



If you would like to go ahead with a transitional housing tenancy, please sign below to show that you have understood your rights and responsibilities. Your Tenancy and Support Workers will also sign to show that they will work together to assist you:

*I have read and understand the rights and responsibilities of being a transitional housing tenant.*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Full Name: \_\_\_\_\_

(Please Print)

We commit to supporting this transitional housing tenant in accordance with the Housing and Support Partnership Agreement.

Signed: \_\_\_\_\_

Tenancy worker

Signed: \_\_\_\_\_

Support worker

Date: \_\_\_\_\_

# WHAT IS TRANSITIONAL HOUSING?



Transitional housing is funded by the Victorian Government as part of its response to people who are experiencing homelessness. It offers a period of affordable, stable and supported housing to enable people to find long term housing. It also allows people the opportunity to deal with any issues that are affecting their lives. These issues may have impacted on their ability to maintain secure housing and may make it hard for them to find and keep housing in the future, if not addressed.

Transitional housing is short to medium term accommodation, managed by a Tenancy Worker working for a housing organisation. They work in partnership with a Support Worker working for a support organisation. The Tenancy and Support Workers will work together to assist you while you are a transitional housing tenant but they have different roles.

Your Tenancy Worker is there to manage any issues that relate to: the property you are living in, the tenancy agreement you will have to sign when you move in and your long term housing plans. These issues include maintenance, paying your rent and getting along with your neighbours.

Because transitional housing is a short to medium term accommodation option, your Support Worker will work with you to decide on your best long term housing option and to help you secure long term housing. They will also assist you with any other issues that may be going on in your life.

Your Tenancy and Support Workers will meet with you regularly during your tenancy to discuss how things are going, and to deal with any issues that may come up for you during your tenancy. These meetings are an important part of your tenancy.



# Your Rights and Responsibilities as a Transitional Housing Tenant

It is the shared responsibility of you as a tenant, with your Tenancy and Support Workers, to ensure that your transitional housing tenancy is as successful as possible. You will all need to work together to make sure that you find long term housing and put an end to your experience of homelessness.

Transitional housing is managed under the law as set out in the *Residential Tenancies Act* (RTA) and you will sign a RTA lease when you move in. This lease will give you certain rights and certain responsibilities. Your Tenancy Worker will explain these to you before you sign your lease, and they will also give you a booklet written by Consumer Affairs explaining the RTA (*Renting a home: a guide for tenants*). Please take time to read this, and if there is anything that you don't understand please ask your Tenancy Worker to explain it to you.

## Rent

Paying rent is an important part of any tenancy and while you are in transitional housing you will pay rent based on a percentage of your income. If you stop paying rent at any stage then you will be putting your tenancy at risk. If you are tempted to stop your rent because you are short of

money then let your Support Worker or your Tenancy Worker know, as they may be able to help you. Remember, your rent is the most important bill that you have to pay.

## Utilities

You will be responsible for payment of utilities (gas, water, electricity and phone) during your tenancy.

## Maintenance

Your Tenancy Worker will arrange any maintenance work that is necessary to keep your transitional housing property in good repair. It is your responsibility to let your Tenancy Worker know of any repairs needed, and to let tradespeople in when they call to do the work.

## Cleaning and gardening

When you move in to your transitional housing property it will be clean and furnished with basic furniture, if required. Once you are a tenant it is your responsibility to keep the property clean, to look after the property along with the furniture and fittings, and to report any damage that may happen.

If your property has a garden, the grass will normally be mown by the housing organisation. If you enjoy gardening, talk to your

Tenancy Worker to see if they would be happy for you to cultivate the garden. It is your responsibility to do any weeding and to keep the garden looking neat and tidy.

## Visitors

Your tenancy agreement allows you to live in the transitional property, along with any other family members who are part of your household and who your Support Worker and Tenancy Workers know about. Of course you can have visitors, but you must not allow anybody else to live in the property without your Tenancy Worker's permission. Under the RTA you are responsible for the behaviour and actions of your visitors.

## Neighbours

As a transitional housing tenant you will have neighbours, either next door if you live in a house, or maybe upstairs or downstairs if you live in a flat. You have a right to expect that they will respect your privacy, your property and your peace and quiet, and they of course have the right to expect the same of you. If at any stage you have any problems with your neighbours then it is important that you tell your Tenancy and Support Workers about it as soon as possible.

## Leaving Transitional Housing

Please let your Tenancy and Support Workers know when you are ready to leave transitional housing. Rent will continue to be charged until you have removed your possessions, cleaned the property and returned your keys.

## Working with your Tenancy and Support Workers

One of the big differences between a transitional housing tenancy and a tenancy in public housing or private rental is that you will be expected to work very closely with your Support and Tenancy Workers whilst you live in the property. During the early part of your tenancy this may mean meeting with your Support Worker every week, as well as some telephone calls in between.

Later on this may reduce to once a fortnight or once a month, but you will still need to make sure that you are contactable. This means that you must be prepared to reply to phone calls, text messages, emails and letters from your Support and Tenancy Workers, and that you attend other meetings and appointments that may

be necessary to help you find and keep long term housing.

One of the things you will need to do with your Support worker is to decide on an "exit plan", that is, working out what type of long term housing is the best and most realistic option for you, and what you need to do to get it.

You will also continue to work on a "case management plan" which will address any issues that may be impacting on your life, including your ability to find and maintain secure housing. This plan will put steps in place to help you prevent experiencing homelessness again in the future.

Throughout your time in transitional housing you will need to work with your Support Worker to make sure that your exit plan and your case management plan are going well. Even if you think that you no longer need regular help and support from your Support Worker, you still need to work with them as part of the transitional housing program.

If you refuse to engage with your Support Worker (or an alternative Support Worker if this is necessary for any reason) then your tenancy

may not be able to continue. You will meet together with your Tenancy and Support Workers regularly to discuss how your tenancy is going and how arrangements for moving to long term housing are going.

## Concerns/complaints/feedback

Both your Support and Tenancy Workers welcome your feedback and will work together to address any concerns that you may have.



All of these things are very important parts of making sure that your transitional housing tenancy is successful.

Both your Support Worker and your Tenancy Worker are there to help you make sure that your tenancy goes well.

