

Fact Sheet:

Tenant Rights & Responsibilities

At YML clients have the following responsibilities to:

- Treat all YML staff with respect
- Treat other users of the service with respect
- Care for their property, including the grounds and gardens
- Abide by the Terms & Conditions of the Residential Tenancy Agreement
- Report to YML as soon as practical any repairs or maintenance issues at the property
- Pay rent in accordance with the General Tenancy Agreement
- Work cooperatively with staff
- Respect the rights of their neighbours in accordance with the Residential Tenancies Act
- Notify YML of any changes to household income or size
- Allow full access of the property to staff when required
- Notify YML of any changes to their contact details
- Inform YML if they are going to be absent from the property for a period of time (over 6 weeks)
- Not make changes to their property without the written consent of YML
- Not carry out any business or trade at the property
- When vacating the property, ensure the premises is left in the same condition as per the Entry Condition Report (fair wear and tear excepted)
- Not sub-let the property

YML clients have the right to a service that will:

- Provide secure, safe and affordable housing
- Protect client's rights and confidentiality by way of both policy and procedure
- Offer a clear explanation of clients rights and responsibility while using our services
- Provide a supportive, safe and secure environment
- Empower clients by encouraging and assisting them in the processes of decision making within the organisation
- Consult clients on decisions regarding their tenancy
- Ensure potential clients are offered confidential assessment of their applications and have the application process explained
- Treat all applicants and clients fairly and consistently
- Where possible respond to client needs in a timely and flexible manner
- Not discriminate on grounds of age, gender, religion, sexuality or disability
- Respond to the individual and cultural needs of clients in an appropriate manner
- Network with other services to provide a holistic approach to service delivery
- Acknowledge the rights of clients to lodge an appeal or complain about a service or staff without fear of retribution
- Provide clients with the opportunity and information on how to complain about our service or appeal decisions which have been made
- Encourage clients to bring an advocate, support worker or interpreter to any meetings
- Provide tenants with information regarding how YML operates and tenancy legislation
- Allow tenants to have access to their files with forty-eight (48) hours notice