

# A WARM WELCOME



## TENANCY HANDBOOK

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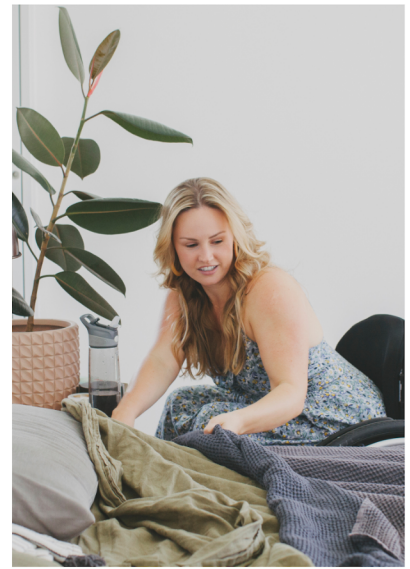


# ABILITY HOUSING

Ability Housing is a registered provider of Specialist Disability Accommodation (SDA) for eligible NDIS participants.

Our focus is to provide individualised accommodation for tenants to allow them to live as independently as possible with connected supports selected by the participant.

This Handbook is designed to give you extra detail about frequently asked questions to clarify how Ability Housing supports its tenants and specifically about your home.



## CONTACT INFORMATION

Ability Housing  
(Ability Support Pty Ltd t/as Ability Housing)

Suite 4, 22 Railway Road, Subiaco WA 6008  
P.O. Box 538, Cottesloe WA 6911

ABN: 42 617 942 944  
NDIS NO: 4050045154

Phone: 08 9384 5221  
Emergency Repairs: 0409 145 060

Email: [hello@abilityhousing.com.au](mailto:hello@abilityhousing.com.au)  
Website [www.abilityhousing.com.au](http://www.abilityhousing.com.au)



**Astrid Timmers**  
**Managing Director**



# MEET THE TEAM



MANAGING  
DIRECTOR  
Astrid Timmers



DIRECTOR  
Dr. Rohan  
Vanden Driesen



DIRECTOR  
Martin Timmers



DIRECTOR  
Vanessa Bevan



CLINICAL & QUALITY  
CONSULTANT  
Dr. Carol Crevacore



DEVELOPMENT  
MANAGER  
Corey Owen



SDA CUSTOMER  
SERVICES  
Vesna Pravica



PROPERTY  
MANAGER  
Hayley Tavanyar



 **Ability Housing**  
creating accessible communities



# YOUR HOUSING SUPPORTS



## ABILITY HOUSING

We look after the property, assisting the owner with maintenance, and tenancy-related management.

We can support you with SDA-related queries, pre, during, and post-tenancy.

Your support coordinator can help you fulfil your tenancy obligations if you require assistance. They can help organise tasks to be completed and assist with any questions you may have before it goes to Ability Housing.



## SUPPORT COORDINATORS



## GUARDIANS & TRUST MANAGERS

You may have a guardian or trust coordinator who can help you with big decisions and finances. They can help you pay your rent and any invoices that are part of your tenancy. They can also help with any concerns or feedback you have regarding your home, and communicate these for you.

The NDIS also has a broader role in helping people to:

1. Access mainstream services, such as health, housing and education;
2. Access community services, such as sports clubs and libraries;
3. Maintain informal supports, such as family and friends.



## NDIS

# INFORMATION GUIDE

## TENANCY

Please note that the below is generalised advice.

Please refer to your SDA Tenancy Agreement for more information, noting that some of the below may not apply to you.



### RENTAL PAYMENTS

To comply with your SDA agreement, it is essential to pay rent weekly and punctually, with the amount clearly referenced with your surname. This payment is for the home you live in. In a SDA property, maximum reasonable rent is capped by the NDIS.



### BOND

A rental bond is a security deposit paid by a tenant to the landlord at the beginning of a tenancy. It is held to cover any potential damages. The rent is always x4 your weekly rent and is held in a government trust. If you have been approved for a pet, you will also have to pay a pet bond.



### WHAT IS A BREACH?

An agreement breach occurs when a tenant or owner violates the terms and conditions outlined in the agreement. Following the agreement is essential to hold parties of the SDA agreement to the agreed contract. A breach is issued as a last resort, as notice of non-compliance of the agreement.



### PRIVACY

Ability Housing agrees to comply with all relevant privacy laws in the way it holds, uses and shares your personal information. Ability Housing will only use your personal information for the purposes for which it was given to us. Please refer to our website for our full privacy policy statement.



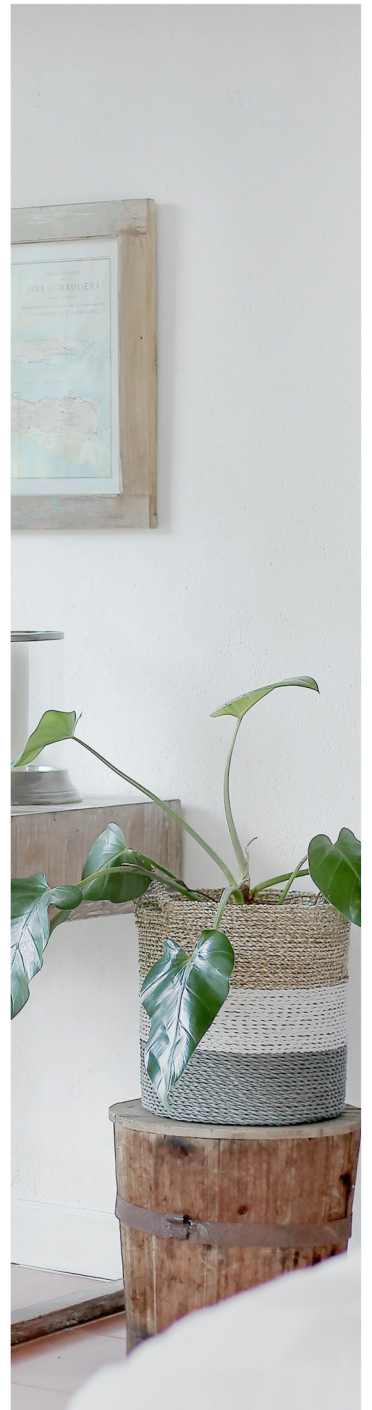
### COMPLAINTS AND FEEDBACK

We appreciate all feedback and complaints regarding your maintenance, home, or tenancy support needs. Your input is valuable to us. Contact details are listed throughout if you would like to discuss anything further.



### NO CONFLICTS OF INTERESTS

Ability Housing does not have any previous or financial relationship with any care provider so there are no conflicts of interest.





# INFORMATION GUIDE

## TENANCY

Please note that the below is generalised advice.

Please refer to your SDA Tenancy Agreement for more information, noting that some of the below may not apply to you.



### LOST KEYS

If you lose your keys/remote/fob/swipe card, it is the tenant's responsibility & cost to replace these items. If you are in an apartment, this process will go via your strata manager, but if you are in a house/villa please contact us for assistance on this.



### APPLIANCES

If your home comes with any appliances such as a washing machine, fridge, ovens, stovetops etc; it is the responsibility of the tenant to keep them clean and in a good condition.



### PETS

We love animals, but unfortunately not all properties are suitable for pets. Please ask us before getting any pets as you will need written permission. No animals are allowed at the property without prior approval.



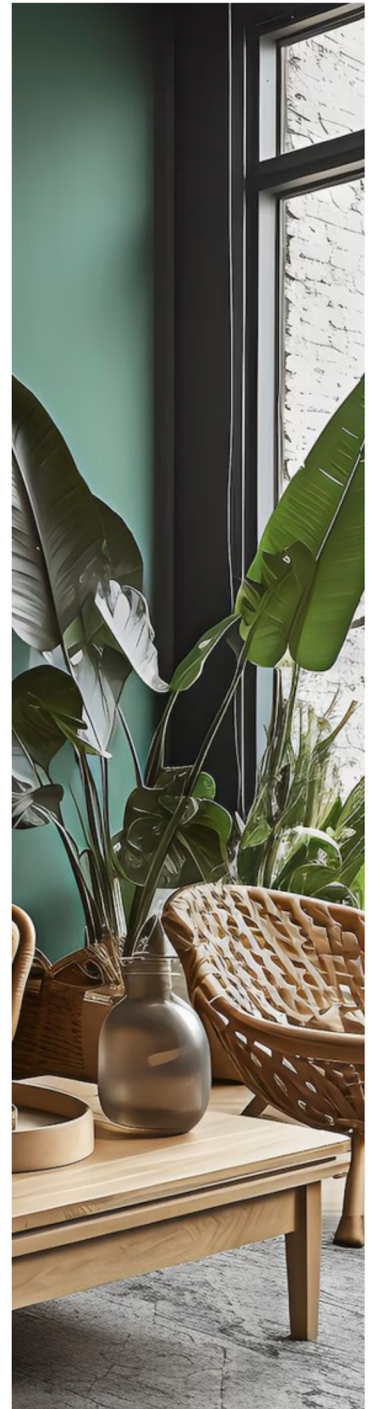
### MAINTENANCE & CHANGES

We encourage you to make the space your home, but prior written permission is required for any permanent changes such as fittings, fixtures. Eg, nails to walls, painting, planting items etc



### UTILITIES

Tenants are responsible for utility payments such as power, water, wifi etc; which may be divided amongst tenants in shared houses or apartments. Consult your SDA agreement for additional details.



# START OF TENANCY

## WELCOME HOME



Your tenancy starts once you have signed your SDA Agreement, paid your bond and the lease start date has begun.



You are familiar with the house or strata rules along with the location of any services within the building that you would like to use.



You have checked that your mail is redirected and that you have advised your community providers that you moved homes.



You are aware of the weekly council rubbish collection days. Visit your local council website for specific information on what days these are for you.



You are aware of your tenancy responsibility for tenant/contents insurance. This is something that the tenant organises with a provider if this is something you desire.



# HOUSE RULES

## ENJOY YOUR HOME

We kindly ask you to read our house rules carefully and keep them in mind through out your tenancy.  
Please note you may also be provided with additional house or strata rules



NO ILLEGAL SUBSTANCES OR DRUGS.



NO PETS AT THE PROPERTY, IF THEY  
HAVE NOT BEEN APPROVED IN  
WRITING.



RUBBISH IS TO BE REMOVED FROM THE  
PROPERTY IN ACCORDANCE WITH YOUR  
LOCAL RUBBISH COLLECTION SCHEDULES.



NO SMOKING INSIDE.



IF ANY PROPERTY DAMAGES OCCUR THAT ARE  
BEYOND "FAIR WEAR & TEAR", IT IS YOUR  
RESPONSIBILITY TO FIX THEM OR PAY FOR THIS  
IN FULL TO BE FIXED FOR YOU.



BE MINDFUL OF OTHERS WHEN MAKING  
NOISE/ PLAYING AUDIO.



## CREATE A HOME THAT SHOWCASES YOUR INDIVIDUALITY

We believe that a home should reflect the unique personalities and interests of its occupants. Whether it's hanging your favorite artwork, setting up a cozy reading nook, or cultivating a mini indoor garden, we love when people showcase their passions and hobbies.

Should you wish to add any fixtures or fittings that will enhance your living experience, please don't hesitate to reach out to us. We are more than happy to assist you through the approval process. Just remember that any modifications require written approval from your property manager.

In most cases, our approval process is straightforward, and we aim to accommodate your requests whenever possible. However, we kindly ask you to bear in mind that any cosmetic changes made during your tenancy should be restored to their original state before you move out, at your expense.

Our goal is to create a space that truly feels like your own, where you can relax, recharge, and create lasting memories. If you have any questions or need assistance with anything, please don't hesitate to contact our team.



# RENT INSPECTIONS

## HINTS AND HELP



Ability Housing completes rent inspections to ensure the home is being looked after and we take photos for insurance records (if we ever need to reference them).



We want to ensure that you are happy and are in a safe environment. The inspections take 15 minutes at the most.



You will be given between 7-14 days of notice of entry for the inspection, along with if this will be in the AM or PM. You do not have to be home for your inspection, if you do not want to.



We want to know if anything isn't working as it should so we can help organise this to be rectified or provide feedback to the necessary parties.



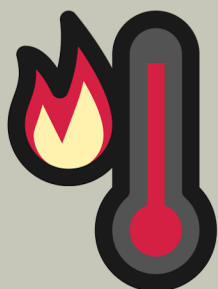
We check that all appliances, and units are clean with no build up of grime or dirt.



The inspections provides an opportunity to talk face- to-face with your property manager.

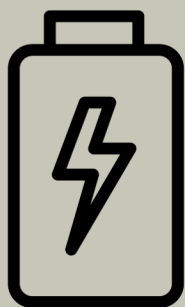
# REPAIRS & MAINTENANCE

## TIPS AND TRICKS



### NO HOT WATER- GAS HOT WATER UNIT

The pilot light in your gas hot water system may have gone off due to issues like heavy winds or gas supply problems. To relight it, locate the pilot assembly, turn the gas control knob to "Pilot," hold it down, light the pilot and then release the knob. This is usually located at the bottom of the unit. If the flame has gone out this is the tenant's responsibility to re-light/ ignite it. (\*Hint\* this works in the same way you ignite a gas stove top, twist/press the igniter and a flame will light).



### POWER OUTAGE?

During a power outage at home, first, check for any faulty electrical appliances. Then, inspect your residual current devices (RCDs) for tripping. Additionally, visit the power supplier's website to access a map of planned and unplanned outages to confirm if the power is out in your area. If you still do not have power, please contact Ability Housing.



### WATER OUTAGE?

During a water outage or slow flow at home, visit the water corporation website for information. They provide a map displaying planned and unplanned outages, allowing you to determine if the water supply is affected in your area. If you still do not have water, please contact Ability Housing.



### LIGHT GLOBE STOPPED WORKING?

Tenants are responsible for changing light globes in the property, ensuring they are in working condition as when they moved in. If uncertain or in need of assistance, contacting an electrician for help with replacing the globes is recommended.



# PROPERTY DAMAGES

## HOW TO REPORT

[Maintenance@abilityhousing.com.au](mailto:Maintenance@abilityhousing.com.au)

1

PLEASE TAKE PHOTOS OF THE DAMAGES.

2

ABILITY HOUSING WILL DETERMINE IF THIS IS AN OWNER OR TENANT RESPONSIBILITY & WHO IS AT COST.

3

SEND AN EMAIL OUTLINING THE PROBLEM, WHERE ITS LOCATED AND HOW IT OCCURRED WITH THE PHOTOS ATTACHED.

4

ABILITY HOUSING WILL HELP/ASSIST COORDINATE THE RECTIFICATION OR ADVISE YOU ON HOW TO DO SO, IF WE CANNOT HELP.

5

\*IF THE PROPERTY IS ROBUST, ANY DAMAGES CAUSE BY THE TENANT, ARE AT TENANT COST TO RECTIFY. AN INCIDENT REPORT MUST BE SUBMITTED WITHIN 24 HOURS OF ANY PROPERTY DAMAGE INCIDENTS\*



# END OF TENANCY

## GOOD BYE



You have been given/ or have given appropriate notice to end your tenancy, as per your SDA Agreement.



You have cleaned up your space and "made good" of any damages during the tenancy.



You have paid your rent up to the date of vacate.



You have removed all your personal items from the property.



You have advised all parties that mail is no longer to be sent to the home address and updated this to your new address.



You have cancelled your utilities which are linked to the address. \*if applicable\*

# EMERGENCY INFO

An emergency refers to urgent situations that require immediate attention to ensure the safety and habitability of the rental property.

Examples include gas leaks, major water leaks, electrical hazards, and severe structural damage.

In such cases, tenants should contact property management immediately and, if necessary, emergency services.



## **DURING OFFICE HOURS (9am-5pm)**

### **Monday-Friday**

PH: 08 9384 5221

EMAIL: [hello@abilityhousing.com.au](mailto:hello@abilityhousing.com.au)



## **OUTSIDE OF OFFICE HOURS**

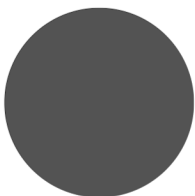
PH: 0409 145 060

Astrid Timmers - Managing Director



## **MEDICAL, FIRE & POLICE - EMERGENCY**

PH: 000



## **HELPFUL CONTACTS**

Crisis Support Lifeline Australia - 13 11 14

Domestic Violence Support - 1800 Respect - 1800 737 732



# THANK YOU



**Ability Housing**  
creating accessible communities

Ability Housing  
(Ability Support Pty Ltd t/as Ability Housing)

ABN: 42 617 942 944  
NDIS NO: 4050045154

