.

Benefits Assessment rate	Tenant/other household member
15%	Family Tax Benefit A and B
25%–30%	Energy Supplement

You also pay 100% of your maximum Commonwealth Rent Assistance for all household members.

Here are some examples of how we calculate rent:

Household	How rent is calculated
<b>Single person</b>	25%–30% of income + 25%–30% of Energy supplement + 100% of CRA
<b>Single parent with 1 child younger than 18</b>	25%–30% of income + 15% of Family Tax Benefit A and B + 25%–30% of Energy supplement + 100% CRA
<b>Couple (older than 25 years) with a child 18 years old.</b>	<p><b>Main tenant:</b> 25%–30% of income + 25%–30% of Energy supplement + 100% of CRA</p> <p><b>Additional tenant or occupant (older than 25 years):</b> 25%–30% of income + 25%–30% of Energy supplement + 100% of CRA</p> <p><b>Household member 18 years old:</b> 15% of income + 15% of Energy supplement + 100% of CRA</p>

Households with multiple occupants won't be charged more than the market rent.

For example, if the household rent is calculated at \$400 but the market rent is only \$350, you will be charged \$350.

## How to pay your rent

There are a few ways you can pay your rent. Your Tenancy Manager will discuss this when you sign your lease.

Tenants who rent a home with Link Wentworth have a Tenant Reference Number (TRN). Yours is recorded at the front of this handbook. Use your TRN whenever you pay rent, bond, water or any other charges to Link Wentworth so we can keep track of your payments.

Remember to pay your rent in advance.

What will happen if I can't pay my rent?

**Ask for help!**

**If you are having difficulty paying your rent and bills, please contact your Tenancy Manager. We will work with you to see if we can find a solution.**

**Your Tenancy Manager can help you by:**

- discussing your rent account with you
- setting up a payment plan to pay off your arrears
- referring you to a financial counselling service.

### Rent reviews in social housing

Link Wentworth will conduct rent reviews every six (6) month for the purpose of re-assessing your eligibility for a rent subsidy and to make sure you are paying the correct amount of rent.

If required, you will need to fill in application forms we send you, then return these forms by the due date. It is important that you do this on time, so your rental subsidy is not affected. If you return forms late, you might be charged the full market rent.

If your circumstances change, for example, the number of adults living in your home increases or you get some extra paid work, you must contact us within 21 days of the change and request a rent review. We will reassess your subsidy based on your new income so you don't fall behind in rent.

### If you are behind in your rent

We use the term 'arrears' when you are behind in rent or owe money for other charges. Talk to your Tenancy Manager if you are in arrears to organise a payment plan. If you fall into arrears by more than two weeks and have not been in contact with us to ask for help, Link Wentworth will start proceedings with the NSW Civil and Administration Tribunal (NCAT). At NCAT two things can happen:

- NCAT can order you to pay the rent and other charges you owe
- NCAT can authorise Link Wentworth to ask you to leave the property and pay any rent and other charges you owe.

### Non-rent charges

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**Water**

You will likely be charged for the water you use. We will send you a bill every three (3) months. Please pay the full amount within 21 days. The meter reading at the start of your tenancy is shown on your Property Condition Report.

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**Electricity & Gas**

You are responsible for the cost of connection and use of electricity and gas. Any faults with the wiring/gas pipes or the meter are Link Wentworth's responsibility.

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**Household contents insurance**

You are responsible for insuring your own possessions against fire, theft or damage.

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**Damages**

You are responsible for the cost of repairing damage around your property that you have caused or damage that has resulted from not maintaining your property.

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## 1.5 Privacy and confidentiality

Link Wentworth will collect and hold relevant personal information about you. This information may be collected from you at interviews, inspections or when you fill out forms. Other information may be provided by other organisations or government agencies and may be checked to confirm it is correct.

Link Wentworth is subject to the Privacy Act 1988 (Privacy Act), which governs the collection, security, use and disclosure of personal information and health information.

### **Link Wentworth can:**

- confirm your name, address and lease start date with essential services (electricity, gas and telephone)
- give your phone number to contractors, with your consent, to arrange repairs
- discuss tenancy issues with your Tenancy Manager
- share relevant information with other organisations who may have an interest in considering your application or tenancy, including where relevant, the Department of Communities and Justice, Aboriginal Housing Office, another community housing organisation, or the Housing Appeals Committee
- provide information to third parties regarding debt recovery
- release information where this is required by law, for example, on written request from authorities such as Centrelink and the Australian Taxation Office
- disclose information to other government agencies or statutory bodies for purposes including child protection, health reasons, law enforcement and investigation, where authorised to do so under the Privacy Act, or by another Act or law.

All information about your tenancy is kept in our office. This includes items such as your original application, tenancy agreement (lease), rent review applications and copies of all letters or emails sent and received.

You have a right to access the information you have provided to us. If you'd like to access information you've given us you must write to us by letter or email and request the information.

Once we receive your request, Link Wentworth will verify your identity by asking a few questions before we give you access to the information.

If you have any questions about privacy and your personal information, please contact your Tenancy Manager.



# Your home

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This section gives you information to help you settle into your new home.

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## 2.1 Keys for your home

If you lose your keys or if you lock yourself out of your home, you will need to organise and pay for a locksmith. Replacements for swipe cards and garage remotes that are lost or damaged will have to be paid for by you.

Never attach your address to your house keys as someone could get into your house if you lose your keys.

## 2.2 Helping you settle in

We will phone you and check in to see how you are going within two (2) weeks of signing your lease. We do this to make sure everything at your new home is okay.

Your Tenancy Manager will also visit you within four (4) weeks of you moving in. The aim of this visit is to check that you have settled into your home and answer any questions you have about the property or our services.

## 2.3 Renting with a Community Housing Provider

Renting with a Community Housing Provider (CHP) such as Link Wentworth is different to renting with a private real estate agent or landlord. As a CHP, Link Wentworth can charge a much more affordable rent and must conduct several Client Service Visits and Property Inspections at each property it manages every year. Because this may be a new experience for you, we have explained these visits and inspections below.

### Client Service Visits

Link Wentworth will visit you at home from time to time. We call these visits Client Service Visits or CSVs.

At a CSV we may ask a few questions to help us make sure our records about your household are correct. We will also discuss the condition of your home and yard, and we will take photographs. If you need any support, please talk to your Tenancy Manager.

If you live in a leasehold property, the agent or owner may also attend the visit with Link Wentworth. You will be given seven (7) days notice prior to the scheduled inspection date.

### Property Surveys

Separate from regular CSVs, we conduct surveys on all the properties we manage. This is sometimes also called an inspection. Surveys are a legal requirement and involve a detailed inspection of your home as an asset. It will take approximately one hour.

Surveys help us to plan long-term maintenance for the properties we look after. At Link Wentworth, we call this long-term maintenance 'planned works'.

This visit will feel different from a CSV. A Link Wentworth representative will contact you to agree on a suitable time. The person who visits your home in this instance is not an employee of Link Wentworth. As a community housing tenant, you must provide access to your home for these important surveys.

## 2.4 Repairs and maintenance

If something needs to be repaired in your home, but is 'non-urgent', please fill in the request form on our website and someone from Link Wentworth will call you back

[www.linkwentworth.org.au/resources-policies-forms/repairs-form/](http://www.linkwentworth.org.au/resources-policies-forms/repairs-form/)

If you have any issues filling out the form online, please call Link Wentworth to report the repair.

If your issue requires an 'emergency' or 'priority' repair, please call Link Wentworth as soon as possible. You can read about the different types of repairs and estimated response times on the next page.

**For emergencies involving gas leaks, flooding, storm or fire damage, please contact 000 immediately.**

### Tenant Tips:

- ✔ Make sure you ask for a job number and keep a log of all your requests.
- ✔ Make sure you notify Link Wentworth as soon as possible when you identify a maintenance issue.

## 2.5 Types of repairs and response times

The response times will depend on the type of problem you are having. If it is an emergency, we will have someone there within four (4) hours. The table below has some examples of different types of problems and timeframes you can expect them to be fixed. Each situation differs and Link Wentworth may process things in a quicker timeframe depending on the circumstances.

Please note that if you are in a leasehold property repairs may take longer as Link Wentworth needs to ask the Real Estate Agent to organise repairs.

Emergency repairs	Within four (4) hours
Problems that immediately threaten your health, safety or security and need prompt action.	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Burst water pipe</li> <li>• Flood or sewer overflow</li> <li>• Gas failure or breakdown</li> <li>• Dangerous electrical fault</li> </ul>
Priority repairs	24 to 72 hours
Problems that threaten your safety or security.	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Faulty smoke alarms</li> <li>• Blocked drains</li> <li>• Roof leak</li> <li>• Sewer blockages</li> <li>• No hot water</li> </ul>
Non-urgent repairs	24 hours to 20 days
Repairs which don't threaten your safety or security but can't wait for planned works.	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Missing fly screen</li> <li>• Window lock or latch won't lock</li> </ul>

## 2.6 Electricity, gas and water

You can call us if there is an electricity, gas or water failure or breakdown at your home. If calling outside of our normal business hours, follow the prompts to select option "1" and speak to our after-hours team.

<b>Electrical Faults</b>	In the event of an electrical outage, the first thing to check is whether any switches are in the off position. If so, you can turn the switch back on. If the problem persists, turn off the mains switch. This will cut the electricity supply to the property.
<b>Gas</b>	The gas meter is where the mains gas valve is located. If you think the gas is leaking, turn off the gas supply immediately
<b>Water</b>	The water meter is where the mains water tap is located. If you have a badly leaking tap or a burst water pipe, turn off the water supply at the mains. This will stop the water flow to the property.

## 2.7 Checking repair work

It is important to us that you are treated well by our contractors and that they complete quality repairs and maintenance. This applies to both works done in your home and in common areas of our apartment complexes. We conduct random checks on completed repairs to ensure the quality of service. You are welcome to let us know if you were happy with or dissatisfied with a contractor's behaviour or standard of work.

## 2.8 Tenant damages

If you or a visitor to your property damages any part of your home, Link Wentworth may ask you to pay for the repair or replacement. You can appeal this or ask for special consideration under some circumstances. Make sure you discuss this with your Tenancy Manager.

## 2.9 Smoke alarm

Link Wentworth is legally required to service smoke alarms once a year. We will contact you once a year to arrange a service. This is a very important inspection to keep you and your home safe. You will need to make sure that there is someone older than 18 years available to provide access to your home. Please don't remove smoke alarms, they are installed for your safety.

## 2.10 When you need to make changes to your home

At Link Wentworth we call these changes, alterations and additions. You can request alterations to your home by filling out an Alteration and Addition request form. Your Tenancy Manager or our reception staff can give you the form or you can download it from the Link Wentworth website. Our Assets Team will assess your request and assist you with the right solutions.

## 2.11 Home modifications

We know that life can bring unexpected challenges from time to time. If you need to make a big change or modify your home because of illness or disability, let us know and we will support you to apply for the changes you need.

Because modifications have longer lasting impacts on the property, this is a more complex process to go through. We will ask you to arrange to see an Occupational Therapist (OT) who will assess your needs and write to us. This OT report will be reviewed by Link Wentworth and we will then let you know whether some modifications can be made. The easiest way to organise an OT report is through referral from your local GP.

During these conversations, Link Wentworth may ask you if you'd like to be referred to services who could support you to register for the National Disability Insurance Scheme (NDIS) or Home Care. If you are already registered to receive an NDIS or a Home Care Package, your Service Provider(s) may be able to assist with funding and managing home modifications.

Link Wentworth will ask that any major modifications are funded and managed by your NDIS Provider(s) where applicable.

## 2.12 Changes in household circumstances

Link Wentworth understands that from time to time people's circumstances change. It is important you let us know if there is a change of circumstance in your home, including friends and family that stay with you. A change in circumstance might be the addition of a new household member (including a new baby) or when you or a household member start or stops working.

The tenancy agreement notes the number of people that can live in your home. If this changes and someone moves in or out, please discuss it with your Tenancy Manager as soon as possible. A change to the number of people living in your home might increase the rent you need to pay, or you may need to request a transfer to a larger home.

If there are changes to your household, you will be asked to provide the following documents outlined below, along with an 'Income Review' or 'Application for a Rent Subsidy' form, and updated income details for all existing household members within 28 days of the change. The forms can be completed on our website or posted to you.

Changes in circumstances	Information to provide to Link Wentworth
<b>You or a household member stops working</b>	A separation certificate or a letter from ex-employer and confirmation of new income e.g., Centrelink Income Statement
<b>You or a household member begins work or starts a new job</b>	Four (4) weeks of wage slips. If paid monthly one (1) wage slip
<b>There is a new household member (this includes a new baby)</b>	Proof of their income, such as payslips, an income statement from Centrelink and/or Multiple Consent Form or a Birth Certificate
<b>A household member leaves</b>	Documentation of alternative housing e.g., lease agreement, or a current bill or bank statement with the new address
<b>You or a household member's work hours or pay rate changes</b>	Two (2) weeks of wage slips confirming new hours or rate
<b>You or a household member's Centrelink benefit changes for any reason</b>	An up-to-date Income Statement, including any back payments received
<b>A child turns 18</b>	Proof of their income, such as wage slips or an Income Statement from Centrelink

### **Housing transfer**

If you are in social housing, your circumstances change and your home no longer meets your needs, you can be considered for a transfer to a different property.

You can apply for a transfer by completing the relevant forms about what kind of housing you need. We will assess your application and if approved, you will go on a waiting list. We will do our best to match your needs with a suitable home, but this will depend on the suitability and availability of the right place for you. Please be patient, transfers can take time, sometimes years. We will keep you updated and do our best.

## **2.13 Going Away**

If the main tenant is planning to be away from the home for more than six (6) weeks, please advise your Tenancy Manager.

This is important in case there is an emergency at your home while you're away, so Link Wentworth can get in touch with you.

It's also important when you go away, to make sure your rent is paid up to date.

## **2.14 Pets**

Pets are an important part of our lives. If you'd like to keep a pet at home while you rent with Link Wentworth, you will need written permission. Please ask your Tenancy Manager how to apply for this permission.

Pets are often not allowed in leasehold properties.

## 2.15 Problems with neighbours

At Link Wentworth, we want our tenants to live peacefully. As a tenant, you have the right to peace, comfort and privacy in your home. You also have the responsibility to be a good neighbour.

Sometimes our tenants have disagreements with each other. Common things which neighbours disagree about include pets, noise, the behavior of guests, and managing rubbish and recycling. Sometimes our tenants might be bullied or harassed by a neighbour or their guests. Your neighbour may, or may not, be a Link Wentworth tenant.

The first step to take in any disagreement with a neighbour is to approach them and speak with them directly about your concern.

Step two is a different approach. If the problem continues, or you feel that it is too hard to discuss directly with your neighbour, you can contact your Tenancy Manager for advice and support.

There are a few things which Link Wentworth might do, or ask you to do, if the neighbour you are concerned about is a Link Wentworth tenant. Link Wentworth can:

- ask you for more detailed information
- provide you with a logbook to keep some notes
- arrange a Client Service Visit with your neighbour
- support you to seek mediation with your neighbour
- ask you to call the Police if the actions of your neighbour are against the law
- suggest you report illegal activity to Crime Stoppers.

Information you provide to Link Wentworth can be used in the NSW Civil and Administrative Tribunal (NCAT) if Link Wentworth needs to ask a tenant to move out of their property. These legal proceedings require a lot of evidence and can take a long time. This is important because it protects the rights of all tenants, but it can be very difficult for tenants when they live close to someone whose behaviours affect their day-to-day right to live in peace.

Some problems can be solved with the help of a mediator. We may recommend a Community Justice Centre that has trained mediators to help solve problems fairly. The central contact number for Community Justice Centres is 1800 990 777.

**If you are experiencing harassment, intimidation or are concerned you might be assaulted, call the Police on 000.**

### Things to do:

- ✔ Please provide access to your home for Client Service Visits and Property Surveys.
- ✔ For 'emergency' and 'priority' repairs, please call us as soon as possible.
- ✔ Let us know if there are changes to your household
- ✔ Talk to us if you want to keep a pet
- ✔ Let us know if you want to make changes to your home



# Have a say and get involved

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We appreciate hearing from our tenants.

Every time we hear from you – whether it is a compliment, a suggestion, or a complaint – it helps us serve you better. When you give us feedback, we will treat you with respect and we will protect your privacy by treating your information as confidential. hearing from our tenants.

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### Have a say and get involved

Below we have included information about how you can have a say formally. This includes participating in our Tenant Advisory Group, completing the annual Tenant Satisfaction Survey, letting us know you are happy with or concerned about something, making a complaint or appealing a decision.

## 3.1 Annual Tenant Satisfaction Survey CHIA NSW

Each year the industry group for community housing called the Community Housing Industry Association (CHIA) NSW conducts a satisfaction survey of all tenants living in community housing. Link Wentworth supports this survey by letting our tenants know how they can participate. The information you provide is collected by CHIA NSW and they provide feedback to Link Wentworth and let us know where we need to improve.

This is an important way for you to have a say about your experiences as a tenant.

## 3.2 Compliments and suggestions

We love getting feedback about what works for you as much as we appreciate hearing about the things which you are not happy with.

If our staff have exceeded your expectations or you find a process helpful, let us know. It helps us to build on our strengths.

### 3.3 Complaints and appeals

We don't always get it right. You may be confused by our processes, upset about how we have communicated with you, or feel dissatisfied with how we have managed something to do with your home.

There is a process for letting us know if you are concerned about our service or about your home.

<h4>Request for service</h4> <p>A request for service is when you have any issue regarding your tenancy that requires an action or service from us.</p> <hr/> <p><b>This includes issues about:</b></p> <ul style="list-style-type: none"> <li>- Maintenance</li> <li>- Antisocial behaviour</li> <li>- Rent</li> <li>- Non rent (water and other utilities)</li> </ul> <hr/> <p><b>How do I make a request for service?</b></p> <ul style="list-style-type: none"> <li>✉ Email <a href="mailto:enquiries@linkwentworth.org.au">enquiries@linkwentworth.org.au</a></li> <li>☎ Call 13 14 21 or speak to your Tenancy Manager</li> </ul>	<h4>Complaint</h4> <p>A complaint is made when you are unhappy with a service you have received.</p> <hr/> <p><b>For example:</b></p> <ul style="list-style-type: none"> <li>- A change or withdrawal of the service</li> <li>- The way a service was delivered by our staff</li> <li>- Unsatisfactory repairs</li> <li>- Link Wentworth has not followed its policies and procedures</li> </ul> <hr/> <p><b>How do I make a complaint?</b></p> <ul style="list-style-type: none"> <li>✉ Email <a href="mailto:feedback@linkwentworth.org.au">feedback@linkwentworth.org.au</a></li> <li>☎ Call us on 13 14 21</li> <li>✍ Come into our office and fill out a form</li> <li>💻 Fill out the form on our website</li> </ul>	<h4>Appeal</h4> <p>If you think a decision made by Link Wentworth is unfair or incorrect you have the right to appeal against the decision. This is an internal (1st Tier appeal).</p> <hr/> <p><b>Issues that can be appealed:</b></p> <ul style="list-style-type: none"> <li>- Rent and water charges</li> <li>- Permission to keep a pet</li> <li>- Tenancy matters</li> <li>- Housing assistance</li> <li>- An application or transfer decision</li> </ul> <hr/> <p><b>How do I make an appeal?</b></p> <ul style="list-style-type: none"> <li>✉ Email <a href="mailto:feedback@linkwentworth.org.au">feedback@linkwentworth.org.au</a></li> <li>☎ Call us on 13 14 21</li> <li>✍ Come into our office and fill out a form</li> <li>💻 Fill out the form on our website</li> </ul>
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#### Talk to Link Wentworth

We encourage our tenants to discuss any concerns or problems with their Tenancy Manager in the first instance.

If you aren't satisfied with the conversation you have with the Tenancy Manager or you are not comfortable talking with them, you can ask to speak with the Team Leader.

#### Make a complaint to Link Wentworth

Once you have discussed your concerns with the Tenancy Manager or Team Leader you can make a complaint if you are still concerned.

##### Here's how to lodge a complaint

- Fill out our online feedback form at [www.linkwentworth.org.au](http://www.linkwentworth.org.au)
- Email [feedback@linkwentworth.org.au](mailto:feedback@linkwentworth.org.au)
- Request for a form to be posted to you and return to PO Box 5124, Chatswood West NSW 2067
- Call 13 14 21, or direct lines or mobile numbers
- Complete the feedback form at one of our offices or at an off-site location (e.g., event)

Link Wentworth will acknowledge the complaint within two (2) working days of receiving it. A team leader or manager will read your complaint, review any records we have about the matter, the investigation will be completed within 15 working days and a written response will be provided. If the matter is complex or requires more investigation, it may take longer but you will be notified of this within 15 working days. For more information see our Complaints and Feedback Policy on our website.

## I'm not happy with the outcome of my complaint

If you are not satisfied with the way the team has responded to your complaint you can seek to have the decision formally reviewed, some decisions can be appealed by lodging an appeal with Link Wentworth—see below for our appeals process. If your complaint is not an appealable decision, you can seek to have your complaint escalated for further review by a more senior staff member.

## How to make an appeal to Link Wentworth

You have the right to appeal if you believe that a decision made by Link Wentworth in relation to a tenancy, housing assistance or an application is unfair or incorrect. An appeal is different to a complaint.

### Here's how to lodge an appeal

- Fill out our online Appeals Form at [www.linkwentworth.org.au](http://www.linkwentworth.org.au)
- Request for a form to be posted to you and return to PO Box 5124, Chatswood West NSW 2067
- Call us on 13 14 21 and we can complete the form on your behalf
- Complete the Appeals Form at one of our offices

There is a two-stage appeals process. The appeal is first reviewed internally by a senior member of Link Wentworth who was not involved in the original decision. They will review the original decision and look at our policy, your information, and any new information you may wish to present. You will be advised of the outcome. This is called a First Tier Appeal. For more information see our Appeals Policy on our website.

Link Wentworth will acknowledge the appeal within two (2) working days of receiving it. A senior member of staff will read your appeal, review any records we have about the matter, the investigation will be completed within 15 working days and a written response will be provided. If the matter is complex or requires more investigation, it may take longer but you will be notified of this within 15 working days.

If you don't agree with the outcome, you can have the matter reviewed externally by the independent NSW Housing Appeals Committee (HAC), this is a Second Tier Appeal. The HAC deals with appeals on decisions about services provided by community housing providers such as Link Wentworth. You can read more about HAC here: [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

If the matter relates to your tenancy, such as repairs and maintenance, you can make an application to the NSW Civil and Administrative Tribunal (NCAT). NCAT is the main forum for resolving tenancy disputes between landlords and tenants in New South Wales. Following are links for further information:

- NSW Civil and Administrative Tribunal (NCAT) call 1300 135 399 or visit [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- Department of Fair Trading call 13 32 20 or fill out the online form at [www.cas.fairtrading.nsw.gov.au/icmspublicweb/forms/Tenancy.html](http://www.cas.fairtrading.nsw.gov.au/icmspublicweb/forms/Tenancy.html)

You can also ask for advocacy and support through the NSW Tenants Union and local services. Contact details are available on the Link Wentworth website or at our offices.

## 3.4 Get involved

Your experience as a tenant is very important to the team at Link Wentworth. Our purpose is to provide a range of housing solutions for people across New South Wales and it is those people – our clients and tenants – who are at the heart of our work. There are a few ways you can get involved, have a say and be part of our work and your community.

### Tenant Advisory Group

The Link Wentworth Tenant Advisory Group (TAG) are a group of volunteer tenants who meet to:

- participate in meetings and events
- discuss tenancy issues such as repairs and maintenance
- provide feedback on Link Wentworth's policies which have an impact on tenants
- advise on how Link Wentworth communicates with tenants
- assist with planning community programs including competitions, special events, forums and the Link Wentworth Scholarship Program
- provide advice on how tenants can participate e.g., surveys or workshops.

Our TAG is open to all tenants of Link Wentworth. As a member of the TAG, you can be involved as little or as much as you would like. However, we have regular meetings that you can attend online via Zoom, or from an office upon request.

If you are interested in getting involved in our TAG, please contact the Communities Team.

Email [communities@linkwentworth.org.au](mailto:communities@linkwentworth.org.au)

### Tenant Training

Link Wentworth offers training for tenants on advocacy, housing and other relevant topics such as reducing energy bills or skills for employment.

Link Wentworth also runs projects which support our tenants to achieve any goals they might have around further education, volunteering or employment.

### Community Projects and Events

Throughout the year Link Wentworth works with interested tenants to develop projects and events which include creative arts, employment and training, and health related events.

If you are interested in receiving information regarding upcoming community events, email [communities@linkwentworth.org.au](mailto:communities@linkwentworth.org.au)

## 3.5 Our tenant newsletter

One of the most important things to us is making sure you've got the information you need.

Our tenant newsletter "Community Connect" provides our tenants with an update on recent activities. You will receive this every three months.



# Moving out of your home

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If you move out of your home, here are some  
things you need to know.

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## 4.1 Ending your tenancy

Sometimes life takes us in another direction. If you're planning to move out of the home you rent with Link Wentworth you need to either:

- give three (3) weeks notice (21 days) to vacate your premises if you are on a continuing lease
- give fourteen (14) days notice at the end of a fixed term lease.

Giving notice means you write to us by letter or email, to let us know when you will move out. When we receive your notice, your Tenancy Manager will contact you and discuss what we need you to do before you leave. This will include a final inspection which we encourage you to attend.

If Link Wentworth asks you to move out, we will make sure that:

- the termination notices issued comply with legislation
- you are provided with information about how to access legal advice, support and interpreters
- you are aware of your rights regarding the end of your tenancy and what you need to do to move out
- you are given adequate time to find alternate accommodation and to move your belongings.

## 4.2 What if I owe Link Wentworth money when I'm moving out?

When you move out, you will be asked to pay Link Wentworth any outstanding debt from your tenancy. You will also be asked to pay for repairs needed outside of fair wear and tear. If you can't pay the full outstanding debt, we can organise a payment plan for you.

### **Tenant Checklist for moving out**

- Make sure you let Link Wentworth know you're moving out by writing a letter or email
- Chat with your Tenancy Manager about what you need to do
- Clean the house and tidy the yards
- Return all keys to your local Link Wentworth office
- Apply to NSW Fair Trading to have your bond returned to you



# Useful Contacts

Fire, Ambulance, Police	000
Poisons Information Line	13 11 26
Crime Stoppers	1800 333 000
NSW Government Housing Contact Centre	1800 422 322
Translating and Interpreting Service (TIS)	13 14 50
Link2home	1800 152 152
Domestic Violence Line	1800 656 463
Child Protection Helpline	13 2111



**Link  
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Providing homes, building futures.

[linkwentworth.org.au](http://linkwentworth.org.au)