



Independent Living Seniors Accommodation

Johnston St

Wogolin Road

Appendix Forms

for Housing Management

Manual

2020

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**INDEPENDENT LIVING SENIORS ACCOMMODATION
APPLICATION FOR RENTAL HOUSING**

Please read the Independent Living Seniors Accommodation 'Handbook for Tenants' for help with answering questions.

1. Applicant/s Details

LAST NAME/SURNAME _____	FIRST NAME _____	SECOND NAME _____
Please tick boxes		
TITLE Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate <input type="checkbox"/> DOB...../...../.....		
ADDRESS _____		
_____ POSTCODE _____		
TELEPHONE _____ MOBILE _____		
ALTERNATIVE CONTACT – Please nominate someone we may contact if we are unable to contact you:		
NAME _____ PHONE _____		
ADDRESS _____ POSTCODE _____		
ELIGIBILITY CRITERIA Please tick applicable response		
<i>For Units Johnston Street only:</i>		
Are you 65 years of age or older? (55 years or older for indigenous applicants) Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>Income eligibility tests may apply to these units – more information will be provided.</i>		
<i>For Wogolin Street Units only:</i>		
Are you 55 years of age or older? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Have you previously rented a unit through ILSA? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Are you an Australian Citizen or Permanent Resident? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Do you identify as a local resident of the Shire of Wickepin? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Are you able to live independently? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Do you wish to keep a small, quiet pet at the premises (if yes, please describe) Yes <input type="checkbox"/> No <input type="checkbox"/>		
.....		
Please attach copies of Proof of Identity documents (see attached for accepted documents)		

2. Household Details

Please provide details of all household members who will live in the rented accommodation.

APPLICANT			
Last Name/Surname	First Name	Second Name	Date of Birth

PARTNER			
Last Name/Surname	First Name	Second Name	Date of Birth

CO-APPLICANTS		'Co-applicants' are those (other than your partner) who wish to share the housing and who intend to sign the tenancy agreement	
Last Name/Surname	First Name	Second Name	Date of Birth

OTHER HOUSEHOLD MEMBERS		'Other household members' include dependents, non-dependents and carers	
Last Name/Surname	First Name	Second Name	Date of Birth

3. Personal References

Please provide contact details for two personal referees.

PERSONAL REFERENCE 1	
Name	
Relationship to Applicant	
Contact Phone	
Address	

PERSONAL REFERENCE 2	
Name	
Relationship to Applicant	
Contact Phone	
Address	

4. Next of Kin

NEXT OF KIN			
Name			
Relationship to Applicant			
Phone		Mobile	
Address			

5. Emergency Contact

EMERGENCY CONTACT			
Name			
Relationship to Applicant			
Phone		Mobile	
Address			

I/we wish to make application for rental of a Shire of Wickepin Independent Living Seniors Unit. I/we understand this application is subject to meeting stated eligibility criteria.

Please consider my application for rental of accommodation at:
(please select one or more options as required)

- Johnston Street
- Wogolin Road

Signature of Applicant/s

Date

Office use only	
Application No. _____	Documents received:
Date Received _____	Proof of Identity <input type="checkbox"/>
Accepted by _____	Proof of income (if requested) <input type="checkbox"/>
	Other (specify) <input type="checkbox"/>

Proof of Identity

As per the Tenancy Application form, the applicant must be asked to provide one document from Category A plus one from Categories B or C, or three documents from Category B and/or C.

Category A

Documents in this category are regarded as sound, because of the difficulty in obtaining them and because they are less likely to be stolen or illegally obtained.

- Australian passport;
- Certificate of Australian Citizenship;
- Citizenship papers;
- Overseas passport stamped for entry to Australia;
- Original Australian birth certificate of claimant, issued more than five years ago;
- Australian birth extract issued more than five years ago;
- Document of identity issued by Department of Foreign Affairs;
- Partner's original death certificate issued by a government department more than five years ago which shows the applicant's name; or
- Australian Armed Services discharge documents.

Category B

These are acceptable documents either because of their personal nature or because of the time they need to be held.

- Original Australian Marriage Certificate issued by a government Department;
- Apprenticeship indenture papers;
- Tradesperson's Certificate of Proficiency;
- Nurses' Registration Board documents;
- Divorce papers;
- Original Australian Birth Certificate for claimant issued between one and five years ago;
- Australian Birth Extract issued between one and five years ago;
- Taxation assessment notice;
- Life Insurance policies;
- Change of name (by Deed Poll) more than twelve months old;
- Legal documents such as Restraining Order, Peace Order, Adoption papers, Maintenance agreement, attested Will, Power of Attorney or document of appointment as a JP; or
- Partner's original Death Certificate issued by a government Department between one and five years ago which shows the applicant's name.

Category C

These documents are similar to Category B documents. The difference is that these are only acceptable with qualifications. This category of document should be treated with caution and dealt with in accordance with instructions.

- Prisoner Discharge Certificate (offered on release);
- Hire Purchase agreement, if authenticity is validated;
- Letter from a government department, provided address on the letter matches address on the application;
- Current medical contribution book that is more than 12 months old;
- Motoring Organisation membership document that is more than 12 months old, as long as address matches that on the application;
- Bankbook, Credit Union or Building Society accounts showing transactions for at least 12 months;
- Overseas documents, if they are offered with a passport stamped for entry to Australia;
- Motor Vehicle Registration papers, showing a cash register imprint as long as they show the same address as that on the application;
- Motor Vehicle Driver's Licence as long as it shows the same address as that on the application;

Appendix 1

- Insurance renewal documents as long as they show the same address as that on the application;
- Change of name which is less than 12 months old, if offered in conjunction with other documents showing new name for more than 12 months. This must be accompanied by documents showing that the client was using the new name before changing it legally;
- Legal documents such as Summons, Bail papers or Traffic Infringement Notice, if offered with Motor Vehicle Registration papers;
- Electricity account if address matches claim and there is a cash register imprint; or
- Telephone account if address matches claim and there is a cash register imprint.



Consent Authority for Rental Housing Form

By signing this *Consent Authority for Rental Housing* form applicants agree that, for the purpose of processing the rental application, the Shire of Wickepin may make enquiries to other nominated agencies, persons or government departments on matters relating to the application.

Nominated

Name / Agency / Organisations _____

Applicant/s signature _____

Applicant _____

Shire of Wickepin

Date ____ / ____ / ____



Income Confirmation Service Consent Authority

I hereby give authority to the Shire of Wickepin to obtain my income details from Centrelink.

I understand that my income details will include:

- The dollar amount of my last payment from Centrelink.
- Confirmation of my rate and type of payment.
- Details of any deductions taken from my payment.
- Child support details.
- Details of any other income I have advised to Centrelink, including overseas pensions, wages, investment income, property income and superannuation.
- Details of assets I have declared to Centrelink, including savings and investments.

I understand that I can withdraw my consent at any time, by notifying the Shire of Wickepin in writing.

I understand that if I withdraw my consent I will have to obtain documentary proof of my income from Centrelink, when required, and forward it to the Shire of Wickepin.

Family Name (Surname) _____

Given Names _____

Centrelink Client Reference Number (CRN) _____

Date of Birth _____

Signature _____

Date ____/____/____



Acknowledgement of Housing Application

Date: ____ / ____ / ____

Name: _____

Current Address: _____

The Shire of Broomehill-Tambellup acknowledges the receipt of your housing application.

Your application reserves your place on the waiting list held with the Shire of Broomehill-Tambellup. We will contact you as soon as a potential house becomes available with respect to your residential needs and requirements.

To ensure your place on the waiting list is kept current the Shire of Broomehill-Tambellup will contact you by mail or phone after six months.

If you find suitable accommodation before being housed with the Shire of Broomehill-Tambellup, please notify the Shire of Broomehill-Tambellup so your details can be removed from the waiting list database. _____

Shire of Broomehill-Tambellup

Date: ____ / ____ / ____



Acknowledgement of Arrears Arrangement

Date: _____ / _____ / _____

Name: _____

Address: _____

The Shire of Wickepin acknowledges the receipt of your arrangement to pay arrears for the above property. Your arrangement is as follows:

Start Date: _____ / _____ / _____

Amount: \$ _____ .00

Frequency _____

This amount is payable in addition to your regular rent payment. If at any time this arrangement defaults, you must contact the Shire of Wickepin's Deputy Chief Executive Officer to make alternative arrangements. Non-payment of this debt may result in the termination of your lease.

If you disagree with these details, please do not hesitate to contact the Shire of Wickepin.

Tenant

Shire of Wickepin



Appeals Committee

Date

Shire of Wickepin

(Enter Address)

Dear CEO,

Re: Appeal Committee Decision

We refer to complaint record No: _____ and recent appeal hearing.

After careful deliberating of the complaint and the Shire of Wickepin's practices, the committee has come to the following decision:

This decision of the Appeal Committee is final and binding. The Shire of Wickepin will take responsibility in ensuring this decision is adhered to in all capacities.

If you have any queries please do not hesitate to contact this office.

Sign: _____

Name: _____

Sign: _____

Name: _____

Sign: _____

Name: _____

The Shire of Wickepin
77 Wogolin Road, Wickepin, 6370 WA



Date: / /

Name: _____

Address: _____

Dear

Re: Acknowledgment of Appeal Request

The Shire of Wickepin would like to acknowledge receipt of your Appeals Request.

The Shire of Wickepin will make contact with you within 7 days with either the Notice of Appeal Hearing (if an appeal is to be heard) or an Ineligible Appeal letter).

The Notice of Appeal Hearing will inform you of the place, date and time of the set down appeal hearing. Appeals will be considered by the Appeal Committee within 14 days of lodgement.

If you have any queries please do not hesitate to contact this office.

Shire of Wickepin.



Appeal Application

If you disagree with a decision made by the Shire of Wickepin, this form can be used to file an appeal of that decision.

You must file the appeal with the Shire of Wickepin, WITHIN 14 DAYS of the date you received the decision. The appeal can be filed with the Shire of Wickepin personally or by mail to the Chief Executive Officer, Shire of Wickepin, PO Box 19, Wickepin, WA, 6370

Date: ___ / ___ / ___

Name: _____

Address: _____

Phone: _____ Mobile: _____

I wish to appeal the decision made by the Shire of Wickepin relating to:

I disagree with the Shire of Wickepin's decision because:

Signature: _____

Name: _____

Other Contact Details:

It is important that the Shire of Wickepin be able to reach you concerning your appeal. If you do not have a phone, please provide the number of a friend/relative where the Shire of Wickepin can leave a message.

Office Use:

Date Received: ___ / ___ / ___

Received By (Name): ___ / ___ / ___

Recorded: Yes / No

Sighted By Management: _____

Sent Acknowledgement Letter: Yes / No

Date Sent: ___ / ___ / ___



Meaning of Condition Descriptions

ITEM	AS NEW	GOOD	FAIR
Ceilings, Internal and External Walls, Woodwork, Windows and cupboards.	Freshly painted.	Paint sound and clean, with no obvious chips, flakes or discolouration. Very minor marks only.	Paint clean but some minor chips and/or flakes and/or discoloured patches and/or marks.
Floors.	New floor covering or recently stripped and sealed vinyl.	All types of floor coverings. Clean with only very minor marks, stains, or discolouration.	All types of floor coverings. Clean but some marks and/or patches/stains and/or discolourations.
Laminex Tops.	New or unmarked condition.	Minor scratches or scuff marks only.	Minor burns, scuff marks and/or minor chips or scratches.
Stoves, room heater, basin, bath, sink or trough	New or unmarked condition.	Clean, with only minor stains.	Clean with some minor stains and/or minor scuffs or chips

FRONT AND BACKYARD - GENERAL CONDITION

In all cases whatever grass is present should be cut and all rubbish removed prior to occupation.

ROOM LOCATION INDICATOR

Left Rear (L.R.)	Centre Rear (C.R.)	Right Rear (R.R.)
Left Middle (L.M.)		Right Middle (R.M.)
Left Front (L.F.)	Centre Front (C.F.)	Right Front (R.F.)

Apartment blocks front door elevation. All other properties street elevation.

CONDITION ON VACATION

- All boxes must be filled in: Size of room, number of flyscreens, door buffer, anti-tilt bracket, flex hose, safety chain, smoke alarm, room heater and gas fitted in room.
- A full and accurate description of every component of a room must be given where heavy cleaning, rubbish removal, repair or replacement is required.
- The report is broken up into 3 parts:
 - Describe the **CONDITION** of the room as you find it.
 - State the **ACTION** required to rectify the problem i.e. Heavy Clean, Medium Clean, Renew or Replace.
 - If the item is clearly due to tenant neglect record 100% in the **TENANT LIABILITY** column.
- All heavy cleaning and rubbish removal must be recorded as Tenant Liability. If a component is damaged beyond economical repair and needs to be replaced or repaired due to tenant neglect, misuse or wilful damage the item must be recorded as tenant liability.
- In the General Conditions of Tenancy section, make comments that are relevant to the overall tenancy in order to substantiate the tenant liability charges and justify the work required to restore the property to re-lettable standard.

TIME SINCE LAST PAINTING/FLYWIRE REPLACEMENT	PERCENTAGE OF TENANT LIABILITY
Up to 1 year	100%
Over 1 year up to 2 years	80%
Over 2 years up to 3 years	60%
Over 3 years up to 4 years	40%
Over 4 years up to 5 years	20%
Over 5 years	0%

Remember your action must be justified by your description.

Property Condition Report – Maintenance

LOT FILE	DISTRICT	PROPERTY ID	
COMPLEX	UNIT LOT ST ^{NO}	STREET	
EX TENANT	DATE OCCUPIED	DATE VACATED	
WATER.	ELEC.	GAS.	GAS BOTTLES
CONDITION ON OCCUPANCY		CONDITION ON VACATION	
LOUNGE	DATE	18MSQ	OVER
		GAS FITTING	TL
Room Heater		Room Heater	
Door buffer	Cyclone screen	Door buffer	Cyclone screen
Fly/Barrier Screen		Fly/Barrier screen	
CEILING			
Light fitting			
Ceiling fan			
WALLS			
Power outlet			
Light switch			
KITCHEN-DINING-LOUNGE			
Door buffer	Cyclone screen	Door buffer	Cyclone screen
Fly/Barrier Screen		Fly/Barrier screen	
CEILING			
Exhaust fan			
Light fitting			
WALLS			
Power outlet			
Light switch			
FLOOR			
Quad			
Skirting			
DOOR			
Lock/Latch/Safety chain			
Doorframe			

Appendix 14

Architrave		
GLASS		
Window frame		
Catch/lock		
STOVE		
Stove surrounds		
CUPBOARDS		
Laminex top		
SINK		
PASSAGE /ENTRY		
Door buffer	Door buffer	
CEILING		
Light fitting		
SMOKE ALARM TESTED YES NO	SMOKE ALARM TESTED YES NO	
WALLS		
Light switch		
FLOOR		
Skirting		
DOOR		
Lock/Latch		
Door frame		
Architrave		
LINEN CUPBOARD		
SLIDING DOOR		
BEDROOM ONE		
Door buffer Cyclone screen	Door buffer Cyclone screen	
Fly/Barrier screen	Fly/Barrier screen	
CEILING		
Light fitting		
Ceiling fan		
WALLS		
Power outlets		

Appendix 14

Light switch			
FLOOR			
Skirting			
DOOR			
Lock/Latch			
Doorframe			
GLASS			
Window frame			
BUILT IN ROBE			
BEDROOM TWO			
Door buffer Cyclone screen	Door buffer	Cyclone screen	
Fly/Barrier screen	Fly/Barrier screen		
CEILING			
Light fitting			
Ceiling fan			
WALLS			
Power outlets			
Light switch			
FLOOR			
Skirting			
DOOR			
Lock/Latch			
Doorframe			
GLASS			
Window frame			
BUILT IN ROBE			
LAUNDRY			
Door buffer Cyclone screen	Door buffer	Cyclone screen	
Fly/Barrier screen	Fly/Barrier screen		
CEILING			
Light fitting			
WALLS			

Appendix 14

Power outlets			
Light switch			
FLOOR			
DOOR			
Window			
Trough			
Cupboard			
SLIDING DOOR			
SLIDING BARRIER DOOR			
BATHROOM			
Door buffer Cyclone screen	Door buffer	Cyclone screen	
Fly/Barrier screen	Fly/Barrier screen		
CEILING			
Exhaust fan			
Light fitting			
WALLS			
Power outlet			
Light switch			
FLOOR			
DOOR			
Lock/Latch			
Doorframe			
Architrave			
GLASS			
Window frame			
Catch/Lock			
SHAVE CABINET			
Mirror			
Towel rail			
Shower			
Bath			
Basin			

Appendix 14

Vanity cupboard		
TOILET		
Door buffer Cyclone screen	Door buffer Cyclone screen	
Flyscreen	Flyscreen	
CEILING		
Light fitting		
Exhaust fan		
WALLS		
Light switch		
FLOOR		
PEDESTAL/PAN		
CISTERN		
DOOR		
Lock/Latch		
Woodwork		
STOREROOM		
Ceiling		
Walls		
Floor		
DOOR		
Lock/Latch		
Door buffer		
FRONT PORCH		
Light fitting		
BARRIER DOOR		
Steps/handrails		
REAR PORCH		
Light fitting		
BARRIER DOOR		
Steps/handrails		
CARPORT - DRIVE		
Concrete		

Appendix 14

LOCKABLE GARDEN CUPBOARD		
Lock		
Shelving		
EXT. WALL CLADDING		
ROOF CLADDING		
FENCES		
Rear		
Left boundary		
Right boundary		
Wing fence & Gates		
CLOTHES HOIST		
FRONT & RIGHT SIDE YARD		
Grass cut/garden condition?		
Rubbish removed?		
REAR & LEFT SIDE YARD		
Grass cut/garden condition?		
Rubbish removed?		
SHIRE BIN ON SITE?	SHIRE BIN ON SITE?	
<u>INSPECTING OFFICER</u>		
<u>TENANT/s</u>		
<u>Date</u>		
ANY SIGN OF VANDAL-CAUSED DAMAGE?		
GENERAL CONDITION OF PROPERTY ON VACATION AND TENANCY STANDARDS		
PHOTOGRAPHS TAKEN	YES	NO
TL RECOMMENDATION	INSPECTING OFFICER _____ DATE _____	
LAST DATE EXTERNALLY PAINTED?		
IS EXTERNAL PAINTING REQUIRED?		



Attention to Property

Date: / /

Name: _____

Address: _____

During our last property inspection it became apparent that the following items require your immediate attention:

Details:

1) _____

2) _____

3) _____

4) _____

The Shire of Wickepin will request an inspection of the property, after 14 days of this notice, to inspect the items of attention have been rectified.

Shire of Wickepin



Code of Conduct – Contractors

The Code of Conduct must be observed at all times. The Code of Conduct is the Shire of Wickepin's commitment to providing quality customer service and applies to the conduct of contractors.

The Code of Conduct also applies to the conduct of the Shire of Wickepin's Contractors' employees and Sub Contractors and all their respective staff and visitors. This document relates to dwellings under the Shire of Wickepin's property management.

The Shire of Wickepin has a duty to the Contractors, Sub Contractors and all their respective staff to:

- act fairly;
- maintain high ethical standards in their dealings;
- honour agreements and undertakings and act in good faith;
- establish a fair and equal basis for relationships; and
- be courteous at all times.

Contractors have a duty to:

- act fairly and in good faith;
- adopt high ethical standards in their dealings with the Shire of Wickepin and its customers;
- honour agreements and undertakings;
- be courteous to the Organisation's employees and its Customers at all times; and
- perform all work in accordance with this Code of Conduct.

Contractors will:

- always advise the tenant the purpose of the visit;
- make an appointment with the tenant to undertake routine maintenance prior to visiting the tenant and set and confirm times in cooperation with the tenant;
- comply with reasonable requests made by customers with special needs or disabilities;
- use a "visit note" arrangement to organise an appointment if the tenant can't be contacted by telephone. The "visit note" must contain information of the Contractor's details, the actual time of calling and nature of the work that was to be done.
- complete a Contractor Visit Notification form to advise the tenant of the purpose of the visit if the tenant is not home. The form is to be left at the property, in an envelope under the front door.

Property Visit

When visiting a property the Contractor will:

- park in the street or designated parking area;
- make contact with the tenant, provide identification and explain the reason for calling;
- seek the tenant/s permission to enter the property;
- take all necessary steps and reasonable precautions to prevent any damage or loss to the occupants' possessions, property or personal effects. Any damage or loss should be reported to the Shire of Wickepin immediately. Any reimbursement by the contractor to the tenant for any damage or loss caused will be by the mutual agreement of the two parties concerned.

When visiting a property the Contractor will not:

- smoke within the Shire of Wickepin's property;
- be under the influence of drugs or alcohol when entering the property or while performing work for the Shire of Wickepin;
- accept or provide drugs or alcohol from/to the occupants of the property or induce any occupants of the house to partake in any such activity;
- use offensive language when conducting business with the Shire of Wickepin and its customers;
- in action or words do or say things that could be interpreted as intimidating or discriminatory;
- discuss or divulge information with the tenants in relation to the Shire of Wickepin's business or activities;
- discuss or divulge with any other person any private details concerning the occupants of the properties;
- advise the occupants of any financial details concerning the contract or the cost of works carried out;
- make any public comments concerning the policies of the Shire of Wickepin or the tendering system.

Right of Entry

The Contractor may enter the premises without consent in a genuine emergency (e.g. to carry out urgent repairs or to protect the premises from damage).

The Code of Conduct will be included in any Contractor agreements for ongoing contractors.

Contractors' Performance

Material used in the work and standards of work must be in conformity with the provisions of the contract arrangements.

Any materials not otherwise specified shall be new and, where applicable, materials and standard of work shall be in accordance with the relevant Australian Standards. Occupational Health and Safety regulations and any other relevant requirements must be adhered to.

It is a good practice to regularly review a contractor's work to ensure quality of service and provide feedback.

Appendix 16

To measure a Contractor's work performance the Shire of Wickepin will:

- collect feedback from tenants following each job and/or following introduction of new Contractors;
- review the reliability/timeliness of the Contractor's quality of work for the cost paid; and
- make regular inspections of the works completed and actively identify any builder's warranty issues.

Where the Shire of Wickepin receives complaints of performance these will be recorded through the Shire of Wickepin's formal complaints system.

Defaulting Contractors will be dealt with under the terms and conditions of the contract agreement, specifically the need to rectify faulty workmanship within the building warranty period.

I _____ of _____ (Company) have _____
read this document and understand what my responsibilities are as a contractor to the Shire of Wickepin.

Date: _____ / _____ / _____

Note: A copy is to be held on file and a copy is to be given to the Contractor.



Payment Plan Arrangement

Date: / /

Tenant/s:

Address:

In accordance with the terms of your tenancy and the *Residential Tenancy Act 1987* your rent is required to be paid 2 weeks in advance.

As at today's date your rental arrears is: \$.00

Failure to pay outstanding monies or enter into an arrangement to pay arrears may result in a 'Notice of Termination for Non-Payment of Rent'.

The Shire of Wickepin is in a position to offer you an arrangement to pay the rental arrears for the above property.

I _____ have agreed to make regular payments in addition to the rental amount to the Shire of Wickepin as payment against my rent arrears.

I understand that failure to adhere to this agreement may result in termination of my tenancy agreement as per the *Residential Tenancy Act 1987*.

First Payment Date: / /

Amount Agreed: \$.00 to be deducted via centrepay or direct deduction.

This amount is in addition to the current rent.

Sign (Tenant/s):

Sign (Shire of Wickepin):



Date: / /

Name: _____

Address: _____

Dear

Re: Ineligibility of Appeal

We refer to your complaint record No: and request for an appeal hearing. We have referred your request to the Appeals Committee for perusal. Unfortunately, the matter has been deemed ineligible for an appeal hearing.

Justification for this decision:

The Shire of Wickepin aims to provide a service reliant on sound housing management practices. At times these practices come under scrutiny from the Shire of Wickepin's tenants, who have a right to question the administration of these practices.

If you have any queries please do not hesitate to contact this office.

Shire of Wickepin

FORM 19

Notice of proposed entry to premises

RESIDENTIAL TENANCIES ACT 1987 (WA) Section 46

To: _____
(name of tenant)

This notice is to inform you that entry is required to the premises at:

(address)

On: _____ before / after 12 noon (cross out whichever does not apply) (Note: entry can be between 8am and 6pm on Weekdays, 9am and 5pm on Saturdays or otherwise as agreed)

This notice has been issued by the Shire of Wickepin.

Reason for the proposed entry:

- to conduct a routine inspection (a minimum of 7 days' and maximum 14 days' written notice required);
- to carry out or inspect necessary repairs to, or maintenance of, the premises (a minimum of 72 hours' written notice);
- to show the premises to prospective tenants (reasonable written notice within the 21 days prior to the end of the agreement);
- to show the premises to prospective purchasers (reasonable written notice);
- other purpose (specify) _____ (a minimum of 7 days' and maximum 14 days' written notice required);
- to conduct an inspection after a tenant's interest in the tenancy agreement has been terminated on the grounds of family violence (a minimum of 3 days' notice to each tenant required).

IMPORTANT INFORMATION FOR TENANTS

If the date and/or time proposed for the entry to the premises is unduly inconvenient:

- you are entitled to negotiate an alternative date and/or time; and
- the Shire of Wickepin must make a reasonable attempt to negotiate a date and/or time that is not unduly inconvenient to you.

You should contact the Shire of Wickepin as soon as possible after receiving this notice to negotiate a date and/or time that does not unduly inconvenience you. You cannot be charged a fee for negotiating a change.

To negotiate an alternative date and/or time for entry to the premises please contact the Shire of Wickepin on (08) 9888 1005.

You are entitled to be present at the premises during all entries by the lessor/property manager.

Date: ____ / ____ / ____ Signed: _____

For further information about tenancy rights, refer to the *Residential Tenancies Act 1987* or contact the Department of Mines, Industry Regulation and Safety on 1300 304 054 or www.dmirs.wa.gov.au



Property Key Handover to Tenant

Date of Release: _____ / _____ / _____

Property Address: _____

Name of Head Tenant/s: _____

Front Door	_____	Screen Door Front	_____
Back Door	_____	Screen Door Back	_____
Other Keys	_____	Other Keys	_____

Total Number of Keys Supplied to the above Tenant/s: _____

I agree that the above keys have been released and are in my possession and that any key replacements will be at my expense. I will notify the Shire of Wickepin as soon as possible in the event of lost or stolen keys.

Sign: _____ Sign: _____

Name: _____ Name: _____



Date: / /

Name: _____

Address: _____

Dear

Re: Result of Appeal

We refer to complaint record No: _____ and recent appeal hearing.

After careful deliberation of the complaint and the Shire of Wickepin's practices, the Committee has come to the following decision:

This decision of the Appeal Committee is final and binding. The Shire of Wickepin will take responsibility in ensuring this decision is adhered to in all capacities.

If you have any queries please do not hesitate to contact this office.

Shire of Wickepin



Notice of Cost/s (Tenant Liability)

Date: / /

Name: _____

Address: _____

Damage: _____

The Shire of Wickepin has deemed the damage to the above property as tenant liability. The cost to repair the above mentioned damage is as follows:

Total Cost to Tenant \$.00 (price inc GST)

Please sign below as acknowledgement of the above mentioned damage as tenant liability.

Payment of this account is required in 30 days of receiving a Shire of Wickepin invoice for the above amount or by entering into an arrangement to pay. Failure to pay may result in the termination of your lease.

Tenant

Shire of Wickepin



Update of Waiting List

Date: / /

Name: _____

Address: _____

Dear

It is a requirement for the Shire of Wickepin to periodically contact all people who have expressed an interest in renting the Shire's Independent Living Seniors Accommodation.

To ensure we have your details correct and that you still wish to be on the waiting list for this accommodation, please contact us.

Contact can be made by:

- Telephone (08) 9888 1005
- Direct _____
- Post Use attached envelope

I _____ wish to confirm my place on the waiting list.

My contact details are as follows:

Once you have contacted us we will send you a letter to confirm that you are still on the waiting list. If you have not contacted us within 60 days of this letter we will have no alternative but to remove your name from the waiting list.

Kind regards,

Shire of Wickepin



Waiting List Cancellation

Date: / /

Name: _____

Address: _____

Dear

The Shire of Wickepin has re-assessed your housing application and has made a decision that you will no longer be considered for the Shire of Wickepin housing. This decision has been made in line with the Shire of Wickepin's *Waiting List* policy.

The reason for the removal of your name from the waiting list is:

If you wish to sight the Shire of Wickepin's policy or speak to staff, please contact this office.

Contact can be made by:

Telephone (08) 9888 1005
Direct _____

Shire of Wickepin



Waiting List Reinstatement

Date: / /

Name: _____

Address: _____

Dear

The Shire of Wickepin has re-assessed your application and has reinstated your position on the waiting list for the Shire of Wickepin ILSA housing as per the Shire of Wickepin's *Management of Waiting List* policy.

To ensure you remain on the waiting list, please keep in contact with the Shire of Wickepin to ensure your contact details are correct. When a house becomes available the Shire of Wickepin will contact you with an offer.

The Shire of Wickepin will contact you on a periodic basis to update contact details. If you are not contactable after 60 days the Shire of Wickepin will have no alternative but to remove you from the waiting list.

Contact can be made by:

Telephone (08) 9888 1005

Direct _____

If you have any queries please do not hesitate to contact this office.

Shire of Wickepin



Date: / /

Name: _____

Address: _____

Dear

Re: Notice of Appeal Hearing

The Shire of Wickepin has scheduled the Appeal Hearing.

Your attendance is required along with any relevant documentation to support your appeal.

Place: _____

Date: _____

Time: _____

If you have any queries please do not hesitate to contact this office.

Shire of Wickepin



Complaint Form

Date: _____ Time: _____

Full Name: _____

Address: _____

Contact Numbers:

Home: _____ Business: _____ Fax: _____

Mobile: _____ Email: _____

Nature of Complaint: _____

Signature: _____ Date: _____

Office use only

Receiving Officer: _____

Action Taken: _____

Signature: _____

Date: _____



Tenancy Feedback Form – Annual Survey

The Shire of Wickepin is committed to continuously improving its service to tenants. We rely on the feedback from our tenants to identify areas within our organisation which may require our attention.

We appreciate your honesty when completing this form and respect your right to confidentiality and privacy. You may also want to exercise your right to send your feedback in anonymously with the attached stamped addressed envelope.

Property Address (optional) _____

Q1 How do you rate the service provided to you by the Shire of Wickepin?

Excellent Good Fair Poor

Q2 How do you rate the information given to you at the start of your tenancy?

Excellent Good Fair Poor

Q3 How do you rate the handling of your rental matters?

Excellent Good Fair Poor

Q4 Did you receive a Tenant Handbook?

Yes No

Q5 How useful was the information contained in the Tenant Handbook?

Excellent Good Fair Poor

Q6 How would you rate the respect of your privacy?

Excellent Good Fair Poor

Q7 How would you rate the response time to your requests?

Excellent Good Fair Poor

Q8 How would you rate the conduct of the staff?

Excellent Good Fair Poor

Q9 How would you rate the handling of your changing needs, if applicable?

Excellent Good Fair Poor

Q10 If you have requested repairs, how would you rate the contractor's conduct?

Excellent Good Fair Poor

Are there any comments about Shire of Wickepin services provided to you?

Are there any suggestions or comments about what we could do to improve our service to you?

All the staff at the Shire of Wickepin thank you for your participation.

All your comments will be kept confidential and will be considered by Council/Management in the interests of continuous improvement.



Tenancy Feedback Form – Ending Tenancy

The Shire of Wickepin is committed to continuously improving its service to tenants. We rely on the feedback from our tenants to identify areas within our organisation which may require our attention.

We appreciate your honesty when completing this form and respect your right to confidentiality and privacy. You may also want to exercise your right to send your feedback in anonymously with the attached stamped addressed envelope.

Property Address (optional) _____

Q1 How do you rate the service provided to you by the Shire of Wickepin?

Excellent Good Fair Poor

Q2 How do you rate the information given to you at the start of your tenancy?

Excellent Good Fair Poor

Q3 How do you rate the handling of your rental matters?

Excellent Good Fair Poor

Q4 Did you receive a Tenant Handbook?

Yes No

Q5 How useful was the information contained in the Tenant Handbook?

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Q6 How would you rate the respect of your privacy?

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Q7 How would you rate the response time to your requests?

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Q8 How would you rate the conduct of the staff?

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Q9 How would you rate the handling of your changing needs, if applicable?

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Q10 If you have requested repairs, how would you rate the contractor's conduct?

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Are there any comments about Shire of Wickepin services provided to you?

Are there any suggestions or comments about what we could do to improve our service to you?

All the staff at the Shire of Wickepin thank you for your participation.

All your comments will be kept confidential and will be considered by Council/Management in the interests of continuous improvement.



Register of Interests

Record of Disclosures Made

Name of Person Making Disclosure

Full Name _____

Date of Disclosure _____

Date of Meeting _____

Council Meeting YES [] NO [] (Tick Box)

OR

Committee Meeting YES [] NO []

Name & Date of Council/Committee Meeting: _____

Item Number: _____

Nature and Extent of Interest:

Date ____ / ____ / ____ Signature _____

(OFFICE USE ONLY)

Minute Book Page No: _____

Signature of Staff Recording Interest
