



# Tenant Handbook

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*Metro Community  
Housing Tenant  
Handbook Updated:*

*1 Oct 2020*

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# Information about your Tenancy with Metro Community Housing Coperative

## *Who are we and what do we do?*

Metro Community Housing is a government funded, not for profit housing co-operative which provides safe, secure, suitable and affordable housing to those with high and complex housing needs.

### *How does a co-operative operate?*

A co-operative has members and members are entitled to participate in the activities of the organisation. Members can be involved by attending and voting at the Annual General Meeting, contributing to the Tenant Network Newsletter or being involved with the Social Housing Tenant's Network.

All Metro tenants are entitled to apply for membership of the co-operative. You will be asked if you wish to become a member when you sign your lease. Other interested parties can also apply for membership. Applications are put for consideration to the Metro Board of Directors at the first available board meeting after receipt of application.

Our rules require members to be "active members" in order to maintain membership of the co-operative. This means attending a **minimum** of one co-operative activity each year.

### *How do we allocate vacant properties?*

Permanent allocations are made through Housing Pathways for persons enrolled on the NSW Housing Register and also through shorter term transitional housing programs for persons nominated by community based support providers.

Transitional housing programs provide tenancies of between 3 – 24 months duration to individuals/ families in urgent housing need nominated by a community based support provider. Your ongoing housing is dependent on support being provided by the referring partner organisation and you remaining engaged with your case / support worker for the whole of your tenancy.

## *A Tenancy with Metro Housing*

### *The Residential Tenancy Agreement*

Having viewed and accepted the property, you will be asked to sign the standard *Residential Tenancy Agreement* for the property we have offered you.

You must sign the lease before moving into the property and you are required to pay 2 weeks rent and a bond equivalent to four weeks of your rebated rent when you sign your lease. Repayment arrangements can be made with prior discussion with your housing worker.

Your Housing Worker will explain the contents of the lease to you before you sign. You will also be given a copy of the Tenant Information Statement, please read this to help you understand the terms of your lease. The tenancy agreement is required to include:

- Your name and the address of the premises
- The maximum number of people who can reside at the property
- The market and rebated rent for the property
- The term of the lease
- The amount of bond payable
- Information about contacts for emergency repairs and maintenance

The lease sets out the rights and responsibilities of the tenant and landlord and the conditions you as a tenant are required to abide by. To the best of our ability Metro will:

- Provide the property in a reasonable state of cleanliness and fit for habitation at the start of the tenancy

### *Maintenance and repairs during your tenancy*

For properties under Metro's direct management (called capital properties) we will:

- Maintain the property in a reasonable state of repair.
- Complete emergency repairs within 48 hours. Urgent repairs within 5 days and all other repairs between 14-28 days.

For properties head-leased by Metro from private owners/agents, we will

- Issue work orders to managing agents/owners for all reported maintenance requests within 24 hours of receiving notice from the tenant (except for emergencies where we will make immediate contact).
- We expect tenants to advise us if the landlord / managing agent does not complete required maintenance within the required timeframe.

### *Property Care*

As a tenant you are required to:

- Keep the property clean
- Notify us of any damage or required repairs as soon as practicable
- Not intentionally damage or allow visitors to damage the property
- Mow lawns and maintain gardens if you live in a house
- Change light bulbs, fuses and smoke alarm batteries when required (batteries must never be removed)
- Keep gutters clear of debris
- Leave the property in a similar condition except for reasonable wear and tear.

### *Reporting Maintenance Requests*

During office hours you should contact your Housing Worker to tell us about any repairs that are required including emergency repairs.

If your property is a capital property we will arrange a contractor to do the work. The contractor will ask you to complete a form confirming the work has been satisfactorily completed. If you are not happy with the work they have done DO NOT sign the form – contact the office and advise us of any concerns you have.

If your property is a leasehold property (i.e. rented on the private rental market) we will send a written work order to the owner or managing real estate agent to have the repair done. We will ask you if it is okay to give your contact details to the agent/contractor

You should advise Metro if the agent/contractor does not complete the work within fourteen days of the work being reported. The exception to this is emergency repairs which must be completed within 48 hours.

#### **Emergency repairs are:**

- A burst hot water service
- A blocked/broken toilet
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- A breakdown of the gas, electricity or water supply to the property
- A failure of any essential service such as hot water, cooking, heating or laundering facilities
- Any fault that causes the residential premises to be unsafe or unsecured

If an emergency occurs outside office hours you can call the tradespeople listed on your lease to come and do temporary emergency repairs. They will invoice Metro for these costs as long as it was a genuine emergency.

You will need to give tradesperson up to 60 minutes to respond. If there is no response and it is a genuine emergency you can contact a licensed tradesperson of your choice.

You may be required to pay the upfront cost of repair in these circumstances but Metro will reimburse you within fourteen days upon production of a receipt for these services.

Tenants should not communicate directly with managing estate agents or owners unless there is an out of hours emergency. It is important that maintenance requests are documented and work orders issued so that we have a complete history of the maintenance of your property.

Metro will not agree to pay for any repairs, modifications or services (i.e. fumigation, steam cleaning, painting) undertaken without our prior permission.

If you do undertake any work to the property or alter it without permission you will be required to pay the costs of returning it to its original condition (i.e. if you put hooks on a wall without our consent you may be required to pay for plastering/painting of this wall at the end of your tenancy). If locks are changed for any reason you are required to give Metro a copy of the key immediately.

### *Other Emergency Contacts:*

- Ausgrid [www.ausgrid.com.au](http://www.ausgrid.com.au) (for electrical problems) 13 13 88
- Jemena <https://jemena.com.au> Gas Faults and Emergency 13 19 09
- Sydney Water [www.sydneywater.com.au](http://www.sydneywater.com.au) (for water supply problems) 13 20 92
- State Emergency Service [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au) (fallen trees etc.) 13 25 00

### *Property Inspections*

All capital properties will be inspected at least annually and details recorded on our Tenancy Management System.

If you live in a leasehold property the real estate agent or owner will generally conduct an annual inspection. You can request that your Housing Worker be present at these inspections.

You will be given at least seven days written notice of any inspection.

Any major repair issues should be notified to us as soon as possible. Failure to notify us of a problem may result in your bearing the cost of repairs if the problem worsens due to your failure to report it in a timely manner (i.e. damage to walls/built ins due to a leaking roof, damage to cupboards under sinks due to leaking taps/pipes not being reported).

### *Pets*

Unfortunately due to the difficulty in finding properties on the private rental market that allow pets, Metro has a no-pets policy.

If you reside in a capital property that is suitable for an animal we will consider requests on a case by case basis but out of consideration to neighbours and due to the problem of keeping larger pets in units/ or properties where there are shared common areas we will generally not allow tenants to have a pet.

Where tenants are given permission they will be required to sign an agreement to meet all costs of remediating any damage caused by keeping of a pet (i.e. stained carpets/strong pet smells, damage to garden areas/lawns/fences/screen doors/entry doors). They will also be required to restrain or safely secure the dog while Metro staff or contractors are at the premises. Please consider the safety of workers at your house and comply with this request if asked to.

Where tenants have a documented need for a companion animal we will attempt to negotiate consent for a pet with agents/owners of leasehold properties but we cannot guarantee the outcome of these negotiation.

### *The term of the lease*

All Metro **permanent** leases are signed for an initial 13 week term. The majority of our leases are “continuing leases” meaning that you do not need to keep re-signing a new lease after the initial term expires.

Tenants housed through **transitional housing** programs are required to keep signing 13 week leases during the term of their transitional tenancy.

The lease is co-signed by a Metro staff member. One copy of the lease is kept on your tenancy file and you keep the other copy.

### *The Property - Condition Report*

You will be provided with an ingoing Property Condition report describing the condition of the premises at the start of the tenancy. It is very important that you complete this form and return it to Metro within 7 days of the start of your tenancy.

The condition report will state the condition (i.e. “good condition”, “scratches on bath”, “worn benchtops”, “minor marks on walls, scratches on floorboards etc.) of all areas/items in the property (i.e. paintwork, carpets/flooring, bathroom tiling/basins/baths/showers, blinds and curtains, kitchen benches/ovens/cooktops, light fittings, external areas).

You need to indicate if you agree with the stated condition of your property by marking “Y” if you agree or “N” if you don’t agree under the column marked “Tenant Agrees”. There is room to write in your comments if you disagree with the condition report.

### *Bond*

The amount of bond you must pay at the start of your tenancy is based on 4 times your weekly rent. Tenants can pay off their bond by instalments but a minimum of \$100.00 must be paid at the time your lease is signed, and a repayment agreement signed agreeing to pay a minimum of \$30.00 per fortnight (for a single person) or \$50.00 per fortnight (for a couple/family) until the bond is fully paid.

We allow a maximum term of three months from the start of your tenancy for the bond to be repaid. So your repayments will be based on the weekly / fortnightly amount required to pay the bond off within 13 weeks.

Your bond is deposited with the Rental Bond Board and you will receive written confirmation from the Department of Fair Trading that the bond has been lodged and a bond number issued.

Your bond is refunded to you (or transferred to your new property) when you vacate the property and hand back the keys.

You will generally receive your full bond back if you do not owe rent, water or other debts and the property is undamaged, left clean and tidy, and the condition of items (such as carpets, paintwork, benches/tiling) are in accordance with the ingoing condition of the property, allowing for reasonable wear and tear.

Metro will conduct an outgoing inspection with you and advise you of any potential claims we intend to make on your bond for damages or cleaning. It is important that you are present at the outgoing inspection so you are aware of Metro’s intended actions regarding bond claims.

### *Rent Charges*

Your rent will be charged in accordance with the *Social Housing Rent Policy*

- 25% of your income (from wages or Centrelink payments).
- In some circumstances Metro may fund a rental subsidy for exiting tenants (30% -conditions apply)
- 15% of Family Tax Benefits A & B (where applicable)
- 15% of income of any household member between 18 and 21 years – (except for persons under 21 who are the head tenant who are required to pay 25% of their income.)
- 100% of entitled amount of Commonwealth Rent Assistance

Child Disability Allowance or Youth Allowance for dependent children aged 16-18 years are not counted when we assess rent.

Please note we are required to assess rent based on your entitled amount even if you do not wish to apply for this benefit / allowance.

### *Rent payments*

Tenants are required to pay two weeks rent in advance at the time they sign their lease and then continue to pay their rent either weekly or fortnightly.

We recommend and prefer that tenants use Centrepay to pay your rent. Centrepay is a voluntary and easy payment option available to Centrelink customers. Go to [humanservices.gov.au/Centrepay](http://humanservices.gov.au/Centrepay) for more information. To set-up your Centrepay deductions your housing officer will assist at the time of lease signing.

Alternatively you will be given our bank account details when you sign your lease and you will need to organize automatic deductions from your account or make payments at any Commonwealth bank. There are Eftpos facilities available at Metro Housing's office.

You will need to ensure you record **your agent no.** on the deposit so we can identify who has made the payment. Your rent must always be ***two weeks in advance on your payday***. If for any reason you cannot pay your rent on time or cannot pay the full amount contact your housing worker to discuss this immediately.

### *Water Usage Charges*

In accordance with the *Ministerial Guidelines on Water Charges*, tenants who live in properties (generally houses) that are separately metered will be invoiced every quarter for their actual water usage charges. Water usage charges must be paid within 30 days of the date you are invoiced.

Tenants living in Metro capital properties that are not separately metered will be charged an amount equivalent to 5% of their weekly rent for water usage. These payments will be allocated to your non-rent account and then reconciled against the actual water usage charges for the property.

We strongly recommend that tenants who will incur water usage costs pay a small instalment every week/fortnight so that their account is in credit when the water usage invoice is issued.



### *Rent Assistance*

We charge 100% of *Commonwealth Rent Assistance*. The majority of tenants in receipt of Centrelink benefits should be eligible for some level of rent assistance. Metro is required to charge tenants the full amount of rent assistance to which they are entitled.

At the start of your tenancy you will need to contact Centrelink to update/advise them of your new rent/address. If you already receive rent assistance please go to [mygov.au](http://mygov.au) and update your details. You may be issued a rent certificate which your housing worker will need to complete. If you are not receiving rent assistance when your tenancy commences you will need to contact Centrelink and provide proof of your rent arrangements. Please take your lease with you when you are applying for rent assistance. Again you may be issued a rent certificate which your housing worker will need to complete and you will need to return to Centrelink for them to assess the rate at which you will be paid. Any authorised additional occupants will also need to apply for rent assistance.

### *Rent Arrears*

Rent is expected to remain two weeks in advance at all times. If your rent payments fall more than 2 weeks in arrears on date of your payment, we will send you a letter or text you asking you to contact the office and enter into a repayment agreement for your arrears.

If you do not make an arrangement to pay off your arrears we are required to issue you with a *Notice to Terminate* (NoT).

Issuing you with a *Notice to Terminate* does not mean we intend to end your tenancy. It is requirement for us to make an application to the NSW Civil and Administrative Tribunal (**NCAT**) for a formal payment order which has a provision for us to relist the matter if you do not comply with the orders made by the Tribunal.

An application is generally lodged with at the same time the Notice of Termination is issued and you will receive written notice of the hearing date from the Tribunal.

You can and should seek advice or assistance from a Tenant Advisory Service prior to the hearing. Metro can provide you with contact details for the Tenant Advocacy Service in your local area. Alternatively, there will generally be a tenant advocate on duty at all Tribunal hearings who can represent you on the day.

If the Tribunal agrees that you are in arrears and the notice of termination was validly served on you they will make a "Specific Performance Order" (**SPO**) requiring you to pay off your arrears in accordance with the agreed repayment arrangements which you agreed to prior to the hearing or during conciliation at the Tribunal.

These orders will state that Metro can "relist" the application up to six months after the order was made if you are not complying with the order. The purpose of the relisted hearing is to determine if your tenancy should be terminated for non-compliance with the repayment agreement.

Tenants should understand that it is always a last resort for Metro to seek termination of your tenancy and we want to work with you to try and come to an acceptable arrangement to maintain your tenancy. It is important that you contact your housing worker as soon as you become aware of any difficulties you may experience in paying your correct rent when it is due.

Detailed information about our arrears policy is available in the Metro Policy and Procedure Manual available on our website or from the office.

### *Rent Reviews*

We undertake rent reviews twice a year to confirm your continuing eligibility for a rent rebate and calculate the rent you and/or other household members should be paying. Tenants are sent a letter and a yellow tenant declaration form:-

- Stating the market rent on the property.
- Giving you 60 days notice of the intended rent increase
- Requesting that you provide income details either by providing pay slips covering a 13 week period if you are employed, or
- A copy of the "Income Statement for Housing Authorities" issued by Centrelink, or both if you receive some income from Centrelink and some income from wages.

Tenants can sign a written "income confirmation" consent form giving Metro your approval to confirm their Centrelink income details electronically. Tenants also have the option of providing consent to allow Metro to vary your fortnightly deductions in response to changes in your rent.

You will also need to provide income details of all household members when we undertake rent reviews.

If proof of income documentation is not provided by the requested date you will be charged market rent.

### *Proving income details outside of rent reviews*

If your income changes you must let us know immediately (i.e. within 14 days of commencing employment or receiving a higher income).

If your income increases you will be given 60 days' notice before your rent is increased. If your income goes down your rent will be decreased immediately.

Failure to provide correct details about your income may constitute rental fraud and will result in a review of your tenancy with Metro Housing.

### *Going on Holidays*

If you are going to be away from your property for more than three days you need to inform Metro Housing and leave an emergency contact. The maximum amount of time you can be away from your property during the year is 3 months, any longer than this may result in a Breach of your tenancy.

### *Additional occupants*

Your lease specifies the number of people that can reside at your property. You must advise us of any change to the number of permanent residents residing at your property within 7 days or you will be in breach of your tenancy agreement. Metro has an *Additional Occupant Declaration form* which must be completed by the head tenant if there are any changes to the people living at the property (i.e. when people move out or if other people move in).

You can have occasional visitors without the need to advise us as long as these visitors do not stay overnight more than 2 nights per week, or do not stay for longer than 3 weeks at a time.

### *Transfers*

Except in urgent situations, tenants may request a transfer to another Metro property only after they have resided for a minimum of two years in their current property.

Tenants must submit a Transfer Request form stating the reasons for their request. The Manager has the authority to approve or reject transfer applications in accordance with our Internal Transfer Policy.

Tenants who have rental arrears or non-rent debts will not be approved for a transfer unless there is an active repayment agreement in place which is being complied with and the debt is below \$500.00

Tenants requesting a transfer will be required to meet all removalist costs except where they have been issued with a Notice of Termination due to a property being sold/required back by the agent/owner.

Where the tenant is required to move due to a Notice of Termination due to

- 1) Property being sold
- 2) 90 days no grounds notice being issued
- 3) End of fixed term lease

Metro will contribute to removalist expenses as follows:

- 1) \$250 for a single person
- 2) \$300 for a couple/parent with one child
- 3) \$400 for a family of 3 or more people

Metro has no obligation to rehouse a person who has been issued with a Notice of Termination and a NSW Civil and Administrative Tribunal order has been made for termination due to a breach of the conditions of the lease agreement.

In these circumstances, Metro may agree to rehouse tenants subject to certain conditions regarding future compliance with the terms of their lease and signing 13 week fixed term leases for at least twelve months.

## *Ending your tenancy*

You are required to give **21 days notice** of your intention to end your tenancy unless you have been issued with a 90 day “no grounds notice”, in which case you can end the tenancy at any time.

When you give notice your Housing Worker will arrange a mutually convenient time to do a property inspection – generally within 7 days.

We will also confirm with you a time to undertake the outgoing inspection and complete the outgoing condition report once the property has been vacated.

**You must pay rent up until the day you hand back the keys to your property.** We will make a claim from your bond or take action in the Civil and Administrative Tribunal for any rent owed at the end of your tenancy and for any end of tenancy costs you may incur such as cleaning or repairs to any damage.

## *Tenant Vacating Information Sheet*

To ensure a smooth transition during the vacating process please see the following information:-

### [Forwarding Address](#)

When giving notice it is important that you provide our office with your forwarding address. If you are unsure of your new forwarding address, we suggest that you provide a temporary c/- address and your bank details.

### [Payment of Rent](#)

It is important that you continue to pay rent until the date of vacant possession. *You cannot utilise your bond to off-set rental payments.*

### [Condition Report](#)

You should refer to the original Condition Report that was completed at the commencement of the tenancy, and ensure that subject to reasonable wear and tear the property is in essentially the same condition as when your tenancy commenced.

### [Final Inspection Cleaning Guide](#)

To avoid cleaning charges and unnecessary deductions from your bond. You will be sent an **End Of Tenancy** cleaning checklist once you have given notice.

### [Final Inspection](#)

Following your vacating of the property, a member of our team will visit the property to carry out a final inspection. We prefer tenants to be present at this inspection, so we can discuss and agree that the property has been left in an appropriate condition or advise you we intend to make a claim or request you to undertake further work to return the property in an acceptable condition.

### Cleaning or Repairs required

If further cleaning or repairs are required following the final inspection you may be given the opportunity to return to the property to rectify the items if there is sufficient time to do so. If you cannot attend to the cleaning and repairs within the required time frame, we will arrange for the work to be undertaken and deduct the costs from your bond. In accordance with legislation requirements we will forward a copy of all costs deducted from the bond within seven days. For this reason, it is important that you carefully clean and rectify any property damage prior to the vacant possession date.

### Carpet Cleaning

If pets have been kept on the premises, then you are required to professionally clean the carpets and present a carpet cleaning receipt to our office upon vacating. We also recommend that you clean the carpets if they are soiled or marked or they are not in the same condition (fair wear and tear excepted) as at the commencement of the tenancy.

### Pest control

For all pest control concerns including cockroaches and bedbugs please talk to your housing worker. If pets have been kept on the premises, then you must have the property professionally pest controlled for fleas inside and out and present a receipt to our office upon vacating.

### Light Globes

In accordance with your tenancy agreement, it is the tenant's responsibility to replace light globes and batteries for smoke detectors on the residential premises. To avoid unnecessary costs in replacing these, we recommend that you take the time to check all lights and batteries to smoke detectors to ensure that they are working prior to vacating.

### Redirection of Mail

It is important not to forget to redirect your mail. You can obtain these forms from your local *Australia Post Office*.

### Utilities

Ensure that you notify all utility providers to the property, including the telephone, internet, electricity and gas (if appropriate.). You should request a meter reading in order to avoid excessive charges. You can call Myconnect 1300 854 478 to transfer your utilities to your next property.

### Bond Refund

Once we have conducted the final inspection we will be in a position to finalise the bond. It is important that all tenants who signed the original bond lodgement form are present to sign the bond refund form. Failure to have all signatures present will result in bond delays.

### We are here to help

If you have any concerns or questions relating to the vacating process, please feel welcome to contact our office and speak with a member of our team.

## *Tenant Cleaning Guide – Bond Saver*

To avoid cleaning charges and unnecessary deductions from your bond, we draw your attention to our final inspection guide so you can ensure that the following items are attended to before vacating the property and returning the keys to our office.

### *Kitchen*

- The oven and griller is to be cleaned and lined with foil. Drip trays to be cleaned of all grease
- Range hood to be cleaned, including the filters (where applicable).
- All cupboards to be cleaned inside and out (don't forget the tops of the cupboards!) Sink taps and disposal unit (if applicable) to be cleaned and polished
- Walls and tiled areas to be free from grease
- All benches and floors to be cleaned and free from grease
- The dishwasher is to be left clean. Wipe over internal door and remove debris from bottom drainer

### *General – All Rooms*

- All exhaust fans throughout the property to be cleaned Air vents to be dusted
- Venetians/vertical blinds to be washed thoroughly (if applicable)
- Flyscreens to be removed carefully and hosed or brushed to remove dirt/dust (if applicable)
- Windows and windowsills to be cleaned thoroughly Doors and doorframes to be left clean and undamaged Marks to be removed from walls with sugar soap Cobwebs to be removed from ceiling cornices and walls All light fittings to be cleaned and free from insects
- All floors and skirting boards to be washed
- All ceiling fans throughout to be free from dust (if applicable)
- Clean all mirrors throughout including wardrobe-door mirrors (if applicable) Window coverings to be washed or dry-cleaned according to fabric
- All vertical strings to be attached and secure
- All items on inventory to be accounted for (if applicable)

### *Outside Area's*

- Lawns to be mowed and edges trimmed within two (2) days of vacating (if applicable)  
(DO NOT dump grass clippings or tree off cuts in garden beds or behind sheds)
- Flower beds and pebble areas to be weeded (if applicable)  
No rubbish to be left in the gardens or around the property (if applicable) All
- garbage bins to be emptied and washed clean
- Driveways, carports, garages and any concrete areas to be free from oil and grease stains
- Garage floor area to be swept and cobwebs removed
- Cobwebs to be removed from outside eaves, awnings and ceilings (where applicable)
- Pool and spa to be cleaned, vacuumed and be at the correct pH factor (if applicable)
- Pool equipment to be in accordance with in-going inventory and for security reasons must be stored in the garage at the time of vacating (if applicable)

### *Bathroom*

- Shower recess to be scrubbed
- Grouting to be free of all soap residue or mildew
- Shower curtain (if applicable) to be washed and shower screen to be cleaned All
- plugholes are to be clean and free from debris
- Mirrors to be wiped over
- All drawers and cupboards to be cleaned
- Toilet to be cleaned thoroughly, including bowl, seat and cistern

### *Laundry*

- Washing machine and clothes-dryer filter to be cleaned out Clean
- under laundry tub and clean plughole
- Cupboards to be cleaned thoroughly inside and out

### *Rubbish Removal*

- Different services are provided by local councils for removal of unwanted items Please
- check well in advance to find out how to book a council collection for
  - General Household waste
  - Mattresses
  - White goods

*"The above cleaning is a guide only and additional cleaning may be required!"*

## *Complaints and Appeals*

What if I am unhappy with the Service I receive from Metro or with any aspect of my tenancy?

We want to provide you with a high quality service, so your views are welcome even if they are critical. We will listen carefully to all suggestions and complaints and try to resolve them. You can provide feedback:

- By giving your views to the Housing Workers or to the Manager
- By requesting a tenant feedback form from the staff
- Through our website
- By completing the tenant survey we send out to our tenants yearly.

You are entitled to complain if you are dissatisfied with any aspect of your tenancy or involvement with Metro. There is a formal complaints and appeals process if you are unable to resolve the matter by speaking with your Housing Worker (or the person concerned). The formal processes include:

- Initial review by the Manager,
- Review by the Board,
- Referral to the Disputes Committee with independent representative,
- Rights of external review (such as the Housing Appeals Committee)

These processes are detailed in the Metro Policy and Procedure Manual. Any tenant may request a copy of the manual or view a copy at our office or on our website [www.metrohousing.org.au](http://www.metrohousing.org.au)

## *Privacy*

### *Will Metro protect my privacy?*

Metro will comply with all relevant privacy laws, and aims to protect the privacy and confidentiality of our tenants and applicants at all times. In circumstances where we need to share information about your tenancy or obtain information about your circumstances (i.e. support partnership tenancies or confirmation of your status on the Housing NSW housing register) we will have you sign a consent form which provides permission for us to collect and / or provide information about you.

Such information will only be about your housing or tenancy. We will only disclose information to other parties where

- A tenant or client has given permission for us to do so
- We are legally obliged to disclose information under law to some government agencies (i.e. to Centrelink, Police or Department of Communities and Justice)
- Where there is a duty of care for us to do so.