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House Rules

House Rules

Everyone deserves to feel happy, safe, and secure in their home. This includes you and your housemates, as well as Support Workers and Guests.

The house rules are in place to ensure that your home provides a happy, safe, and secure environment and form part of your tenancy agreement of living in your home. There may also be other house rules that you and your housemates agree on.

Your home

- You must live in your home.
- It must be your only home or the home you usually live in.
- You must not allow anyone else, that is not authorised by the Housing Provider, to live in the home.

Your behaviour - you should respect each other's space and needs.

- You must not interfere with the peace, comfort or privacy of your housemates or neighbours. You can do this by not entering someone else's bedroom, private areas or house unless invited or taking their belongings without permission.
- Be mindful of being overly noisy, especially at rest times.
- Smoking is only permitted in designated smoking areas outside of your house. You should not smoke in your room, private spaces, or any of the inside shared spaces.
- You should always act in a respectful and non-threatening manner toward your housemates, Support Workers, or guests.

Your room and private space – these include your bedroom and other private spaces you have sole use of under your tenancy agreement. These spaces are for you to use as you wish, so long as you are following the house rules and the law.

- You must keep your bedroom and other private spaces in a way that does not interfere with the reasonable comfort of other people. This includes ensuring your room does not create a fire, health, or safety hazard.
- You are responsible for the cleaning of your room and private spaces. This includes day to day cleaning like dusting and vacuuming, but also includes deep cleaning, like cleaning your blinds or curtains and the inside of your windows.
- You do not need to let anyone into your room that is not invited, however the Housing Provider may enter your room after providing you an entry notice in accordance with your tenancy agreement. This might be to conduct a general inspection or to have a tradesman fix something that is broken.

Shared spaces and communal areas – these areas are for the enjoyment of everyone. They include the lounge room, kitchen and dining room, hallway, and yard, and depending on your home the bathroom.

- Keep shared spaces and communal areas tidy and accessible for everyone. Don't leave the shared spaces and communal areas messy.
- Report any damage and hazards in the communal areas to your Supports Provider or Housing Provider to ensure the house is kept safe and in good repair.

- You must not tamper with, change a door lock, or make copies of keys without the permission of the Housing Provider.
- If you lose your keys, remote or fob and it needs to be replaced by the Housing Provider you may be charged the cost of replacement.

Spring Cleaning – sometimes your house might need a spring clean. Spring cleaning includes things that don't get cleaned all the time. This might include carpet cleaning or high cleaning inside your home.

- You should talk to your housemates and agree how often spring cleaning should get done.
- You may want to agree with your housemates upfront what needs to be done and whether you are going to engage a cleaner or maintenance person, and how you will share the cost.

Guests – as this is your home you can have your friends and family visit. We refer to these people as your guests.

- You must make sure that your guests are aware of, and following, the house rules when they are visiting you. This includes when they are in your room and private spaces or the shared spaces and communal areas.
- If you have a guest staying over, please make sure that your housemates are aware before your guest arrives.
- Do not let anyone that is not known to you into your house.

Animals – animals are not permitted unless you have prior approval of the Housing Provider.

- If you would like a pet, you must apply to the Housing Provider using their Pet Application Form. You should not apply for a pet unless your housemates have unanimously agreed first.
- If your pet is approved, it is your sole responsibility to care for and ensure the wellbeing of the animal, including following any conditions that may be requested of the Housing Provider when approving your application.
- You will be liable for any damage or injury caused by the animal.
- Service animals are welcome but still need to follow the same process and rules as listed above.

Communication – talk to your housemates and Support Workers openly and respectfully.

- Issues will arise from time to time but don't let little things become big problems. Talk to your housemates or Support Worker to try to resolve the issue.
- If you need assistance in resolving the issue, refer to our Good Neighbours guide that can help you with resources or organisations to assist you to resolve your problem.
- Reach out to your Housing Provider if you need further support.