



About your new home!

Who are we?

This home is owned by SAA Tas Ltd. We are a not for profit community housing provider which means we meet the standards set by the National Regulatory System for Community Housing—an initiative of the Commonwealth, State and Territory Governments.

We build new homes designed to provide housing to vulnerable Tasmanians. We lease our homes to organisations that provide support and rental accommodation to individual tenants like you.

Although we stay in the background and you will almost always deal with your service provider, this information summarises what you can expect from us. For more detail, see the policies on our [website](http://saatas.com.au) (saatas.com.au).

Your service provider has agreed to meet these same standards at a minimum and will explain anything further that you need to know. Your service provider is your first point of contact, although you can also contact us from our website.

Signing your tenancy agreement and your obligations as a tenant

When you agree to rent, your service provider will need you to sign an agreement (which could also be called a Residential Tenancy Agreement). This is a legal contract that sets out rights and responsibilities between you as the tenant and the service provider as the landlord. The service provider will go through the lease and explain what it means. The lease will include details about the amount of rent, how to pay, how changes can be made, and how either you or they can end the lease.

You can also contact the following for independent advice about your lease, as well as information about your rights and responsibilities:

- The Tenants' Union of Tasmania is a service offering free independent advice and support to all renters: 1300 652 641
- Consumer, Building and Occupational Services (CBOS) is the State Government regulator for building and consumer services: 1300 654 499.

How your rent is set

We have set the maximum amount of rent you will be charged using the following formula:

- 25% of the full single independent base pension plus
- 25% of the full pension supplement plus
- 100% of maximum Commonwealth Rent Assistance.

This is how rent is calculated, regardless of which payments you receive.

At certain times, usually each year, your rent will be adjusted, still using the above formula and in line with the legislation for tenants. Your service provider will let you know about the change, with 60 days notice, as required by the legislation.

How to pay your rent

Your service provider will explain how often to pay your rent, how far in advance you will pay and the options for paying, such as electronic funds transfer, BPAY or Centrepay.

If you have difficulty paying your rent, it is important to let your service provider know. They will assist you and explain their procedure for a payment plan if needed. If you don't pay your rent or follow a payment plan that has been set up, it could affect your right to continue renting in the house.

Building maintenance

If something needs fixing in the building, tell your service provider. They will let us know and between us we will arrange timely repairs. We have given your service provider information about all the fixtures and fittings inside the building, and tips to keep them in good condition. Your service provider will ensure the areas outside the building are well maintained for your use.

Our Property Manager will inspect the building at least once a year, so we can identify and quickly deal with any emerging issues. The Property Manager will also deal with any specific issues that need to be fixed as they come up.

We understand that sometimes building alterations would help tenants to retain independence and stay in the home long term. In this case, talk to the service provider who will work out the options with help from our Property Manager.

Pets

Pets are only allowed if your service provider gives written permission, and subject to the following:

- the animal is registered (if applicable in the Council area you live)
- the animal not causing a nuisance or danger
- the animal is well cared for
- the animal is suited to the type of home and suits other residents, and
- you being responsible for any harm or property damage caused by the pet.

Feedback, complaints and appeals

Your service provider will explain how to give them feedback, or complain about something. They should be your first point of contact for anything to do with your accommodation. They are responsible for letting us know about anything we need to address.

If you are not satisfied with the way your service provider handles your concern or issue, and it relates to your accommodation you can also contact us about it by either:

- Email: office@saatas.com.au
- [This form on our website](#)

Like your service provider, we welcome feedback, good or otherwise, because it helps us to understand your experience and improve what we do. We will ask you to take part in our tenant satisfaction survey that we run periodically. It is a good opportunity to let us know directly anything you think we can do better to improve the house.

When you contact us with a complaint, we will investigate and respond to you, letting you know what we are doing to address it. We aim to respond quickly, though it depends on the nature of the complaint.

If you are not satisfied with the way we handle your concern or issue, there are some other avenues you can raise it with, for example:

- The Tenants' Union of Tasmania
- The Residential Tenancy Commissioner
- The Tasmanian Ombudsman

Staying safe

Everyone has the right to be safe in their home. Your service provider will prioritise a safe environment for all tenants, which is very important to ensure physical and emotional safety within the home.

If you have any concern about safety, firstly raise it with the service provider. If this is not appropriate, let us know (see our contact details above). When appropriate or required, information will be shared by us with external authorities to the extent permitted by law and privacy obligations.

You can also use the following contacts to report specific safety concerns.

Concern about...	Call	Number
the safety, risk or welfare of a child	Advice and Referral Line	1800 000 123
safety, risk and wellbeing relating to family violence	Family Violence Response and Referral Line	1800 633 937
safety, risk and wellbeing of older tenants	Elder Abuse Hotline	1800 441 169
immediate risk to someone in the house, or police or medical assistance is required	Emergency services	000

Version History

REVISION HISTORY		
Revision No.	Status (draft/approved)	Date
<i>Version 1.0</i>	<i>Endorsed by the Board</i>	<i>22nd November 2024</i>
<i>Version 2.0 Final</i>	<i>Approved with changes noted as updated</i>	<i>16th January 2025</i>