



SUSTAINABLE TENANCIES POLICY

1. Purpose

This policy outlines Bethanie Housing Ltd's approach to fostering and promoting sustainable tenancies.

2. Scope

- (1) This policy applies to all Bethanie Group personnel and contractors engaged by, or otherwise working for, Bethanie Housing Ltd.
- (2) This policy is to be read and applied in conjunction with the Disruptive Behaviour Policy.

3. Defined terms

Good Behaviour Agreement

A written undertaking entered into by a Bethanie Housing Ltd tenant about not engaging in disruptive behaviour on the premises occupied and in any place within 50 meters of a Bethanie Housing Ltd property

Sustaining tenancies approach

A commitment by Bethanie Housing Ltd to working cooperatively with tenants who may exhibit disruptive behaviours or are under financial duress so as to support the continuation of the tenancies while ensuring quiet enjoyment of properties by other tenants

4. Principles

Principle 1

Bethanie Housing has a duty of care towards its tenants and staff. The duty of care towards tenants includes acting, whenever possible, to support the sustainment of tenancies as opposed to evictions, with the tenancy termination being a measure of last resort only.

Principle 2

Bethanie Housing has a legal obligation to ensure quiet enjoyment by tenants of the provided accommodation.

Principle 3

Bethanie Housing will carefully assess each incident of dangerous or disruptive behaviour and make the appropriate decision given the specific circumstances of each case, but in accordance with the Disruptive Behaviour policy and with respect to natural justice and the privacy rights of the tenants.

Principle 4

Bethanie Housing will be particularly supportive of tenants who behave in a disruptive manner through no fault of their own, such as persons affected by mental health issues, and seek a resolution that will provide maximum benefit to all parties.



5. Disruptive Behaviour prevention

If, during the pre-tenancy screening process, a Bethanie Housing Ltd employee becomes aware that a prospective tenant has a history of Disruptive Behaviour, the following measures can be applied at the discretion of the Housing Manager:

- (1) The prospective tenant may be required to sign a Good Behaviour Agreement before the Tenancy Agreement is signed.
- (2) The Tenancy Agreement is signed for a probationary period of three months, to be replaced with an open-ended Tenancy Agreement at the uneventful expiration of the probationary period.

6. Disruptive Behaviour management: Good Behaviour Agreement

- (1) Subject to Housing Manager's discretion, on recommendation of the relevant Tenancy Manager, an incident of disruptive behaviour as that term is defined in the Disruptive Behaviour Policy may be dealt with by way of a Case Management Discussion following the guidelines outlined in Annex 1 and following by the Principles stated in Clause 4.
- (2) A Case Management Discussion will be attended, whenever practicable and deemed constructive by the Housing Manager, by representatives of relevant authorities, such as Police or mental health professionals, and a representative of the local Tenant Advisory Group constituted in accordance with the Tenant Engagement and Community Building Manual.
- (3) The tenant will be given the opportunity to invite to a Case Management Discussion a support person.
- (4) Whenever possible, a Case Management Discussion must conclude with the signing of a Good Behaviour Agreement on the form attached to this policy as Annex 2.
- (5) One year after the coming into force of the present policy, the Manager Housing will consult with Tenancy Managers if and if considered suitable, move to discontinue the use of the warnings in the Disruptive Behaviour Policies by replacing them with Good Behaviour Agreements.

7. Vulnerable tenancies management

- (1) If a tenant is defaulting on rent payments, the relevant Tenancy Manager, must attempt to establish the reason for the tenant's inability to make the required payments. Depending on the established reason, on recommendation from the Tenancy Manager, one or more of the following actions must be considered and undertaken if deemed appropriate by the Manager Housing:
 - (a) Bethanie Housing Ltd can arrange the provision financial management advice;
 - (b) Bethanie Housing Ltd can design a payment plan for the recovery of potential arrears at a rate that would not place undue financial stress on the tenant;
 - (c) Bethanie Housing Ltd can identify an alternative housing option from its portfolio, more suitable to the budget of the tenant;
 - (d) Bethanie Housing Ltd can support the tenant in the identification of potential sources of additional financial assistance.
- (2) If the relevant Tenancy Manager has noticed, or was otherwise informed, about other potential risks to a tenancy, including but not limited to:
 - (a) The tenant exhibiting signs of mental health concerns, eg erratic behaviour, memory loss etc;



SUSTAINABLE TENANCIES POLICY

(b) The tenant exhibiting signs of elevated stress, whether the cause can be identified or not;

- The Tenancy Manager must, having consulted with the Manager Housing and scrupulously observing the privacy rights of the tenant, offer support to the tenant, potentially by facilitating contact with :
 - (a) specialised mental health support providers, if applicable
 - (b) elder abuse protection Not for Profit organisations such as Advocare, or law enforcement agencies should the stress be generated by elder abuse.

8. Culturally sensitive tenancy management

In their interactions with tenants, Tenancy Managers must respect and consider cultural, ethnic and religious customs and habits of tenants. In so doing, Tenancy Managers may, on occasion and with the approval of the Manager Housing, depart from the established practices and policies of Bethanie Housing Ltd in order to accommodate cultural and religious principles and practices of tenants.

9. Consequential amendments to the Tenant Engagement and Community Building Manual

- (1) This clause makes consequential amendments to the Tenant Engagement and Community Building Manual and will be administratively removed once the amendments in subclause (2) have been effected.
- (2) Clause 8 is amended by inserting the following subclause:

“(5) The Welcome Guide in Appendix 3 is part of this policy, therefore the rules contained in the Guide are deemed Bethanie Housing Policy provisions.

(6) The Welcome Guide may be amended by Tenancy Managers by inserting locally relevant information.”
- (3) The Tenant Engagement and Community Building Manual is amended by inserting, as Appendix 3, the document attached to this policy as Annex 3.”

10. Consequential amendments to the Disruptive Behaviour Policy

- (1) This clause makes consequential amendments to the Disruptive Behaviour Policy and will be administratively removed once the amendments in subclause (2) have been effected.
- (2) In the Disruptive Behaviour Policy:
 - (a) Insert in Clause 5(1), after the expression “verbal warning (Appendix 1)” the words: “and/or request that the tenant sign a Good Behaviour Agreement in accordance with the Sustainable Tenancies Policy”.
 - (b) Insert in Clause 5(2), after the expression “written warning (Appendix 2)” the words: “and/or request that the tenant sign a Good Behaviour Agreement in accordance with the Sustainable Tenancies Policy, if such an agreement has not been already signed under subclause (1)”.
 - (c) Insert in Clause 5(3) after the expression “second written warning (Appendix 2)” the words: “and/or request that the tenant sign a Good Behaviour Agreement in accordance with the Sustainable Tenancies Policy, if such an agreement has not been already signed under subclauses (1) or (2)”.
 - (d) Insert in Clause 6(1), after the expression “Tenancy Manager”, the words “and/or request that the tenant sign a Good Behaviour Agreement in accordance with the Sustainable Tenancies Policy”.





ANNEX 1

Case Management Discussion Guidelines

These guidelines must inform the organisation of a Case Management Discussion.

1. Preparation

- Clarify the nature and gravity of the Disruptive Behaviour exhibited, including interviewing the complainant (should a formal complaint exist) and other tenants who may have witnessed the incident(s) of Disruptive Behaviour;
- organise a preliminary discussion with the tenant at the centre of the issue, and clarify if there are any special circumstances of cultural, religious or mental health nature
- if it appears that mental health issues have been a factor, contact the mental health agency operating in the region to arrange for an expert to be present at the Case Management Discussion, with the permission of the resident.
- if the Disruptive Behaviour event resulted in attendance by the Police, contact the local Police station and invite a Police officer to be present at the Case Management Discussion
- invite a local Tenant Advisory Group member or, should no member be available, another tenant prepared to speak on behalf of the tenant community
- inform the tenant and invite him or her to the Case Management Discussion and advise the tenant that he or she may bring a support person to assist
- provide the tenant with copies of the Disruptive Behaviour Policy and a copy of the Good Behaviour Agreement form
- organise the Case Management Discussion at a place and time convenient to participants.

Note: if no third parties are present, you must be accompanied by another Bethanie Housing Ltd employee.

2. Discussion

- As the relevant Tenancy Manager, you must lead the discussion, and either yourself or another person must take notes
- describe the events that gave the rise to the Case Management Discussion
- invite the tenant to present, uninterrupted, his or her version of the events
- invite other participants to express their views
- summarise the views expressed and decide the course of action you consider appropriate to the circumstances– issue a warning, ask that the tenant sign a Good Behaviour Agreement, arrange for professional support for the tenant, exonerate the tenant etc. or initiate eviction proceedings
- advise the participants that they will be provided with a summary outline of the discussion content and conclusions and that they are invited to make corrections if required.

3. Implementation

- If the conclusion of the discussion requires it, prepare the warning form or the Good Behaviour Agreement in duplicate, sign where required and post to the tenant, with a request that one of the duplicates be signed and returned
- file the signed copy in the Tenant file and advise the Manager Housing of the outcome of the process.



ANNEX 2

BETHANIE HOUSING LTD GOOD BEHAVIOUR AGREEMENT

I, _____, agree to make the following positive behaviour changes:

- Abide by the Residential Tenancy Agreement I have signed with Bethanie Housing Ltd, including but not limited Clause 20 Use of Premises By Tenant, which states as follows:
 - 20.3 not cause or permit a nuisance; and
 - 20.4 not cause, or permit to be caused, an interference with the reasonable peace, comfort or privacy of a person residing in the immediate vicinity of the premises; and
- Comply with the policies and rules of Bethanie Housing Ltd.

I also agree to make the following positive behaviour changes:

I understand that failure to make significant positive behaviour changes, comply with the Residential Tenancy Agreement and the policies and rules of Bethanie Housing Ltd may lead to the commencement of eviction procedures by Bethanie Housing Ltd.

Tenant signature _____

Tenancy Manager signature: _____

Date: _____

Note: Tenant to be provided with photocopy or duplicate of this form.



ANNEX 3

1. In accordance with Clause 9 of this policy, the following text is included in the Tenant Engagement and Community Building Manual:



BETHANIE HOUSING LTD WELCOME GUIDE



SUSTAINABLE TENANCIES POLICY

Contents

<u>MOVING INTO YOUR NEW BETHANIE HOME</u>	11
<u>BRIEF HISTORY OF BETHANIE</u>	11
<u>BETHANIE TODAY</u>	12
<u>MOVING IN</u>	13
<u>Adaptors, Piggyback Plugs</u>	15
<u>Alcohol/Drugs</u>	15
<u>Cable/Foxtel TV</u>	15
<u>Electricity</u>	15
<u>Fire</u>	15
<u>Fixtures</u>	16
<u>Damages</u>	16
<u>Urgent repairs</u>	16
<u>Policies</u>	16
<u>Complaints, comments and suggestions</u>	17
<u>Gardens</u>	19
<u>Gas</u>	19
<u>Gophers</u>	19
<u>Home help</u>	20
<u>Insurance</u>	20
<u>Interpreters and translation services</u>	20
<u>Keys and locks</u>	20
<u>Mail</u>	20
<u>Maintenance</u>	21
<u>Medical</u>	21
<u>Medicare</u>	21
<u>Medications</u>	21
<u>Newspapers</u>	21
<u>Noise</u>	21
<u>Parking</u>	21
<u>Pets/Birds</u>	21
<u>Pharmacy</u>	22
<u>Podiatry</u>	22
<u>Power tools</u>	22
<u>Satisfactions surveys</u>	22



SUSTAINABLE TENANCIES POLICY

<u>Security and safety</u>	22
<u>Signing and witnessing documents</u>	22
<u>Smoke detectors</u>	23
<u>Smoking</u>	23
<u>Taxis</u>	23
<u>Telephone</u>	23
<u>Unit Inspections</u>	23
<u>Vacating your unit</u>	23
<u>Visitors</u>	24
<u>Watering days</u>	24



SUSTAINABLE TENANCIES POLICY

MOVING INTO YOUR NEW BETHANIE HOME

At Bethanie, we understand that moving into a new home is complicated. Therefore, we will do our best to support you during this process and facilitate your quick and smooth integration into our friendly community.

As part of our tenant support program, we put together this small handbook, which contains the information you may wish to know as you move in.

Now, first of all, who are we?

BRIEF HISTORY OF BETHANIE

Since its establishment in 1954, the Bethanie Group Inc, formerly known as Churches of Christ Homes and Community Services Inc has grown rapidly. The organisation is widely respected for its expertise in developing and managing accommodation designed to cater for people of retirement age.

The services provided to our tenants are underscored by a strong commitment, based on Christian principles, to the welfare of each and every resident and supported by the skill, dedication and experience of our 1200 staff and hundreds of volunteers.

The Bethanie Mission, adopted by both Bethanie Group Inc and Bethanie Housing Ltd is:

Demonstrate the love of God in the provision high quality care, accommodation and community.

Our vision is:

To be a lead provider of services to seniors by adapting ourselves to meeting the changing needs and expectations of future generations.

Our **Values** are a response to Christ's call to serve, love and care for all people. Therefore we are people of:

- Integrity;
- Justice;
- Compassion;
- Respect; and
- Stewardship.

Our Six Signature Behaviours:

- We deliver all of its services the way we would like them to be delivered to us;
- We promote all Bethanie services and products with integrity and enthusiasm;
- We take ownership for all our actions and responsibilities;



- We demonstrate that Bethanie is the best at what it does;
- We treat everyone with respect and compassion;
- We communicate clearly in an honest and transparent manner.

BETHANIE TODAY

What sets us apart from other providers?

We have been warmly welcoming and caring for Western Australian seniors for over 60 years. We are a proudly local Community Housing provider with a trusted reputation in the aged care industry.

Because we are a not-for-profit institution, we do not have shareholders to whom we must pay dividends, so all our financial resources are invested and re-invested into our facilities and resources to ensure our tenants enjoy the best comfort we can provide.

We support and encourage positive ageing. By that we mean providing opportunities for our tenants to lead active, healthy and rewarding lives, enjoying independence and participation in the life of our communities. Our goal is for our tenants to live among friends, and with neighbours to meet, interests to share, skills to learn and friends to make, you can achieve that.

This is the Bethanie difference.



MOVING IN

Moving in can be made easy with an orderly approach and a little planning ahead. Here is some information about your tenancy arrangements that need to be attended to before you move in:

The Residential Tenancy Agreement

The Residential Tenancy Agreement is the document that sets out your rights and responsibilities as a tenant (usually referred to as “lessee”) and Bethanie Housing Ltd.’s rights and responsibilities as a landlord (usually referred to as “lessor”).

Your rights and responsibilities include, for example, the right to quiet enjoyment of the property and the responsibility to pay rent.

Bethanie Housing Ltd.’s rights and responsibilities include the right to be paid rent, and the responsibility to provide a home that is secure and well maintained.

The Residential Tenancy Agreement is an official document prepared in compliance with the *Residential Tenancies Act 1987*, more precisely as prescribed in Schedule 4 Form 1AA of the *Residential Tenancies Regulations 1987*

A copy of your Tenancy Agreement will be provided to you, and you can always request to borrow a copy of the *Residential Tenancy Act 1987* from your Tenancy Manager or access it online.

The Rent

The rent charged by Registered Community Housing Providers such as Bethanie Housing Ltd is established as required by the Housing Authority (currently the Housing Division of the Department for Communities). In accordance with the Housing Division’s requirements, Bethanie developed its own policies related to the way tenant eligibility is established, rent is calculated and houses are allocated and assembled all of them into the Bethanie Housing Ltd Rental Policy Manual. Copies of the Manual and copies of the Housing Division’s policies are available from your Tenancy Manager.

The Commonwealth Rent Assistance

Bethanie Housing Ltd will calculate your rental payment in accordance with the Bethanie Housing Ltd Rental Policy Manual, prepared to ensure compliance with the Housing Authority’s requirements. As part of that process, we estimate the amount of Commonwealth Rent Assistance you will receive. To claim this payment you must provide Centrelink with either a copy of your rental agreement or a Rent Certificate signed by our Property Administrator. If you receive a different amount of CRA to what has been estimated you must inform our Property Administrator and we may adjust your rent accordingly.

The Bond



SUSTAINABLE TENANCIES POLICY

As in any rental situation, Bethanie Housing Ltd will charge you a Bond before moving in. The Bond is designed to cover any expenditures by Bethanie Housing Ltd for which you may be liable, such as rent arrears or damage to property. Our Property Administrator will explain to you in detail the process. At the end of your tenancy, if the property is not damaged and there are no outstanding payments, you will be refunded the Bond in full.

Assistance with your Bond

Our Property Administrator will discuss with you your eligibility to receive bond assistance from the State Government.

The Property Condition Report

Another standard tenancy formality before moving in is the Property Condition Report. You will be provided with a document describing the condition of the property before you are moving in. It is important that you check the accuracy of the Report and request any changes you see fit so that the Report can be accepted as a true reflection of the state of the property, as it will be used when vacating the property to ascertain if you caused any damage to it.



SUSTAINABLE TENANCIES POLICY

TENANCY RULES

Below are the Bethanie Housing Ltd.'s Tenancy Rules that apply across all our sites. These policies outline some obligations that have been established in order to ensure your and your neighbours' quiet enjoyment of your homes.

Absences

If you intend to leave your unit unoccupied for a continuous period of more than a month, please advise the Tenancy Manager one month in advance. This is to make sure that your home remains secure while you are away.

Adaptors, Piggyback Plugs

In the interests of your own safety and that of other residents and staff, we ask that you refrain from using double adaptors or plug-in type fragrance dispensers. Power boards may be used if they are provided with an overload cut-out and individual on/off switches for each outlet.

Similarly, please limit the amount of extension cords that you use and position them in a way that prevents them becoming damaged, wet or a trip hazard.

Alcohol/Drugs

Liquor must not be consumed to the disturbance or offence of your neighbours and other tenants. Illegal drugs are not permitted on the site of any Bethanie Housing Ltd property.

Cable/Foxtel TV

Cable / Foxtel can be installed in a unit if you first obtain approval from your Tenancy Manager. You will be responsible for payment of the installation and take responsibility for the account.

Electricity

Power is supplied individually to each unit. Tenants are responsible for creating an account with Synergy.

(Synergy – 13 13 53, 7am - 7pm)

Fire

In the event of a fire in your unit or the surrounding area please call 000 and ask for the Fire Department.

If safe to do so exit your unit, notify the person on either side of you and go to the evacuation assembly area on the verge off the property.

We ask that you remain calm and wait for further instructions from the Fire Officers.



SUSTAINABLE TENANCIES POLICY

Fixtures

You must not, in accordance with Clause titled “Right of tenant to affix and remove fixtures” on page 3 of the Residential Tenancy Agreement, make any renovation, alteration or addition (including affixing or removing fixtures) to the premises without the explicit written consent from Bethanie Housing Ltd.

However, you are allowed to make minor improvements (eg curtains, blinds and picture hooks) as long as you understand and agree that you will make good at the end of your lease to the absolute satisfaction of Bethanie. Approval for this can be requested through the AAA form that is available from your tenancy manager

Damages

A tenant must not cause, or permit other persons lawfully on the premises, to cause damage to the premises. If, however, damage does occur, whether accidentally or otherwise, you must advise the Bethanie Housing Ltd Tenancy Manager as soon as practicable.

Urgent repairs

“Urgent repairs” in legislation means repairs to the premises that are necessary —

- (a) for the supply or restoration of **essential services**, namely: electricity; gas; a functioning refrigerator (if it is provided with the premises); sewerage and water (including hot water); or
- (b) repairs that are **urgent, but not essential services** - to avoid exposing you or other tenant to the risk of injury; exposing property to damage; or causing you as tenant undue hardship or inconvenience.

Bethanie Housing Ltd must, in accordance with the Residential Tenancy Agreement,

- (a) repair and restore an **essential service** within 24 hrs;
- (b) undertake an **urgent, but not essential services** – related repair within 48 hrs.

If for some reason Bethanie did not undertake an essential service repair within 24 hrs or an urgent, but not essential services repair within 48 hrs, you as a tenant have the right to arrange yourself for the repairs to be undertaken by a qualified professional to the minimum extent required to correct the situation. Bethanie Housing Ltd will reimburse in the unlikely situation an urgent repair will not be undertaken within these timeframes.

Policies

Bethanie Housing Ltd has a number of policies that may impact directly on you. Some of them like for instance the Rental Policy Manual, originate from non-negotiable standards and requirements placed on Bethanie Housing Ltd by legislation. Others are developed by ourselves base on our own corporate values and the experience given by decades of practice. Below are brief presentations of the policies that may be of interest to you.

[The Bethanie Housing Rental Policy Manual](#)



SUSTAINABLE TENANCIES POLICY

The Rental Policy Manual is a consolidated policy document comprising our internal policies developed to ensure compliance with the Housing Authority's policies on tenant Income and Assets Eligibility, Allocations and Rent setting. Compliance with the Housing Authority Policies are a contractual obligation for registered housing providers. The policy defines the maximum amounts of assets and income that a community is allowed to have in order to qualify for community housing. It also outlines the mechanism prescribed by the Housing Authority to be employed to allocate vacant properties, and the method employed to calculate the rent payable.

The Bethanie Housing Complaints, Reviews and Appeals Manual

The Complaints, Reviews and Appeals Manual is a set of policies outlining the standards governing and the way in which Bethanie Housing Ltd is dealing with Complaints, Reviews and Appeals against tenancy termination decisions. It also provides for the management of complaints data and the protection of whistle blowers.

The Disruptive Behaviour Policy

This policy outlines the principles and methods in accordance with which Bethanie Housing Ltd is dealing with potential disruptive behaviour manifestations by tenants.

The Tenant Engagement and Community Building Manual

This Manual comprises a variety of policy positions regarding the way Bethanie Housing Ltd staff are engaging with tenants to monitor and improve the quality of services provided to you. Among other elements, it provides for the establishment and functioning of Tenant Advisory Groups and their strategic directions of activity.

Complaints, comments and suggestions

As outlined in the above mentioned Complaints, Reviews and Appeals Manual, Bethanie Housing Ltd takes your right to complain very seriously. Our approach to complaints is reflected in these standards, which form part of the policy:

- (1) **Accessibility standard:** complaints-related documentation, including the pamphlet in Appendix 1 to this policy, the Bethanie Housing Ethics and Conduct Charter, relevant policies and procedures must be made available to clients and recognised advocates in paper and electronic format. While the pamphlet form is preferred, complaints must be accepted in other forms should the complainant so prefers.
- (2) **Assistance standard:** employees must be prepared to provide assistance to any client or advocate wishing to assemble and lodge a complaint, with particular attention given to complainants with a disability and / or limited English language capabilities.
- (3) **Flexibility of lodgement standard:** complaints must be accepted for submission:
 - (a) in person to a Bethanie Tenancy Manager; or
 - (b) dropped in a Suggestion Box available at all Bethanie Sites; or
 - (c) communicated by phone, or letter/email sent to the Tenancy Manager;
 - (d) if the complaint relates to a Tenancy Manager, communicated to the Manager Housing by phone, or in writing by letter/email;



SUSTAINABLE TENANCIES POLICY

- (e) if the complaint relates to the Manager of Housing; sent to the Bethanie Chief Operating Officer Community by post or email;
 - (f) if the complaint relates to the Bethanie Chief Operating Officer Community, to the CEO Bethanie;
 - (g) if the complaint relates to the CEO Bethanie, to the concerned external authority, eg Department of Commerce, or by way of appeal to the Magistrates Court in case of termination of residential tenancy agreement etc.
- (4) **Confidentiality standard:** As far as possible, the details of any complaint or review must remain confidential amongst staff directly concerned with its resolution. Permission should be obtained prior to any information being given to other parties which may be desirable to be involved in order to satisfactorily resolve the complaint.
- (5) **Timeliness standard:** the following deadlines must be observed by Bethanie Housing with respect to complaints and reviews management.

TYPE OF ACTION	ACKNOWLEDGEMENT	TIME TO SOLUTION
Complaint	3 business days	4 weeks, or 8 weeks with update after 4 weeks*
Review of a Complaint	3 business days	4 weeks
Review of a Notice of Termination Decision	1 business day	7 days

- If the issue is not resolved in 8 weeks, the complaint or appeal is automatically escalated to Bethanie Chief Operating Officer Community.

Note: If you believe that we failed to provide a satisfactory resolution, you can access the following organisations:

Advocare: this is an independent, community-based, not-for-profit organisation that supports and protects the rights of older people in Western Australia through advocacy, information and education. Ph (08) 9479 7566, website www.advocare.org.au

The Aged Care Complaints Commissioner: an Australian Government office with the role to resolve complaints about aged care services.

Ph 1800 550 552, website www.agedcarecomplaints.gov.au

ANNEX 1 is a Feed Back form that you may wish to use for a complaint, a suggestion or a comment as appropriate.



SUSTAINABLE TENANCIES POLICY

Gardens

We encourage you to be actively involved in maintaining the garden areas close to your unit. We merely ask that you consult with the Tenancy Manager before removal or planting of trees and shrubs, given that the some guidelines must be followed, for example when purchasing plants you must ensure that

- The plants do not have the capacity to grow taller than 1.5 metres.
- The plants do not have large thorns or razor sharp edged leaves which could cause injury
- The plants are not creepers could cling to walls of unit or storage area.
- The plants do not have a root system capable to damage to drainage pipes or walls.

Given the above reasons, please consult your tenancy Manager first.

Gas

If your unit has a gas connection, it is up to you to open an account with your chosen gas provider.

Gophers

Bethanie Housing Ltd encourages your independence whilst living in our villages. Should you chose to own and operate a gopher or an electric wheelchair, please take into account the following:

Approval

In accordance with the Tenancy Agreement, please seek approval from the Tenancy Manager before making changes to your unit to accommodate a gopher or electric wheelchair.

Usage

We recommend care in using electric wheelchairs or gophers, as tenants may be held responsible for damage to Bethanie Housing Ltd or third party property.

Batteries

Recharging of batteries is your responsibility and must be undertaken using your own power point.

Speed

Speed limits are imposed – please set your speed to the lowest speed indicated on the controls.

Consideration

Please be considerate of your neighbours and village property. Take care when manoeuvring your gopher in and around your unit and the village. Avoid cutting the corners on pathways and driving over your neighbours' and the village gardens.

Safe storage and maintenance

The safe storage and maintenance of your gopher or electric wheelchair is your sole responsibility. Gophers should not be stored in internal common areas due to the fire risk that they present.



Home help

Sometimes we need extra help with things after having an operation, being in hospital or as we grow older. Bethanie Community Care can help you with a range of services, including:

Domestic help – a range of cleaning and home help services

Gardening help – a range of light gardening services.

Healthy Meals – prepared in your home or through Day Centres.

Transport assistance – so you can enjoy being part of the community.

Nursing and Personal Care – to assist with daily living needs.

Therapy – physiotherapy, podiatry and more.

Respite – a range of flexible options.

Stay Centre Programs – providing a stimulating break away from home.

Wellness Programs - including exercise, nutrition, hobbies.

If you are concerned about your ability to pay for the support you need, Bethanie Community Care can advise on the many subsidies available through the Australian Government.

Insurance

For further information please phone Bethanie Connect on 131 151
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Bethanie Housing Ltd will keep insured the buildings. Your personal effects, furniture and furnishings are your responsibility. Should you accidentally break any property or article belonging to Bethanie Housing, we expect you to notify the Tenancy Manager.

Interpreters and translation services

Should you need translations or interpreting services:

- Translating Interpreter Service (TIS National) – Phone 131 450
- WA Deaf Society – Phone 9441 2677

Keys and locks

You have been issued with two sets of keys for your door locks. The person to contact if you lose a key or both sets is the Tenancy Manager. Please note you must return the keys if you vacate the unit.

Bethanie Housing Ltd maintains all locks and other devices necessary to ensure that premises are reasonably secure. Please do not alter, remove or add any new locks or devices without written consent given by the Tenancy Manager.

Mail

Tenant mail is delivered by Australia Post to the Units, this will either be directly to your unit, or to your nominated post box. Your tenancy manager will show you where this is.



SUSTAINABLE TENANCIES POLICY

Maintenance

It is important that any unit maintenance problem be reported without delay. Tradesmen are employed by The Bethanie Group and repairs will be carried out as soon as possible.

Maintenance requests are through free-call

1800 192 805

Please give as much detail as possible when reporting maintenance problems to this number. This number is available 24 hours.

Medical

Details updated per site.

Medicare

Details updated per site

Medications

For your personal safety please store medications safely and in one area.

Expired medication needs to be taken to your pharmacy for disposal.

Newspapers

Newspapers and magazines can be delivered to your unit daily. Arrangements can be made with the local newsagency. Payment of the account is the responsibility of the Tenant.

Noise

In communal living noise cannot be avoided. It is important to be considerate of others by not yelling/screaming, by not using noisy appliances etc early in the morning or late at night. Please consider the other people living in the village.

Parking

Tenants and their visitors are only permitted to park their vehicles in the designated parking areas or their unit carport. Where there are no designated bays, residents are asked to be considerate of their neighbours.

Pets/Birds

Approval to keep a pet must be gained in writing from the Tenancy Manager **before** a pet takes up residence. Each individual pet, **when approved**, attracts a \$260.00 bond payable before pet takes up residence.



SUSTAINABLE TENANCIES POLICY

Tenants are responsible for their pet's behaviours. All Tenants must adhere to the *State and Local Government Laws and regulations* as well as *The Bethanie Groups rules and regulations* when keeping a pet.

Tenants are responsible for the removal of their animal's excreta from all areas. All dogs are to be on leads when permitted outside of the boundaries of their unit. Pets are limited to one small dog or cat per unit unless permission has been sort from and approved in writing by the Tenancy Manager.

Pet owners must ensure that their pet does not disturb the quite enjoyment of other residents living in the village.

Tenants must not keep a dog which is listed on the *Dogs (Restricted Breeds) Regulations 2002*.

Pharmacy

Details updated per site.

Podiatry

Details updated per site.

Power tools

Power tools are not to be used in or around units or for any other purpose than approved work by Bethanie Housing.

Satisfactions surveys

Once a year we ask tenants to fill in and return a "*Satisfaction Survey*." Our aim is to continually improve our quality and scope of services to our Tenants. We appreciate the time you take to fill in these forms as your comments and suggestions are important to us.

Security and safety

"Prevention is better than cure" so please ensure that your unit doors and windows are secure in your absence at all times. **Where security screen doors are fitted, a duplicate screen door key must be given to administration so that access may be gained in times of an emergency.** Any suspicious circumstances should always be reported WITHOUT DELAY to the Tenancy Manager.

Any serious matter should be reported to the Police immediately on 000.

Keys must not be made available to persons other than those entitled to have them.

Signing and witnessing documents

Details updated per site.

Staff are unable to witness any documents.



Smoke detectors

If the smoke detector sounds, and there is no fire, open doors and or windows to help clear the cause. The detector will reset when the smoke has cleared. You must not touch the detector.

Smoking

Tenants shall not smoke within their units or in any common areas of the property. They may smoke within their courtyard and any external common area that is designated by signage as a smoking area.

We respect the rights of individuals and we ask that you respect the rights of others when choosing to smoke.

Smoking includes the use of e-cigarettes and vaping.

Taxis

Swan Taxi's: 131 330

Black & White Taxi's: 131 008

Telephone

Each unit is provided with a connection to a telephone service. If tenants wish to arrange connection, the full cost of this service will be the responsibility of the Tenant.

Unit Inspections

Units are inspected yearly to ensure that the Tenant is keeping the premises in a reasonable state of cleanliness and repair. Where it is necessary, these inspections can be carried out every three months.

Vacating your unit

Tenants must give twenty one (21) days written notice to the Tenancy Manager, that they wish to break their agreement and vacate their unit.

Before vacating your unit it must be returned to the same condition it was in at the commencement of your agreement less fair wear and tear. All vehicles or parts of vehicles must be removed from the site. All keys must be returned including any duplicates that have been made.

The agreement does not come to an end and the rent obligations or maintaining the unit shall continue to be your responsibility until the keys are returned whether you have vacated the unit or not. If you are unable to supply the keys to the unit then you will be charged the costs associated with replacement keys and locks.



SUSTAINABLE TENANCIES POLICY

The unit and its fittings are to be thoroughly cleaned. The carpets are to be cleaned at the Tenants expense by a professional carpet cleaner.

Visitors

You are encouraged to have visitors unfortunately they are not permitted to stay more than twenty eight (28) days in every fifty two (52) weeks and only in the presence of the tenant.

We do however, ask you to notify the Tenancy Manager of any visitors staying in the unit, because in rare cases, some visitors have refused to leave and Management retains the right to ask such visitors to leave.

You may not, without written agreement of the Tenancy Manager, invite someone to stay with you permanently.

Watering days

During water restrictions your watering days are governed by your address as follows:

Details updated per site.



Annex 1

Actions / Follow up
(office use only)


QI Number: _____ Date: _____

Street Address
Bethanie on Pier
Workzone Building A
Level 3, 202 Pier Street
Perth WA 6000

Postal Address
PO Box 143,
Northbridge WA 6865

Email
info@bethanie.com.au

Call 131 151 anytime
bethanie.com.au

 **Bethanie**
You're among friends

Feedback Form

 **Bethanie**
You're among friends

We're listening

Your feedback is important.
Thank you for making the
time to share it with us.

We'd love to hear what you
think about Bethanie – the
positive, the negative and
anything in between. We
value and appreciate your
comments, suggestions,
compliments and complaints
and view your feedback as an
opportunity to improve our
services.

When will we respond?

You can expect to receive
acknowledgement of receipt
of your feedback within three
business days from a Bethanie
representative. We will work
hard to achieve your desired
outcome and keep you
informed of progress.

**How will my privacy be
protected?**

Your contact details and
feedback will remain
strictly confidential. We will
seek permission from you
before approaching any
other parties who may need
to become involved, in order
to satisfactorily resolve the
situation.

**What can I do if I am still
not satisfied?**

There are external agencies
that can be called upon to
assist:

- The Aged Care Complaints
Commissioner,
call 1800 550 552 or online at
www.agedcarecomplaints.gov.au
- Advocare, call (08) 9479 7566
for a free, confidential and
independent service.

What type of feedback are you giving?

- ☐ Compliment ☐ Complaint
☐ Comment ☐ Suggestion

Where do you receive your services from Bethanie?

Which applies to you?

- ☐ Resident / Customer ☐ Visitor / Friend
☐ Family member ☐ Nominated representative
☐ Other (please specify) _____

Details of feedback

(attach an extra sheet of paper if you require more space)

☐ I wish to be contacted about my feedback

Name:

Email:

Phone:

**How else can you provide
feedback?**

- Call us on 131 151
- Email info@bethanie.com.au
- Mail to PO Box 143
Northbridge WA 6865
- Suggestion boxes at
Bethanie sites