

# Caring for Your Home

## Your home, your space

Your home is your private space. We know that everyone's life and circumstances are different, and sometimes it can be hard to keep on top of household tasks. Taking reasonable care of your home helps:

- keep you and your household safe
- prevent damage to the property
- reduce pests and maintenance issues
- support a stable and successful tenancy

If you are finding this difficult at any time, please talk to us early – support is available.

## What does “clean and tidy” mean?

Under your Residential Tenancy Agreement, tenants are expected to take reasonable care of their home. This does not mean your home needs to be perfect. In general, this means:

- rooms can be used safely and for their purpose
- walkways, doors and exits are clear
- kitchens and bathrooms are used safely and hygienically
- rubbish is managed so it does not cause health or pest issues
- the property is not being damaged through neglect or unsafe use

Everyone's home will look different – that's ok.

## Everyday ways to care for your home

Do what you can, when you can. Small steps matter.

### Inside your home:

- Put rubbish in bins and empty them regularly



- Wipe kitchen surfaces to help prevent pests
- Keep sinks, toilets and showers reasonably clean
- Keep hallways and exits clear for safety
- Use appliances (ovens, heaters, fans) safely and as intended — for example, always keep heaters away from curtains or bedding and turn them off before leaving the room to prevent fire risks.
- Keep power points and cords accessible, and use power boards and extension cords safely within their recommended limits

### Outside areas (if you have them):

- Keep balconies, courtyards and yards free from excess rubbish
- Avoid blocking drains or shared access areas
- Let us know if any outdoor repairs are needed (please note gardening and lawn mowing are the tenant's responsibility)
- Let us know if maintenance is needed in common areas
- Do not store personal belongings in common areas

## Repairs and maintenance

You are not responsible for fixing general wear and tear. Please:

- tell us as soon as something needs repair
- report urgent repairs straight away (for example: water leaks, no power, safety risks)

## Property inspections

Property inspections are a normal part of social housing. They are not a test. Inspections help us:

- identify maintenance or safety issues
- organise repairs
- check how the property is going overall.

We do not expect perfection. If there are concerns, we will talk with you and work together on next steps.

## If you're finding things hard

Health issues, stress, trauma, disability, or major life events can make everyday tasks feel overwhelming. If you are struggling:

- contact your Tenancy Manager
- let us know what is making things difficult
- ask about support services or referrals

Getting help early can prevent small issues from becoming bigger problems.



## Important to know:

- We aim to work with you, not against you
- Communication and support come before formal action
- Your dignity and privacy will be respected
- Asking for help will not automatically put your tenancy at risk

## Need help or have questions?

Please contact your Tenancy Manager or the Tenant Support Coordinator. You can also get independent advice from NSW Fair Trading (13 32 20) or a Tenants' Advice and Advocacy Service:

- Western Sydney Tenants Service: 02 8833 0933, [tenancy@wsclc.org.au](mailto:tenancy@wsclc.org.au)
- Southwest Sydney Tenants Advice and Advocacy Service: 02 4628 1678
- Southern Sydney Tenants Advice and Advocacy Service: 02 9787 4679
- Inner West Tenants Advice and Advocacy Service: 02 9559 2899
- Inner Sydney Tenants Advice and Advocacy Service: 02 9698 5975
- Eastern Area Tenants Service: 02 9386 9147
- Northern Sydney Area Tenants Service: 02 9559 2899

