

# Looking after your home Fact Sheet



As a Hume customer it is important that you understand your obligations when it comes to looking after your home and being a good tenant.

Under the Residential Tenancies Act, you are responsible for looking after your property and keeping it in good condition.

You are also responsible for any other people living with you, and people who visit your property.

## Cleaning your home

**You should:**

- Keep the property clean
- Replace light bulbs
- Clean windows
- Clear gutters
- Dust and remove cobwebs
- Mow lawns and water and weed gardens
- Keep your outside spaces clear and free of rubbish.

## Property Maintenance

Hume will charge you for repairs when the repairs are because you or someone in your home has deliberately damaged or neglected the property.

**It is important to:**

- Not cause or allow damage to the property either intentionally or through lack of care by occupants or visitors
- Not add or remove any fixtures, or do any renovations or alterations to the premises unless you speak to us first
- Not change, remove or add any lock or other security unless you have permission
- Look after any appliances provided with the property.

You should always report any damage or repairs to our maintenance team as soon as it happens.

You can do this by filling out a repair request online at [www.humehousing.com.au](http://www.humehousing.com.au) or by calling us on **1800 004 300**.

## Our Responsibilities

As a landlord, it is Humes responsibility under the Residential Tenancies Act to ensure your home:

- Is structurally sound
- Has adequate natural or artificial light and ventilation
- Is supplied with electricity or gas and have sufficient sockets to use this
- Has adequate plumbing and drainage
- Has working gas, electricity and smoke alarms
- That all supplied appliances are maintained and safe e.g., ovens
- Is clean and in good repair when you move in.

## Being a Good Neighbour

**It is important to show respect and consideration for your neighbours by:**

- Keeping noise levels at a reasonable level and to avoid playing loud music or causing disturbances that may inconvenience others
- Encouraging your guests to park in designated visitor parking, rather than in spaces allocated to other customers
- Being mindful of the number of guests you invite over, to avoid overcrowding and potential disruptions.



## Inspections

We will complete annual inspections to check:

- The property is being kept in a clean and tidy condition
- There is no breach of the Residential Tenancies Act, and the home complies with the safety and quality standards required of community housing providers
- If any responsive maintenance is required
- Who is living in the household and if this matches our records & the rent being charged
- Any support needs of the customers, including determining any tenancy and neighbor challenges.

If it is not an emergency, we will always provide 7 days written notice each time we want to inspect your home.

If you have any questions about this fact sheet, or need help looking after your home, or managing your tenancy call us on **1800 004 300**.

## Translation Service

If you need an interpreter to assist with this document, please call the Translating and Interpreting Service (TIS National) for free on **131 450**. Ask them to call Hume Community Housing on **1800 004 300**.

### Assyrian

كە مەبەقە مەنە حەتە ئۆزىڭىز  
ئۆزىڭىزنىڭ كەتە ئۆزىڭىز ئۆزىڭىز،  
كە تەنەكە لەجە مەنە مەنە  
لە مەبەقە مەنە ئۆزىڭىز  
131 450 ئۆزىڭىز  
لە مەنە مەنە مەنە مەنە  
لە مەنە مەنە مەنە مەنە  
1800 004 300 ئۆزىڭىز

### Arabic

إذا كنت بحاجة إلى مترجم فوري للمساعدة في فهم هذا المستند، فيرجى الاتصال بخدمة الترجمة التحريرية والفورية (TIS National) مجاناً على 131 450 اطلب منهم الاتصال بـ Community Housing Hume على 1800 004 300

### Chinese

如果您需要口译员帮助您阅读此文档，请拨打免费电话131 450，以联系口笔译服务机构 (TIS National)。接通后，请翻译员拨打1800 004 300，以联系 Hume Community Housing。

### Spanish

Si necesita los servicios de un intérprete para este documento, llame gratis al Servicio de Traducción e Interpretación (TIS National) en el número 131 450. Pídale que llamen a Hume Community Housing en el número 1800 004 300.

### Vietnamese

Nếu bạn cần thông dịch viên để hỗ trợ tài liệu này, thì vui lòng gọi cho Dịch vụ Biên dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 1800 004 300.

