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# Providing Homes, Building Futures

## Our Commitment

Link Wentworth is a client-focused and service-orientated organisation committed to providing:

**Quality service – locally delivered – by people who care**







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## 1.1 Your rights and responsibilities

### Your rights

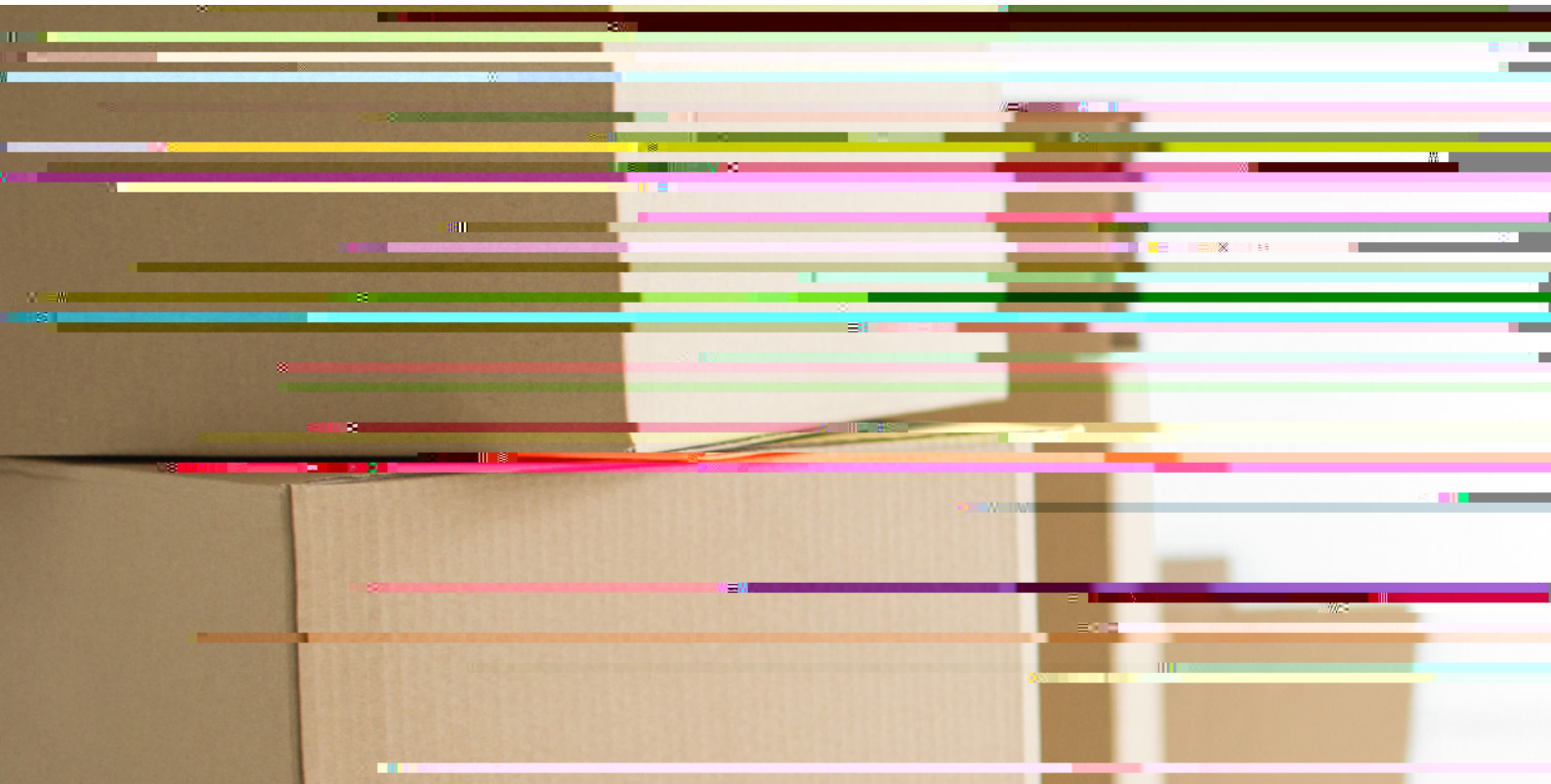
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### Your responsibilities

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## 1.2 Important documents you need to keep

Residential Tenancies Agreement (lease)





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## 1.4 Understanding your rent



From 25%–30%

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From 25%–30%

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15%

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Nil

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15%

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25%–30%

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Single person

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Single parent with 1 child  
younger than 18

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Couple (older than 25 years)  
with a child 18 years old.

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What will  
happen if  
I can't pay  
my rent?

If you are having difficulty paying your rent and bills, please contact your Tenancy Manager. We will work with you to see if we can find a solution.

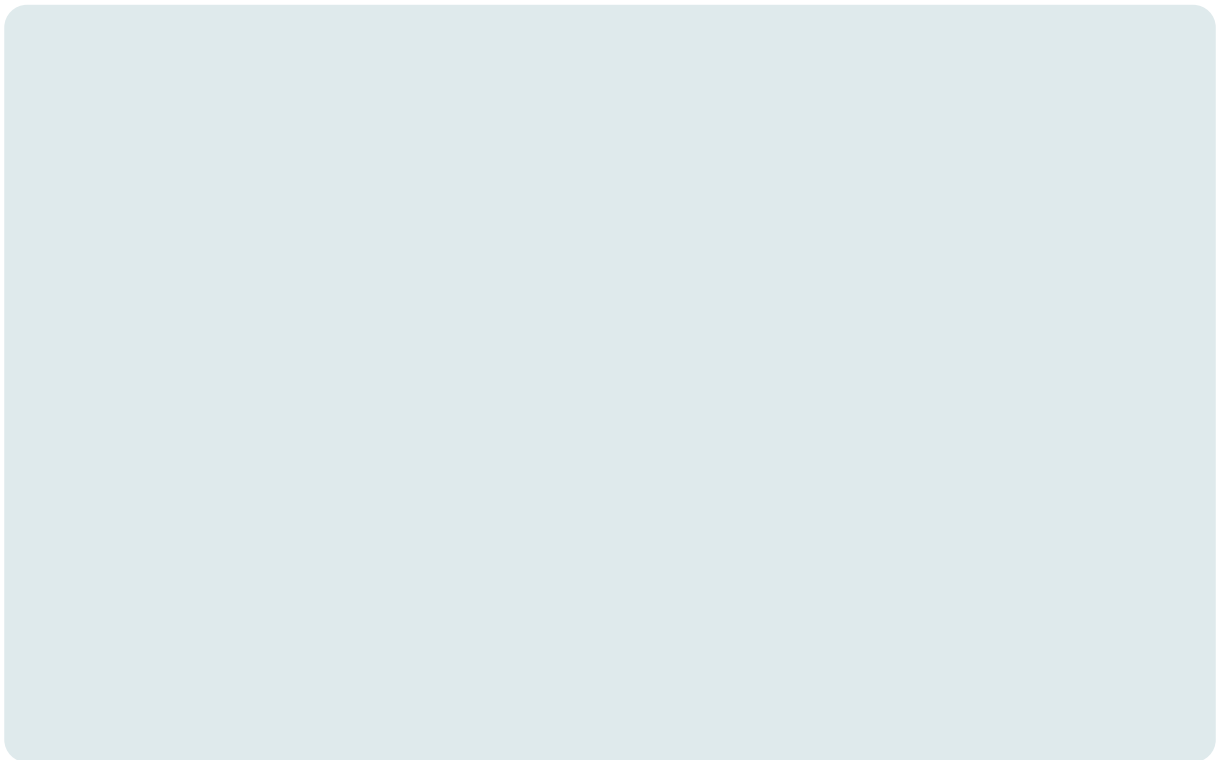
- discussing your rent account with you

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## 1.5 Privacy and confidentiality





Your home



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## 2.1 Keys for your home

## 2.2 Helping you settle in

## 2.3 Renting with a Community Housing Provider

Client Service Visits

Property Surveys

## 2.4 Repairs and maintenance

If something needs to be repaired in your home, but is 'non-urgent', please fill in the request form on our website and someone from Link Wentworth will call you back

[LinkWentworth.com/tenant-repairs](#)

For emergencies involving gas leaks, flooding, storm or fire damage, please contact 000 immediately.

### Tenant Tips:

• Always report any issues to your landlord as soon as possible. This helps us to resolve the problem quickly and avoid any further damage or safety risks.

• Always use the correct procedure for reporting issues. This is outlined in the tenant handbook and on our website. Please do not attempt to carry out any repairs yourself unless you are a qualified professional.



## 2.5 Types of repairs and response times

### Emergency repairs

Within four (4) hours

Problems that immediately threaten your health, safety or security and need prompt action.

Examples:

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## 2.7 Checking repair work

## 2.8 Tenant damages

## 2.9 Smoke alarm

## 2.10 When you need to make changes to your home

## 2.11 Home modifications

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## 2.12 Changes in household circumstances

Housing transfer

## 2.13 Going Away

## 2.14 Pets

## 2.15 Problems with neighbours

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If you are experiencing harassment, intimidation or are concerned you might be assaulted, call the Police on 000.









## 3.3 Complaints and appeals





## 3.4 Get involved

### Tenant Advisory Group

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[Wentworth Tenant Handbook](#)

### Tenant Training

### Community Projects and Events

[Wentworth Tenant Handbook](#)

## 3.5 Our tenant newsletter

[Wentworth Tenant Handbook](#)

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# Useful Contacts

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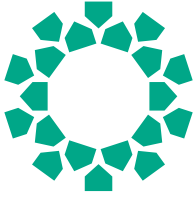
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**Link  
Wentworth**  
Providing homes, building futures.

[linkwentworth.org.au](http://linkwentworth.org.au)