



CUSTOMER RIGHTS AND RESPONSIBILITIES

Customer Rights

Applicants and Tenants can expect:

- Safe, secure and affordable housing, for as long as they meet eligibility criteria
- Peaceful enjoyment of their home
- Responsive property repairs to be done within our service standards
- Fair and consistent services, without discrimination
- Timely and relevant assistance, including access to translators, where required
- Encouragement to provide feedback on our service delivery
- Support to complain about our services or appeal if they do not agree with a decision
- Privacy and confidentiality to be respected at all times
- To be assured that if our service cannot meet their needs, we will make every effort to refer them to a service that can assist.



Customer Responsibilities

Applicants and Tenants will:

- Treat staff, contractors and neighbours with respect by refraining from any harassment, intimidation, aggressive, racist, homophobic, sexist or other discriminatory behaviour
- Commit to finding a fair solution to any conflicts or complaints that may arise
- Follow expectations as set out in the residential tenancy agreement
- Ensure that visitors respect the peace and privacy of neighbours and do not cause any property damage
- Pay rent and other tenancy charges on time
- Look after the property by keeping it clean and tidy and letting us know about any repairs and maintenance as soon as possible
- Provide access to the property, when required
- Show respect and consideration by not storing personal items in common areas
- Not keep pets without permission or feed wild animals at the property, including common areas
- Leave the property in good condition at the end of the tenancy.



Please call the Telephone Interpreting Service on 131 450, if you need help translating this document.

Arabic

يرجى الاتصال بخدمة الترجمة الفورية عبر الهاتف على الرقم 131 450، إذا كنت بحاجة إلى مساعدة في ترجمة هذا المستند

Chinese

如果您需要帮助翻译此文档，请拨打 131 450 致电电话口译服务

French

Veillez appeler le Service d'interprétation téléphonique au 131 450, si vous avez besoin d'aide pour traduire ce document.

Greek

Παρακαλούμε καλέστε την Υπηρεσία Διερμηνείας Τηλεφώνου στο 131 450, εάν χρειάζεστε βοήθεια για τη μετάφραση αυτού του εγγράφου.

Hindi

यदि आपको इस दस्तावेज़ का अनुवाद करने में सहायता की आवश्यकता है, तो कृपया 131 450 पर टेलीफोन व्याख्या सेवा को कॉल करें.

Korean

이 문서를 번역하는 데 도움이 필요하시면 전화 통역 서비스 131 450 번으로 전화하십시오.

Polish

Zadzwoń do działu tłumaczeń telefonicznych pod numer 131 450, jeśli potrzebujesz pomocy w tłumaczeniu tego dokumentu.

Somalian

Fadlan wac Adeega Turjubaanka Taleefanka 131 450, haddii aad u baahan tahay caawimaad turjumidda dokumentigan.

Spanish

Llame al Servicio de Interpretación Telefónica al 131 450, si necesita ayuda para traducir este documento.

Vietnamese

Vui lòng gọi Dịch vụ Thông dịch qua Điện thoại số 131 450, nếu bạn cần giúp đỡ dịch tài liệu này.

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