

POLICY 1.5 MOVING INTO YOUR NEW HOME

OVERVIEW

This policy provides information on moving into an ILV home (starting a tenancy).

It applies to all people moving into properties managed by ILV (we, our, us).

WORD LIST

Property: Disability housing owned, leased, rented and/or operated by ILV.

SDA Resident: NDIS Participant who has Specialist Disability Accommodation (SDA) in their plan and has signed a Tenancy Agreement to live in an SDA property (or an authorised person has signed on their behalf). They are the tenant and ILV is the Landlord.

SDA Property: A property enrolled as Specialist Disability Accommodation (SDA) with the NDIS.

POLICY

We will work with you as you move into your home.

You may move into your home under different programs and tenancy arrangements including housing programs under the NDIS including Specialist Disability Accommodation (SDA), Medium Term Accommodation (MTA) and Short Term Accommodation (STA).

This policy provides information on:

- Offers of a home
 - Making you an offer
 - Withdrawal of an offer
 - Accepting an offer
- Before moving in
 - Tenancy Agreement
 - Household Board Agreement (where applicable)
 - Support Providers
 - Property inspection
 - Other documents
- Shared tenancies
- Tenant sign up
- Move in
- If you are not happy with the properties we offer you.

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OFFERS OF A HOME

MAKING YOU AN OFFER

We will consider your needs and the properties we have available.

We will show you properties that meet your needs.

We will make you an offer to move into one of our properties:

- In writing (formal offer)
- By speaking with you and other relevant people e.g. family, Support Coordinator

The letter of offer will include information about the property including address and features such as accessibility level (where applicable).

We will organise for you to meet the other person/s who might be sharing the property with you, before you move in.

WITHDRAWAL OF OFFERS

Sometimes we may have to withdraw the offer.

We will speak with you and write to you. We will explain our reasons. For example, we may not be able to modify (make changes to the property) to meet some of your needs.

ACCEPTING AN OFFER

We will ask you to tell us if you want the property within 14 days.

BEFORE MOVING IN

New residents will be asked to sign a number of documents

TENANCY AGREEMENT

We use relevant tenancy agreements for the state/territory. In NSW this is the Residential Tenancy Agreement under the Residential Tenancies Act 2010 (the "Act").

We may add some extra clauses because of the type of housing we provide (disability housing) and our role as a Community Housing Provider. These additional terms do not affect any of your rights under the tenancy laws.

For SDA Residents the Tenancy Agreement serves as the written Service Agreement between ILV (the SDA Provider) and the tenant (NDIS Participant) as required by the National Disability Insurance Scheme.

The length of the tenancy agreement (lease) will usually be 12 months. The agreement will continue after this time unless you or we legally end the tenancy.

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BOARD AGREEMENT

If your property has its own meters for utilities (water, electricity, gas) you pay the bills yourself.

If your property does not have its own meters, you are asked to sign a Board agreement to cover the cost of utilities and internet. We pay the bills and use the household board to cover the costs.

This is usually in apartment buildings where all apartments are SDA properties and in group homes.

Refer to Policy 1.26 Household Board.

SUPPORT SERVICE PROVIDERS

We will talk with you about your support services and who will provide them.

You may want to use an in-house support provider (support service provider based at the property where it is available) or a drop-in support provider/s (visiting support service providers).

PROPERTY INSPECTION

We will undertake an inspection of the property and write a report that lists the equipment and features and the state of the property.

We will give you a copy of the report.

OTHER DOCUMENTS

We may ask you to sign other documents or provide us with other documents. For example:

Program	Agreement/s	Additional documents
Specialist Disability Accommodation	Tenancy Agreement	<p>NDIS Participant</p> <p>Consent for ILV to exchange information with other organisations e.g. Tenancy Manager, Support Service Provider, NDIS, Centrelink</p> <p>Authorities to act (where a family member/guardian is acting on your behalf) e.g. NDIS, Centrelink</p> <p>Consent to access income information from Centrelink</p> <p>Documents relating to how you will pay your rent e.g. Bank Direct Debit form, Centrepay deductions</p> <p>Partner/Family member friend sharing Specialist Disability Accommodation</p> <p>Consent to access income information from Centrelink</p> <p>Documents relating to income</p>
	Board Agreement	Documents relating to how the Board will be paid e.g. Bank Direct Debit form, Centrepay deductions

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SHARED TENANCIES

'Shared' tenancies are tenancies where:

- More than one person is living in the property; and
- They are **not** partners, family members or friends; and
- Each person has their own bedroom; and
- They share common facilities e.g. Kitchens and laundries.

Each person living in a shared tenancy will have their own Tenancy Agreement

TENANT SIGN UP

We will organise a time for you (and/or your representative) to sign the Tenancy Agreement and other documents. You may also have a support coordinator or other support person with you.

At the sign up, we will:

- Give you information about the tenancy including information about the rent you will pay
- Give you the opportunity to ask questions
- Ask you to sign the Tenancy Agreement and other documents such as how you will pay your rent
- Ask about anything else you need to support your move in and to enable a successful, sustainable tenancy (e.g. modifications)
- Confirm who will provide your support services.

MOVE IN

We will liaise with you and your Support Service Provider/s about a move in date.

You need to organise and pay for any move in of furniture.

In some properties, the in-house Support Service Provider may provide some/all furniture and other appliances. Speak with the Support Service Provider.

We will meet with you and/or your Support Service Provider and provide:

- An orientation to the property including safety features
- Copies of keys/key codes or other relevant access methods

We will ask your Support Service Provider to prepare a Personal Emergency Evacuation Plan for you.

IF YOU ARE NOT HAPPY WITH THE PROPERTY WE OFFER YOU

If you are not happy with the property we offer you, you can:

- Talk with our staff about why we made that offer
- Ask us to review our decision (refer to ILV Policy 1.4 Appeals)

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Independent Living Villages Ltd

And Controlled Entities (ILV)



RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

Legislation and Guidelines

- National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018.
- NDIS Terms of Business for Registered Providers (Updated March 2017)

Policies

- Policy 1.4 Appeals
- Policy 1.26 Board

Resources

- Disability Housing Information line 1800 843 929 or email housinginfo@pwd.org.au Information for people living in SDA properties and their supporters

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