



**ANINDILYAKWA
HOUSING**
ABORIGINAL CORPORATION

TENANT HANDBOOK



WHO WE ARE



ANINDILYAKWA HOUSING

ABORIGINAL CORPORATION

ANGURUGU OFFICE

Office Hours: Monday to Friday
8:00am to 4:00pm

Lot 371 Angurugu
PO Box 15, Alyangula

Ph: 08 7903 8000

Email: admin@ahacnt.com.au

Repairs & Maintenance
1800 950 592

www.ahacnt.com.au

UMBAKUMBA OFFICE

Office Hours:

Monday to Friday
9:00am to 3:00pm

Lot 229 Umbakumba

MILYAKBURRA OFFICE

Office Hours:

Monday to Friday
8:00am to 4:00pm

Lot 7 Milyakburra

OUR VISION

To be a single, sustainable, diverse and culturally appropriate community housing system across all towns and satellite communities in the Groote Archipelago that the Anindilyakwa people control and take responsibility for.

OUR VALUES

Respect for the culture of our community, tenants, board of directors, employees, and stakeholders.

Responsibility for improving the housing standards across all Groote Eylandt communities.

Integrity in all aspects of our governance, operations, community engagement and service delivery.

IN THIS HANDBOOK....



Tenancy Agreement	4
Condition Report	4
Keys	4
Who is my Community Housing Officer?	4
Who is my maintenance person?	4
Paying your rent	5
Your Rights as a Tenant	5
Urgent Repairs	5
Complaints	5
AHAC and how we can help	6
Privacy	7
Visitor Management	7
Tips and Guidelines	8
- Air conditioner	8
- Saving energy	9
- Pets	10
- When you leave the island	11
- Hot water	12
- Rubbish	13
- Dambakwa	14
- Smoke alarms and RCD's	15
- Transitional House	16
- Respect your neighbours	17
Emergency repairs	18
Contact AHAC	19

FOR TENANTS

Tenancy Agreement

At the start of a tenancy you will be given a Residential Tenancy Agreement to sign. The Agreement sets out your rights and responsibilities as a tenant and AHAC's as landlord. It is your responsibility to keep to the terms of the agreement and seek assistance if you require it.

Signing a Tenancy Agreement

When signing a Tenancy Agreement, you are agreeing to the responsibilities of renting the property.

This means you agree to:

- Looking after the property inside and outside by keeping it neat and clean
- Paying your Rent on time
- Manage your Visitors
- Agree for the Landlord (AHAC) to conduct repairs and complete maintenance on the property.

Condition Report

The condition report is a document that describes the condition of the property at the start of your tenancy. A Community Housing Officer (CHO) will assist you in completing your condition report. It is important to write on the report if you disagree with any points.

KEYS

You will receive one set of keys.

You are responsible for the replacement of any lost keys. If you lose keys, contact AHAC who will arrange for new keys to be cut at the expense of the tenant.



IF YOU LOCK YOURSELF OUT:

Contact AHAC and they will give you access to your property.



If you are locked out of your house outside office hours call the REPAIRS & MAINTENANCE 1800 950 592.

Who is my Community Housing Officer?

A Community Housing Officer (CHO) will visit your house to conduct inspections and will look for maintenance issues and damages in the house. When your Community Housing Officer is reporting maintenance, they will need to take photos of any maintenance or damages to be fixed so a job can be created and AHAC can begin the process of having any issues fixed by a Housing Maintenance Officer (HMO) or Contractor.

As a tenant you are required to report any damages or maintenance problems to AHAC.

**To get in touch with AHAC call:
1800 950 592**



**Repairs & Maintenance
1800 950 592**

Who completes my maintenance?

When a maintenance issue has been identified, your Community Housing Officer will raise a Maintenance Request and ask DIPL (Department of Infrastructure, Planning and Logistics) for permission to have the problem fixed. If DIPL say yes AHAC then arrange for a HMO, Aminjarrinja or GCC tradesperson to come and fix the problem.

PAYING YOUR RENT

- The rent you pay goes back into housing. This helps pay for any repairs or maintenance needed on your home.
- Your Housing Officer will talk to you about how much rent you must pay.
- Rent must be paid on time on the arranged date. You can have your rent taken out of your account automatically. This makes paying your rent on time easy.
- If you can't pay your rent, you should contact your Housing Officer straight away. It is important to let someone know to avoid falling behind in your rent.

YOUR RIGHTS AS A TENANT

You have the right to:

- Freely, but respectfully, express your views and beliefs, and have your concerns heard and addressed with respect
- Feel safe, secure and free from discrimination and harassment
- Have privacy and confidentiality in the services you receive
- Access the personal information we collect about you
- Receive information and make referrals to other community services where appropriate
- Have complaints investigated and resolved fairly.



Your Responsibilities:

- Be respectful towards AHAC employees
- Keep your house and yard clean and tidy
- Cause no damage either by you, your family or visitors to the premises
- Report any repairs, maintenance, or damage to the premises
- Be respectable towards neighbours, no loud music
- Contact us if your property's smoke detector is not working, after having checked and replaced the batteries.



URGENT REPAIRS

If you have urgent repairs and maintenance call 1800 950 592.

An urgent repair is:

- A burst water service (please turn the water off at the mains)
- A blocked or broken toilet system
- A serious roof leak
- A dangerous electrical fault (e.g. electric shocks or sparks visible)
- Flooding or serious flood damage
- Serious storm, fire or impact damage
- Failure or breakdown of the electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance on the premises for water or cooking
- Any fault or damage that caused the Premises to be unsafe or insecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience residences of the Premises
- A serious fault in a staircase or other area of the Premises that unduly inconvenience a resident in gaining access to or using the Premises.

Urgent Repairs will be completed within 24 hours. Routine Maintenance will be completed as soon as practical or within 25 days

COMPLAINTS



If you are not happy with our standard of service or the way we have dealt with a particular issue, or if you feel we have not met our obligations as your landlord, you have the right to complain. Please contact AHAC or visit our website www.ahacnt.com.au for more information on how to make a formal complaint.

AHAC AND HOW WE CAN HELP

Our Service Charter

At all times AHAC will:



Be polite and helpful



Always look for ways to improve our service



Listen to you and take your views into account



Provide you with sufficient information



Treat you fairly and take account of your needs



Respect your right to confidentiality

COMMUNICATION

AHAC will use all necessary ways to effectively communicate with you.

When we communicate with you, AHAC will show:

- Respect for the culture of our community, tenants, board of directors, employees and stakeholders
- Responsibility for improving the housing standards across all Groote Eylandt communities
- Integrity in all aspects of our governance, operations, community engagement and service delivery



AHAC WILL SHARE INFORMATION WITH YOU IN A NUMBER OF WAYS

AHAC will use:

- Tenancy handbook
- Brochures
- Notice board
- Email/telephone/text message
- In person when we visit you
- Community meetings
- Newsletters
- Social media
- Website
- Through the Housing Reference Group (HRG), Directors, sub-committees / community leaders

We will share information about:

- Tenancy related information and relevant updates
- Changes in AHAC staff, contact details, opening hours
- Information on support services available
- Changes in rent and why
- Notice for tenants' meetings
- Notice for events, workshops and forums
- Tenancy related policies and procedures and any updates
- Cyclone clean-up dates and cyclone warnings

AHAC staff will at all times:

- Respect cultural customs
- Listen carefully to your requests
- Address you appropriately
- Respond to you in an appropriate timeframe
- Talk/write in a way that you understand
- Give you time to talk and answer questions
- Check that you understand what is being said
- Offer access to other service providers
- Offer a safe, private place to talk if you feel uncomfortable
- Ensure information about you is kept out of sight from others
- Respect you confidentially
- Provide reasons for any decisions that are made.

PRIVACY



The confidentiality and privacy of Tenants is important to AHAC.

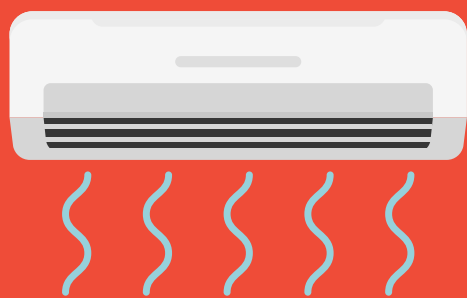
AHAC will keep your information private and confidential and it will only be shared with employees when it is needed to deliver a service.

Other times when AHAC will share your personal information are when:

- You have provided consent and said it is ok to share; or
- You ask for the information for your own needs or to share with a third party. You will need to sign a consent form
- It is required to prevent or lessen a serious and imminent threat to the health, safety and welfare of an individual or the public; or
- It is required by law; or
- It is required by or for a law enforcement agency for a prescribed purpose as set out in the Information Privacy Act 1988.

VISITOR MANAGEMENT

- If you live in Public or Community Housing your Visitor can stay for 2 weeks (14 days). If Visitors are staying longer than 2 weeks, you will need to ask your Community Housing Officer for permission.
- How Many Visitors can stay with you depends on how many people are already staying in your home and how many bedrooms you have. Too Many Visitors can cause Overcrowding.
- If your visitors won't leave you can call AHAC for Advice & Assistance.



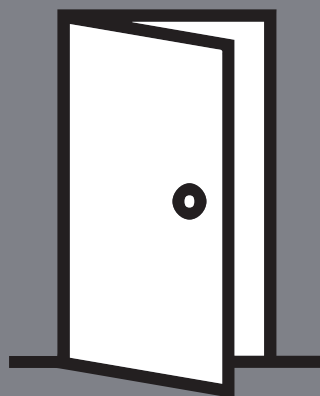
AIRCONDITIONER TIPS



Cool the room with
the air conditioner for

20 MINUTES
BEFORE SLEEPING

SET THE TIMER
TO **SWITCH OFF**
after you go to sleep



Make sure all
**DOORS AND
WINDOWS**
ARE CLOSED

Turn air
conditioner
on between

24-28
DEGREES



Make sure air
conditioner is
TURNED OFF
when you leave
the house.





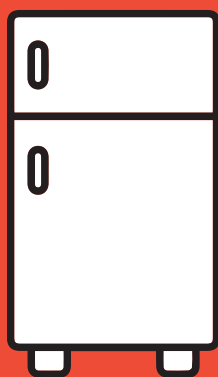
SAVING ENERGY

When fridges are not in use

TURN OFF

AT THE WALL

and check the rubber seal



Use the

COLD WATER

setting on your washing machine



During the day

TURN OFF
OUTSIDE LIGHTS



TURN OFF APPLIANCES

at the wall when not in use e.g. microwaves, toasters, kettles etc.

Wash your clothes when you have a

FULL BASKET



USE FLUORESCENT LIGHT GLOBES

which they sell at the shop



PETS

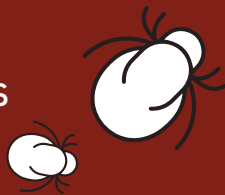


Leave a bucket of
WATER OUT
so they can have a
DRINK



PUT A TICK COLLAR **ON YOUR DOGS**

to stop tick diseases such
as Ehrlichiosis & to
stop tick infestations
in your house



DON'T LEAVE ANIMALS
LOCKED INDOORS
when you go away

If your pets are sick or injured
CONTACT YOUR LOCAL VET
on (08) 8986 8986

WHEN TO CALL YOUR VET:

- Sore Eyes & Ears
- Not eating food
- Sore Legs
- Vomiting
- Skinny
- Cuts and bleeding
- Vaccinations
- Parvo Symptoms
- Having too many puppies and kittens
- Overwhelmed with lots of animals
- Ticks and Fleas



Make sure your dog
is in your yard and
YOUR GATE
IS ALWAYS CLOSED

If you go away
ASK YOUR
NEIGHBOURS

to leave food and
water for your pets

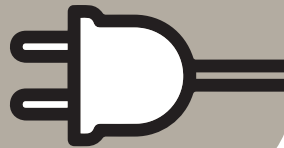
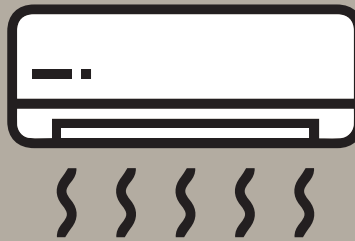
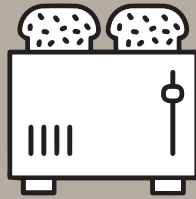




WHEN YOU LEAVE THE ISLAND

TURN OFF

all lights, aircons and appliances



TELL YOUR

Community Housing Officer (CHO) how long you are leaving the island for and make sure

THEY CAN CONTACT YOU while you are away



EMPTY YOUR BIN

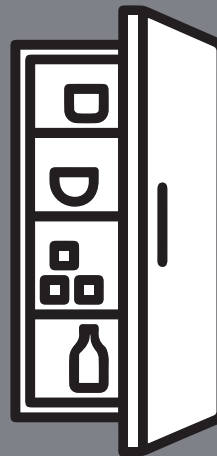


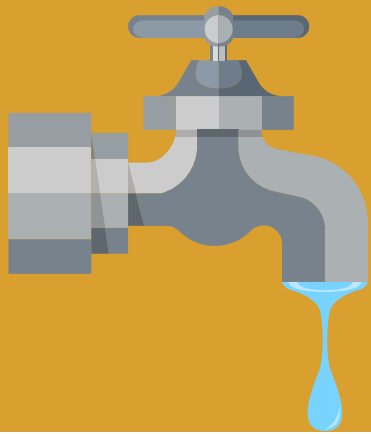
Make sure your

FRIDGE IS EMPTY

with no food and leave the door

OPEN



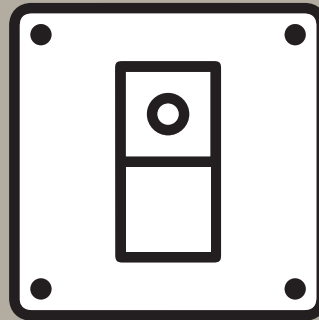


HOT WATER

Set the
thermostat at

50 DEGREES

Ask your Community
Housing Officer
(CHO) how to do this



Turn your

**HOT WATER
SYSTEM OFF**

at the power board if
you are going away

REPORT

ANY LEAKS
from the hot
water system
to AHAC





RUBBISH

COMMUNITIES AND BIN COLLECTION DAYS

ANGURUGU:

Tuesday & Friday

UMBAKUMBA:

Wednesday & Saturday

MILYAKBURRA :

Tuesday & Friday

MALKALA:

Saturday

LITTLE PARADISE:

Saturday

BARTALUMBA BAY:

Saturday

Keep your yards

RUBBISH FREE



Keep the lid on your

BIN SHUT

to stop dogs from
getting in the bins



Put all
rubbish in

WHEELIE BIN

for collection





DAMBAKWA



**NO
DAMBAKWA
INSIDE THE
HOUSE**

Put
**CIGARETTE
BUTTS**
in the
**BIN OR
ASHTRAY**



**SMOKE OUTSIDE
IN THE YARD**





SMOKE ALARMS & RESIDUAL CURRENT DEVICE (RCD)



SMOKE ALARMS
are required by law in
EVERY HOUSE

CALL AHAC ON

1800 950 592

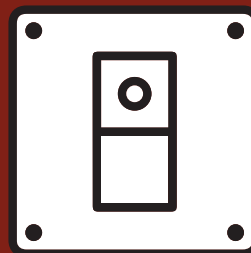
if you have any
problems with
your Smoke Alarms
and RCD's



NEVER
DISCONNECT
OR DAMAGE



SMOKE ALARMS,
they save lives and are
there to protect you



RCD is a
SAFETY SWITCH
that protects you
and your family.
It switches the
power off to prevent
electric shock

Smoke Alarms and RCD's are
TESTED AT EVERY INSPECTION
by your Community Maintenance
Officer (HMO)



TRANSITIONAL HOUSE

DO NOT
DAMAGE THE
PROPERTY



Keep yard

MAINTAINED
AND RUBBISH FREE



Keep house

CLEAN
AND TIDY.

Clean house
before you leave



NO WRITING ON
WALLS



PUT BIN
OUT ON
SCHEDULED DAYS

NO LOUD
MUSIC,
respect neighbours

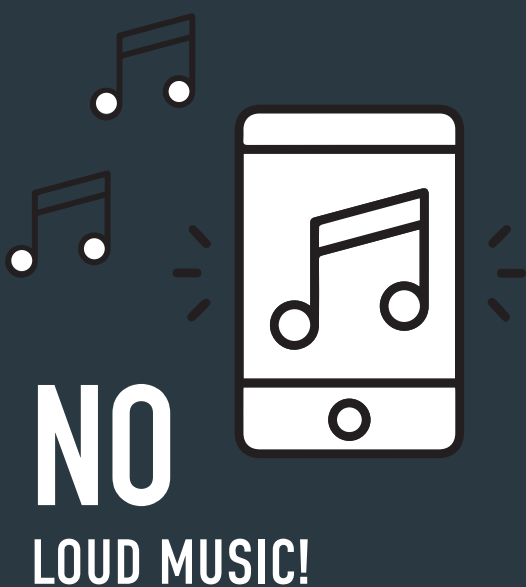




RESPECT YOUR NEIGHBOURS



NO BURNOUTS!



NO

LOUD MUSIC!

KEEP YOUR DOGS

IN YOUR YARD!



EMERGENCY REPAIRS



Burst water pipes in your house, turn water off at the water main



Blocked or Broken Toilet



Sewage overflow



Serious roof leaks



Dangerous electrical damage where wires are exposed, sparks are visible and electric shock can occur



Flooding and serious flood damage



Serious storm, fire or impact damage for example tree fallen on house



Breakdown of electricity or water supply to the house



Any fault or damage that causes the house to be unsafe or insecure



Safety issues or damage likely to injure a person



Damage to property that causes disruption to residents of the house



Serious damage to staircase, ramp or other access areas of the house that disrupts residents from gaining access to their house



Report any safety issue
to AHAC immediately on:

1800 950 592

AHAC OFFICES

ANGURUGU OFFICE

Office Hours:

Monday to Friday
8:00am to 4:00pm

Lot 371 Angurugu
PO Box 15, Alyangula

UMBAKUMBA OFFICE

Office Hours:

Monday to Friday
9:00am to 3:00pm

Lot 229 Umbakumba

MILYAKBURRA OFFICE

Office Hours:

Monday to Friday
8:00am to 4:00pm

Lot 7 Milyakburra

CONTACT

Ph: 08 7903 8000

Email: admin@ahacnt.com.au

www.ahacnt.com.au

REPAIRS & MAINTENANCE

1800 950 592





**ANINDILYAKWA
HOUSING**
ABORIGINAL CORPORATION