

## House Rules

These rules and your rental or occupant agreement provide important information for your and others' safety and comfort.

The Uniting Consumer Handbook introduces you to Uniting and contains information about:

- Your rights and responsibilities
- Advocacy and support
- How we manage your private information
- How to provide feedback or make complaints.

You can also visit our website: <https://www.unitingvictas.org.au/>

### Feedback and complaints

You can give us your feedback or make a complaint by:

- Talking to a Uniting worker
- Calling (03) 9192 8100
- Sending an email to <mailto:consumerfeedback@vt.uniting.org>
- Going to the Uniting website: <https://www.unitingvictas.org.au/feedback/>
- Writing to:

Feedback and Complaints,  
Level 4, 130 Lonsdale Street,  
Melbourne VIC 3000

Other complaints and advocacy organisations:

#### Office of Housing Registrar

Phone: 1300 650 172

[www.housingregistrar.vic.gov.au](http://www.housingregistrar.vic.gov.au)

#### Victorian Civil and Administrative Tribunal (VCAT)

Phone: 03 9628 9800

[www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)

#### Consumer Affairs Victoria

Phone: 1300 558 181

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**Tenants Union Victoria** - <https://tenantsvic.org.au/>

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### Breaches of the rules or rental agreement

If you breach the rules or rental agreement we will take action. We may make you to leave the property immediately for serious breaches.

If we believe you have broken the law or are a risk to yourself or others we will take action which may include informing the Police.

Serious breaches include matters like repeated minor breaches of the rules or rental agreement, intentionally or recklessly causing serious damage to the property, threatening or intimidating behaviour to residents, Uniting workers, or its agents, or using or allowing others to use the property for an illegal purpose.

### Pay your bond and rent

You must pay your rent weekly or fortnightly in advance. You must pay your rent in full, and on time.

If you do not pay your rent, you will be in breach of your Rental Agreement. We may begin the process to end your lease with us and you will have to leave.

### Allow access

You must allow access to your room with notice for the purposes of repairs and maintenance, and health and safety checks.

### Keys

You must not give your keys to any other person.

You must pay for new locks and keys if you don't return all the keys at the end of the tenancy.

### Program requirements and activities

We encourage you to take part in activities we and other support agencies provide.

You must meet the requirements of the program, if applicable. For example, a program may require you take part in activities like work, education, or volunteering.

You must maintain on-going contact with your Support Worker, and you must adhere to your support program and exit plan.

### Visitors and guests

You are responsible for visitors to your property. This also means you are responsible for making sure they act according to the rules and your rental agreement.

Guests are not permitted on the property between the hours of 9.30pm & 8.00am.

Guest are not allowed to stay overnight.

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No more than two (2) visitors are permitted at any one time. No visitors are allowed on the property if the Resident they have come to visit is not present.

### **Additional rules for visitors at Shared Single Female Accommodation**

No male visitors, including male family members, are allowed on the premises.

### **Keep the property clean and in a good condition.**

You must keep the property in the same condition as when you move in, except for fair wear and tear.

You must keep communal areas and your room clean.

You are responsible for damage you cause and may have to pay for the repairs.

You mustn't make any changes to the property without our permission.

### **Maintenance and repairs**

If the property needs maintenance or repairs, tell us as soon as you can.

We will arrange for the repairs to be carried out.

### **Nuisance, noise, and anti-social behaviour**

You must not use, or allow the premises to be used, in a way that causes a nuisance or interferes with the reasonable peace, comfort or privacy of any resident. For example, you must not make noise that is a nuisance to others.

Uniting will not tolerate any form of harassment, discrimination or abuse towards any resident, visitor, or Uniting worker. This includes, but is not limited to, verbal, physical or any other form of harassment, discrimination or threatening behaviour related to racial, religious, cultural, or sexual orientation, gender identity, expression, or sex characteristics.

### **Pests and infestations, damp, and mould**

You must keep your room and common property free from common household pests by managing rubbish, not leaving food in common areas or kitchens, and wiping up and managing spills.

Do not use bug bombs or other forms of pest control.

Report pests, damp, and mould to a Uniting representative as soon as possible.

### **Parking**

Parking is only allowed in designated areas, if available.

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### **Pets**

Pets are not allowed on the premises.

### **Alcohol**

You may only consume alcohol if you are over 18 years. You may only store and consume alcohol in your room.

### **Smoking**

Smoking of tobacco, vapes, or other substances is not allowed on the premises.

### **Offensive material**

Offensive materials or images, like pornographic or violent images on video, computers, or electronic games, are not permitted in common areas.

### **Firearms and offensive weapons**

No firearm or offensive weapon is allowed on the premises.

### **Illegal substances and materials, and unlawful behaviour**

You must not use or allow the premises to be used for any illegal purpose.

### **Health and safety**

You must not do anything which is likely to endanger health or safety of any other occupier, member of staff, visitors, or neighbours. You must comply with health and safety instructions and notices.

### **Employee and contractor safety**

We ask that you help keep workers safe at the residence, for example through respectful interactions, and minimising trip hazards.

For the safety of our staff and contractors, we require our workers to wear shoes at the property.

### **Fire safety**

Read the information about fire safety at the premises. Be aware of emergency exits, the location of fire safety equipment, and what to do in case of a fire or emergency.

Do not interfere with fire safety equipment without reasonable cause.

You must take part in fire drills.

### **Fuels, and flammable substances**

You must not store or bring into the premises or any paraffin, oil, gas, or fuel.

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### Use of heaters, coolers, and cooking equipment

You may only use a heating or cooling device which is supplied with the room.

You must not use other methods of heating and cooking or dishwashing other than those provided at the premises.

### At the end of your tenancy

When you finish your tenancy, you must return all the keys and leave the property in good condition, except for fair wear and tear.

We will charge you for damage or loss you cause or allow to be caused.

Signature: \_\_\_\_\_ Date: Click or tap to enter a date.  
*(Signed by the Tenants)*

Signature: \_\_\_\_\_ Date: Click or tap to enter a date.  
*(Signed by the Tenancy Worker)*

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