

# EVOLVEHOUSING

## RENTER HANDBOOK

### VICTORIA



# WHAT WE DO

At Evolve Housing, we aim to do more than put a roof over our residents' heads. We offer them a place in a thriving and inclusive community, with access to support programs to enhance every part of their life. Our purpose is to enable more people to live in quality homes in thriving and inclusive communities.



## A HOME

Our social and affordable housing residents are offered a home that is well suited to their needs and budget. Our properties are of a high quality. We are responsive to support and maintenance requests and manage our residents' tenancies fairly.

Every new social housing resident is offered a needs assessment with a Specialist Support Worker when they sign their tenancy agreement. A Personal Support Plan is then drawn up which addresses personal health, wellbeing, education, training and employment needs, and includes referrals to external support partners if required.

## A PERSONAL SUPPORT PLAN



## A NEW SKILL

We offer support for residents who wish to up-skill or change careers by providing access to a Support Officer, exclusive job and training opportunities, and workshops relating to digital skills and money management.

We aim to create thriving and inclusive communities where people feel a sense of belonging. We regularly hold free and low- cost social events and activities that cater to the needs of our residents. These events are an opportunity to meet neighbours, feel part of a community, and enjoy new experiences.

## AN EXPERIENCE

We offer grants to support secondary and tertiary students to complete their education. We also offer grants to support young people to access sporting and physical activities.

## A GRANT OR FINANCIAL HELP



## A VOICE

Our residents have the opportunity to advocate on behalf of their communities through the Resident Advisory Group, which provides input into Evolve Housing programs and initiatives.

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July, 2023

## ENVIRONMENT

Evolve Housing cares about the environment. This Handbook is printed on FSR® certified paper traceable to certified sources.



# **EVOLVE**HOUSING

## RENTER HANDBOOK VICTORIA



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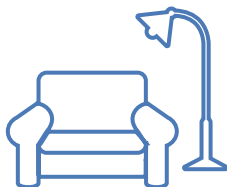


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# 01

## Welcome home



Welcome to your new home. Please keep this handy reference where you can find details such as the name of your Housing Manager, your Renter Reference Number and all our contact information.

**IMPORTANT**  
**General maintenance and**  
**after-hours emergencies**  
**Tel. 1800 693 865**



## ACKNOWLEDGEMENT OF COUNTRY

Evolve Housing acknowledges the Traditional Custodians of the land where we deliver our housing and services. We acknowledge and pay our respects to all Elders past, present and future. We welcome all First Nations People to our services, as we walk together towards reconciliation.



## YOUR DETAILS

Please fill in your details for easy reference.

Your Housing Manager is:

Your Renter Reference Number is:

(use this number when you pay your rent and utilities)

What category is your property? Eg, Social, Affordable, Leasehold.

☐

SOCIAL

☐

AFFORDABLE

☐

LEASEHOLD

Your address is:

## OUR CONTACT INFORMATION

Street Address: 1/16 Holmes Road, Moonee Ponds, VIC 3039

Opening hours: 9.00am to 5.00pm

Telephone: 1800 myevolve (1800 693 865)

Website: [evolvehousing.com.au](http://evolvehousing.com.au)

Email: [info@evolvehousing.com.au](mailto:info@evolvehousing.com.au)



## Welcome from the CEO

Dear renter,

Welcome to your new home, and your new life as a resident of Evolve Housing! We hope that you settle in quickly and soon find yourself feeling connected with your community. Here at Evolve Housing, our purpose is to enable more people in need to live in quality homes in thriving and inclusive communities. We are committed to offering you an exceptional standard of customer service and treating you with respect, dignity and fairness at all times.

Our renters come from all walks of life and have different needs. We aim to offer a variety of support services, programs and activities so hopefully there will be something we can offer that suits you. We also have a highly qualified in-house Support Team who can provide one-on-one tailored support if you should need it.

We hope that this handbook is helpful and contains all the information you need about your tenancy. If you do find that you have any further questions at any point during your tenancy with us, please feel free to call our contact centre on **1800 693 865** or get in touch with your Housing Manager.

Kind regards,

Lyall Gorman, CEO Evolve Housing

# About Evolve Housing

At Evolve Housing, we believe in everyone's right to a home — somewhere to feel safe and secure and to be part of a community. Although our core service is providing housing to those in need, we do more than simply put a roof over our residents' heads. We deliver solutions that empower people to reach their full potential, pursue their goals and feel connected to their community.

## OUR VISION

Thriving communities for all people.

## OUR PURPOSE

To enable more people to live in quality homes in thriving and inclusive communities.

## WHO WE ARE

Evolve Housing is an award-winning, Tier-1 nationally registered Community Housing Provider (CHP). We are recognised as one of the most innovative, high performing CHPs in Australia. We are also a registered not-for-profit, with Deductible Gift Recipient and Public Benevolent Institution status. We are based in New South Wales, with offices in Parramatta and Penrith. We also have an office in Victoria and have a presence in Tasmania through our membership of Centacare Evolve Housing.

## What we do:

- Safe and secure housing for people experiencing homelessness or those on lower incomes experiencing housing stress,
- Support services, programs, financial grants and activities that empower individuals, build their capabilities, and provide pathways to greater independence, and
- Quality, accessible, affordable housing developments that build strong, integrated and sustainable communities.

We provide subsidised housing to people living on very low to moderate incomes who are unable to afford appropriate housing in the private market. We engage in partnerships with government, developers and investors to create new social and affordable housing stock to help meet a growing demand. Our properties cater to a diverse range of needs, household sizes and incomes so we can offer a variety of options to our residents.

We help people to reach their potential by providing support services and programs. These include education and training programs that empower residents to participate in their communities, pursue their career goals and participate in the workforce.

We also offer tailored support plans to improve physical and personal wellbeing. Our regular social activities bring people together, which helps residents to feel welcome and part of a local community.

We are committed to working with our key stakeholders and partners to reduce homelessness and housing stress.



# 02

## Your Home

### How community housing works

As your community housing provider, Evolve Housing will work with you to manage your rent and maintain the property you're living in. We also offer personal support programs and run social events and activities to get you as involved in your community as you would like.



For more information, please visit [evolvehousing.com.au](https://evolvehousing.com.au).

# Your Rental Agreement

The rental agreement that you make with us today is a legal contract that gives you the right to live in the property. This means that both you and Evolve Housing need to meet the conditions in the contract.

## Customer service

Evolve Housing aims to provide exceptional customer service. You can expect us to deliver our services with fairness, equality, dignity and respect. We have formalised our commitment to providing quality customer service in our Client Service Strategy.

If you feel you are not being treated respectfully, equally and with dignity at any time during your tenancy, please let one of our team members know.

For more information on our Client Service Strategy, please visit our website: [evolvehousing.com.au/about-us/who-we-are/plans-and-strategies/](https://evolvehousing.com.au/about-us/who-we-are/plans-and-strategies/)



# New Home Checklist



To help you get started in your new home, we will provide you with:

- One copy of the rental agreement
- Two copies of the completed condition report. One is for you to keep and one is for you to return to us after you've completed it
- One set of keys to the property
- Two Payway cards to pay rent and non-rent charges (see **page 19** for making payments).

## Condition report

The condition report is to record the condition the property is in before you move in. It is then compared to the condition of the property when you move out. Therefore, it is very important you fill it in carefully when you first move in. Please return the completed report to Evolve Housing within 5 days of receiving the keys from us. If you need help completing it, please let your housing manager know and they will gladly assist you.



When filling out the report, please ensure that you:

- Check that you agree with what is shown on the report
- Add anything about the property that is not shown on the report
- Add photos or videos to support your report, if you would like to do so.

If any damage occurs to the property, please notify us immediately. For more information on property damage, please see **page 20**.

More information on lease agreements and property reports can be found at:  
[www.consumer.vic.gov.au/housing/renting](http://www.consumer.vic.gov.au/housing/renting) or  
[www.evolvehousing.com.au/vic/renters-information](http://www.evolvehousing.com.au/vic/renters-information)

## Condition report – Residential rental agreement

*Residential Tenancies Act 1997 Section 55(1B)  
Residential Tenancies Regulations 2021 Regulation 18*



This page provides information about a condition report and how to complete a condition report at the beginning and end of the rental agreement.

- A condition report must be completed at the start of every residential rental agreement (rental agreement). It is important that the renter completes this report in detail as it records the state of the premises at the start of the rental agreement.
- Keep the condition report in a safe place. It will help to resolve disputes over cleaning, damage, safety or missing items at the end of the agreement.
- Take photos that show the condition of items, fixtures and fittings. Fixtures and fittings are items considered to be part of the premises. Photos should be taken at the beginning and at the end of the tenancy.
- The renter and the residential rental provider (rental provider) or agent should sign and date all extra pages.
- Renters can fill in a condition report and give it to their rental provider if they are not given one.

### At the start of a rental agreement

At the start of a rental agreement and before the renter moves into the premises, the rental provider or their agent must:

- fill in, sign and date the condition report;
- add extra pages to the report if there is not enough room when listing items;
- give two copies of the signed report to the renter to fill in their part (or one copy if sending electronically).

At the start of a rental agreement, renters must:

- fill in, sign and date the report within **5 business days** after moving in. A completed report can help describe the condition of the property, if there is a later dispute about the renter's responsibility for damage or cleaning.

When filling out the condition report, the renter should:

- include comments where they disagree with the description of an item and note anything which seems unsafe, insecurely fixed or needs repair.  
**Note:** where the condition report lists something needing repair, this provides the rental provider with written notice of the issue. If the rental provider does not carry out the repairs within a reasonable period of time, the renter can apply to the Victorian Civil and Administrative Tribunal (VCAT) for an order requiring the repairs to be carried out.
- take photos that show the condition of items - especially if the renter does not agree with what is on the form. Identify the location in which the photo is taken, including the date, and send a copy to the agent or rental provider together with the amended condition report.
- tell the rental provider or their agent about any defect that could be a threat to safety. For more information on reporting safety issues, see the Renters Guide or the Consumer Affairs Victoria renting web pages - [www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting).

### Correcting a condition report

Renters may not be able to see if all the items in the condition report are working when they fill in the report. If they subsequently find that something is not working or in poor repair, renters can apply to VCAT to correct the report. This must be done within **30 days** of the start date of the rental agreement. VCAT may order that the condition report be amended.

### At the end of the rental agreement

At the end of a rental agreement, the rental provider or their agent must:

- complete the final inspection and fill in the condition report within 10 days after the end date on the agreement.
- give the renter an opportunity to attend the inspection if possible.
- allow for fair wear and tear as this does not count as damage caused by the renter.

**Note:** Where the renter is a victim of family or personal violence, VCAT may order that they not be held liable for any loss or damage caused by the alleged perpetrator of that violence.

# 03

## How your tenancy works

When your rental agreement is signed, your journey as an Evolve Housing renter begins. This section explains how we will work together during your tenancy.



### How your rent is calculated

Your rent is calculated based on the amount of income that you and your household members earn. Different rates are applied depending on the type of income and who is earning it. The following table outlines the assessment rates.

Please note that if the total amount of household assessable income is over the subsidy income limit, you will be charged market rent.

TYPE OF INCOME	Amount taken out of the income as rent
Income earned by head tenant, spouse, live-in partner, and all other persons (including adult children) aged 21 and over.	25% to 30%
Income earned by household members aged 18 to 20 years who are not the head tenant, spouse or live-in partner.	15%
Family Tax Benefit Part A and B, if claimed by a household member	15%
Income earned by household members under 18 years who are not the tenant, spouse or live-in partner.	Nil


## Your Bond

When you sign the lease, you will pay bond equivalent to two weeks' rent as a security deposit.

# How to pay your rent?



From the rental agreement start date, you will pay two weeks' rent either weekly or fortnightly, as agreed with your Housing Manager so that your rent is always two weeks in advance. You have three ways to pay your rent:

Method	Details
Centrepay	Use Centrepay to make regular Deductions from your Centrelink payments. Centrepay is a voluntary and easy payment option available to Centrelink customers. Go to <a href="https://humanservices.gov.au/Centrepay">humanservices.gov.au/Centrepay</a> for more information and to set up your Centrepay Deductions.
 payway	<p>We will give you two different Payway cards. One is to use to pay your rent (this card reads 'RENT') and the other is for non-rent charges (this card reads 'NON-RENT'). For example, for water and any property damage payments, please use your non-rent card.</p> <p>To pay your rent using the Payway Rent card, you have a number of different options:</p> <ul style="list-style-type: none"><li>• BPAY over the phone using the Rent card details</li><li>• Direct Debit, using the Rent card details to set up direct debit online as a one off or recurring payment</li></ul>
Bank account	You can set up a direct debit from your bank account. Please talk to your Housing Manager if you would like to set this payment up.

## Rent review



Twice a year, Evolve Housing is required to review your household circumstances, to understand if your rent needs to increase or decrease. To do this, we will send you a form in the mail and it is important you complete it and return it to us quickly. If you do not return the form in the required time period, Evolve Housing may assess your rent equivalent to full market rent.

At any time if you cannot pay your rent, please contact your Housing Manager to discuss how we can help. While we try to help our renters manage their tenancies and stay in their homes as much as we can, please be aware that if you are frequently behind in your rent, we may have to terminate your tenancy contract.

## What are non-rent charges?

There are some costs related to your tenancy that are not your rent. In general, this is your water use and any damage to the property. To pay these, please use your Payway NON-RENT card.

### Property damage



You are responsible for paying to repair any damage to the property that is caused by you, a household member, or a visitor.





For more information on your end of tenancy responsibilities, please visit:  
[evolvehousing.com.au/tenancy-information/](https://evolvehousing.com.au/tenancy-information/)

## Being a good neighbour

All renters have the right to live peacefully in their property and in harmony with their neighbours. We encourage all residents to work together to build a positive community where they live.

Renters are responsible for the behaviour of their household members and any visitors. If you are having an issue with your neighbour, we suggest that you talk with them and try to resolve it. If this does not solve the problem, you can involve a mediator to help.

Information and support regarding problems with your neighbours can be found here:

[www.fclc.org.au/find\\_a\\_community\\_legal\\_centre](http://www.fclc.org.au/find_a_community_legal_centre)

If your safety is at risk, or if you believe someone has broken the law, please call the police on 000 (or call your local police station if the matter is not urgent).

## Pets



Renters can have a pet live with them in their home. There are conditions regarding the type of animal and the type of housing you're living in. For more information regarding pets, please speak to your Housing Manager or see our pet policy on our website.





## Household changes and guests

Your household may change over time. For example, the birth of a child, a new job, a household member moving out, or someone wanting to move in can affect your household makeup. When these changes happen, please let us know as soon as possible as it may change your rent agreement with us.

If a guest is likely to stay longer than 6 weeks, you need to get approval from Evolve Housing. Please contact your Housing Manager to do this.

### What if you are going to be away from your property?

If you are planning to be away from your property for more than 6 weeks, please tell your Housing Manager. You need written approval to be away for between 6 weeks and up to 3 months. You cannot be away for more than 12 months in total over a 5-year period.

When you are away, you must give us the details of a Sydney-based contact in case an emergency repair is needed such as mandatory smoke alarm testing, or a broken water pipe flooding the property. In these and some other circumstances, we must access the property and will do so without your permission if necessary.

For more information on your end of tenancy responsibilities, please visit: [evolvehousing.com.au/tenancy-information/](https://evolvehousing.com.au/tenancy-information/)



## When it's time to leave your property

When you are ready to move out, you must give us 28 days' written notice. When you do move, please ensure that the property is completely clean and no rubbish or personal items remain.

### Leaving the property

To complete your rental agreement, you and your Housing Manager will do a walk through and inspection of the property together.

You will compare the condition to what was written on the condition report when you first moved in. This is why the condition report is important to complete carefully when you first move in.

For more information on your end of tenancy responsibilities, please visit:  
[evolvehousing.com.au/tenancy-information/](https://evolvehousing.com.au/tenancy-information/)

## Providing feedback



There are different ways you can provide feedback to us or contribute to making our service better.

- Every year, we ask our residents to participate in a Resident Satisfaction Survey. This survey aims to gather information on how residents are experiencing our services and how we can improve.
- You can join a local resident group
- Talk to a Resident Advisory Group member
- If you would like to make a complaint about the service Evolve Housing has provided (or a company hired by Evolve Housing), please talk to an Evolve Housing staff member, call **1800myevolve** (1800 693 865), email [ihear@evolvehousing.com.au](mailto:ihear@evolvehousing.com.au), or come into our office at 1/16 Holmes Road, Moonee Ponds.

## How do I make an appeal on a decision?



You have the right to challenge some decisions that Evolve Housing makes if you believe the decision we made was not fair. Decisions you cannot challenge are repairs, maintenance and lease issues. For many other decisions regarding your tenancy, you can make a formal appeal. This means that the decision will be reviewed again and a response provided. If you are not happy with the outcome of an appeal you can contact the Victorian Ombudsman or, if you believe you have been discriminated against, the Human Rights and Equal Opportunities Commission.

## Who & What if ... FAQs

Evolve Housing has developed Frequently Asked Questions (FAQs) that may help as you start your tenancy with us. For any other questions, please contact your Housing Manager.

### Who pays for water?



You are responsible for paying for the water used in your household. You will receive a water bill by Great Western Water every 3 months.

[www.gww.com.au](http://www.gww.com.au)

### Can I put hooks on the walls?



You need approval before you put hooks or permanent fixtures into your Evolve Housing property. Please request permission from your Housing Manager beforehand.

### Can the landlord visit whenever they want?



The landlord has the right to visit the property as long as prior notice to the renter is given. However, in some rare situations they can access without prior notice.

### What will happen with the rental agreement expires?



Once your fixed term tenancy is about to end, your Housing Manager will contact you to discuss the best option for you, which may include a move to a continuous lease or may mean the tenancy has ended. These decisions will be made on an individual basis.



### **What do I do if there is a problem with the property?**

For any problems with the property, please complete the online repair form on Evolve Housing's website and the contact centre will organise for it to be actioned by the maintenance team. Alternatively, please call **1800myevolve** to speak to the team.

### **Who is responsible for connecting the electricity and gas?**

You are responsible for deciding which energy company you would like to use and you're responsible to pay the energy bills for your property. For more information, see our household tips on **page 40**.

# 04



## Home repairs

Evolve Housing will ensure the property you live in is safe and secure. As a property ages, different repairs and maintenance are required to ensure it remains in a good condition.

Not all repairs are considered the same. To make sure we can attend to all repairs, we separate them by how urgent the repair need is. In some emergencies, such as a burst water pipe inside the property, we will access the property without your consent if we cannot contact you immediately. Please see the table on the next page for the three types of repairs, a few examples and the time frame you can expect that the repair will be actioned by.

## Types of repairs

TYPES OF REPAIRS	ACTION TIME FRAME
<b>URGENT REPAIR</b> <ul style="list-style-type: none"> <li>• Electrical danger such as exposed wires</li> <li>• Burst water pipe or sewer in house</li> <li>• Cannot lock the house</li> </ul>	4 hours
<b>PRIORITY REPAIR</b> <ul style="list-style-type: none"> <li>• Toilets not flushing</li> <li>• Minor leaks</li> <li>• Grab rails loose or falling off</li> <li>• Faulty smoke alarms</li> </ul>	From 1 to 5 days
<b>RESPONSIVE REPAIR</b> <ul style="list-style-type: none"> <li>• Broken clothes line • Blocked gutters</li> <li>• Exhaust fans</li> </ul>	28 days



# What you should know about home repairs and maintenance



## Planned maintenance repairs

Planned maintenance is repairs and upgrades we do to maintain the property as it ages. We ask for your support to cooperate with us if these repairs need to be done when you are living in a property.

## Common area maintenance

Evolve Housing is responsible for maintaining the common areas of unit blocks, townhouses, duplexes and boarding houses. We work with contractors who visit properties on a regular basis to do the maintenance. Types of maintenance tasks we do include cleaning common room area hallways, tending to gardens, lawn maintenance and landscaping.

## Repairs or maintenance that are your responsibility:

- If you lock yourself out of your property, you need to arrange and pay for a locksmith
- Paying for the repair of property damage caused by you, a member of your household or your visitor
- Cleaning and removing mould (For more, see **page 42**)
- Maintaining a private yard, if you have one.

If you have any questions, please call **1800myevolve** (1800 693 865).

## How to report a repair

Please complete the repair form on the website:

[evolvehousing.com.au/vic/all-about-repairs](https://evolvehousing.com.au/vic/all-about-repairs)

or

Phone **1800myevolve** (1800 693 865)

If you need an interpreter, please first call **131 450**, tell them your language and that you want to call Evolve Housing.



### Smoke Alarm Inspections

Evolve Housing will check your smoke alarm once a year to make sure it's working properly. If you ever have any problem with your smoke alarm, for example, if it's making any sounds, then please report it to us.

For more information about repairs visit:

[evolvehousing.com.au/vic/all-about-repairs](https://evolvehousing.com.au/vic/all-about-repairs)

# Home repairs FAQs

## Can I organise work to be done if I'm willing to pay for it?

If you'd like to do any house maintenance, you must apply for permission in writing. Please speak to your Housing Manager to find out more.

## I have pests in my property, what do I do?



If you have pests such as termites at your property, please let us know immediately and we will decide the best action to take. For pests such as insects, bees, spiders or rodents, these are your responsibility to manage and you can buy supermarket products to treat these.

## Can I install an air-conditioner?



You need to have written permission from us to install an air conditioner. Please speak to your Housing Manager to find out more.



## What do I do if my roof starts leaking during a storm?

If there's damage to your property due to severe wet weather that you need immediate help with, you should call the SES (State Emergency Service) on 132 500, along with notifying Evolve Housing. Evolve Housing will not be able to do emergency roof repairs during a storm or wet weather due to work health and safety risks to contractors.

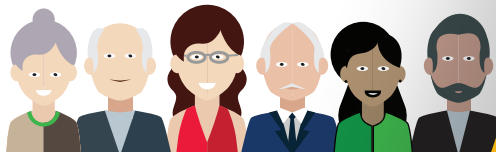
For more information about repairs visit:

[evolvehousing.com.au/vic/all-about-repairs](https://evolvehousing.com.au/vic/all-about-repairs)



# 05

## Your community



We aim to do more than provide you with a house. We want to help you feel welcome, part of a community, and supported. This section explains the many ways you can get involved in the Evolve Housing community and access programs that support you.

### Local Resident Group

Local resident groups meet in their local area to talk about topics specific to their community. We're always open to new residents joining. To learn more and find out where your nearest group meets, please email:

**[viccommunity@evolvehousing.com.au](mailto:viccommunity@evolvehousing.com.au)**

or call **1800myevolve** (1800 693 865)

### Personal Support Plan

A specially trained staff member from our Support Team is available to work with you to understand your needs and create a plan to help you. Your plan can cover a wide range of issues including budgeting your money, preparing for employment, and being more physically and socially active. They can also link you with organisations to support any of your specific needs.



## Resident Advisory Group (RAG)

The Resident Advisory Group (RAG) is made up of volunteer residents who meet on a monthly basis to discuss issues that affect all residents. Topics that they discuss include new programs, social activities, Evolve Housing procedures and more. The members include residents from a variety of locations, cultural backgrounds and ages. If you would like us to help you get in touch with one of the RAG members, please email [community@evolvehousing.com.au](mailto:community@evolvehousing.com.au)



## Women's Group

A place for women to chat about what's important in their lives and discuss program ideas to help women and their families improve their lives.

## Support programs

### Go! Grants

We want to help children start an active life of sport and fitness. We can help cover costs such as fees and equipment needed for sports classes.

### High School Help

This program supports high school students with their learning by offering tailored support such as tutoring, assistance with funds for uniforms and other school expenses to make high school a little easier.

### Skill development workshops

Evolve Housing offers free workshops to residents to assist in improving valuable life skills. Digital Basics teaches residents the basics of using their smart phone, tablet or computer. In Money Management you will learn how to manage your money and take control of your finances.

### Friendship Aged Network

The Friendship Aged Network (FAN) is a resident-led program that involves volunteers making weekly phone calls to our senior residents who live alone.

For more information about our services and programs, please visit:  
[evolvehousing.com.au/im-a-resident-2/](https://evolvehousing.com.au/im-a-resident-2/)



## Community Gardens

A communal garden for housing blocks where the residents can garden together and even produce fruits and vegetables for all to share.

## Events & activities

Evolve Housing organises events and activities throughout the year. We create activities for the many different groups of people that make up the vibrant Evolve Housing community.

Visit the What's On area of our website for upcoming events and follow us on Facebook. Look out for the Evolve News newsletter in your letterbox and email inbox.



## Keep connected with us

Evolve Housing creates a newsletter four times a year. It aims to keep you updated on what's going on at Evolve Housing and what the Evolve community has been up to. It will also invite you to join us at events, promote new workshops and more. It will appear in your letterbox, email inbox and on our website.



To access our newsletter, please visit:

[evolvehousing.com.au/im-a-resident-2/get-involved/evolve-housing-resident-newsletter/](https://evolvehousing.com.au/im-a-resident-2/get-involved/evolve-housing-resident-newsletter/)



# 06

## Household Tips

We've gathered some information that might be useful in helping you settle into your home.

### Utilities connection service

When you first move into a property, connecting electricity, gas and internet and pay TV can be a challenge.



Victoria Energy Compare can manage this with you, free of charge. Ask your Housing Manager for details.

### Find the right electricity provider

- Victoria Energy Compare is a free government energy price comparison service to help you find the best deal. Visit: [compare.energy.vic.gov.au/](https://compare.energy.vic.gov.au/) or call: 1800 000 832.



## Important assistance



### Access more than 100 government services online

Service Victoria can help you make sure you're accessing all the assistance available to you. Visit the concessions, rebates, and assistance area of:

[www.service.vic.gov.au/find-services/](http://www.service.vic.gov.au/find-services/)



## Be fire aware



### Fire safety and prevention in the home

Common causes of fires in the house are heaters, cigarettes and candles.

Fire Rescue Victoria provides tips on how to prevent fires in your home, how to best prepare just in case and what to do to protect yourself and your family if there is a house fire. To access the booklet in various languages, please visit: [www.frv.vic.gov.au/](http://www.frv.vic.gov.au/)



## Garbage and recycling

Each local council provides bins for the homes in their zone. The bin lid colours indicate what rubbish or recycling you put in that bin. Councils can use different systems for their rubbish and recycling bins. Please check your local council website for their information about what days the bin collections are in your street. The directory for most Melbourne councils is on **page 44**.

### Green Bin Lid

General rubbish, nappies (wrapped and bagged), food waste (only if you do not have a food and garden waste service), polystyrene and foam, plastics, window glass, glassware, mirrors, Pyrex and crockery.

### Yellow Bin Lid

Plastic bottles, tubs and containers, glass bottles and jars, paper and cardboard, tin and steel cans, milk and juice cartons. No plastic bags please.

### Lime Bin Lid

Food and vegetable scraps, bread, rice and pasta, leftover food scraps, spoiled or rotten food, solid dairy products (butter, cheese), meat, fish and bones, soft shell seafood, loose coffee grounds, loose tea leaves, eggshells, jelly, garden cuttings, weed, leaves, cut flowers, straws and hay.

## Household mould

Mould forms due to high moisture levels. To prevent mould growth at home, allow air and light to circulate, especially in the bathroom and kitchen.

Use exhaust fans to eliminate steam that contributes to mould. Ensure clothes are completely dry before storing them in the wardrobe. To remove mould from walls and windows, purchase a mould remover from the supermarket and follow the product instructions closely.





## LIME GREEN

Organic  
composting



## GREEN

Rubbish goes  
to landfill



## YELLOW

Recycle packaging  
materials





# 07

## Directory



### Connect with your local council

Various councils in Melbourne provide events and activities for the many cultures and groups that make up Melbourne's vibrant western suburbs. We recommend that you connect with your local council through their website and social media to get involved.

### Local council area contact information

COUNCIL	WEBSITE/EMAIL	PHONE
Moonee Valley Council	<a href="https://mvcc.vic.gov.au/">https://mvcc.vic.gov.au/</a> <a href="mailto:council@mvcc.vic.gov.au">council@mvcc.vic.gov.au</a>	(03) 9243 8888
Maribyrnong City Council	<a href="https://www.maribyrnong.vic.gov.au/Home_email@maribyrnong.vic.gov.au">https://www.maribyrnong.vic.gov.au/Home_email@maribyrnong.vic.gov.au</a>	(03) 9688 0200
Merri-bek City Council	<a href="https://www.merri-bek.vic.gov.au/info@moreland.vic.gov.au">https://www.merri-bek.vic.gov.au/info@moreland.vic.gov.au</a>	(03) 9240 1111
Hobsons Bay City Council	<a href="https://www.hobsonsbay.vic.gov.au/Home_customerservice@hobsonsbay.vic.gov.au">https://www.hobsonsbay.vic.gov.au/Home_customerservice@hobsonsbay.vic.gov.au</a>	1300 179 944
Melbourne City Council	<a href="https://www.melbourne.vic.gov.au/Pages/home.aspx">https://www.melbourne.vic.gov.au/Pages/home.aspx</a> <a href="http://www.melbourne.vic.gov.au/contactus">http://www.melbourne.vic.gov.au/contactus</a>	(03) 9658 9658
Darebin City Council	<a href="https://www.darebin.vic.gov.au/mailbox@darebin.vic.gov.au">https://www.darebin.vic.gov.au/mailbox@darebin.vic.gov.au</a>	(03) 8470 8888
Yarra City Council	<a href="https://www.yarracity.vic.gov.au/info@yarracity.vic.gov.au">https://www.yarracity.vic.gov.au/info@yarracity.vic.gov.au</a>	(03) 9205 5555
Stonnington City Council	<a href="https://www.stonnington.vic.gov.au/Home_council@stonnington.vic.gov.au">https://www.stonnington.vic.gov.au/Home_council@stonnington.vic.gov.au</a>	(03) 8290 1333
Brimbank City Council	<a href="https://www.brimbank.vic.gov.au/info@brimbank.vic.gov.au">https://www.brimbank.vic.gov.au/info@brimbank.vic.gov.au</a>	(03) 9249 4000
Melton City Council	<a href="https://www.melton.vic.gov.au/Home_csu@melton.vic.gov.au">https://www.melton.vic.gov.au/Home_csu@melton.vic.gov.au</a>	(03) 9747 7200

## Support services

There are many organisations available to support your needs. We have listed some here, although if you would like help understanding what services are best for you, please call **1800myevolve** (1800 693 865) and ask to speak to the Support Team unit for advice.

General community	
Police Assistance Line to report a crime	131 444 <a href="http://crimestoppersvic.com.au/report-a-crime">crimestoppersvic.com.au/ report-a-crime</a>
Domestic Violence Line Counselling and referrals for women	1800 656 463
Child Protection Helpline To report suspicion of a child at risk	132 111
Salvation Army Supporting those in hardship	13 72 58 <a href="http://salvationarmy.org.au">salvationarmy.org.au</a>
Lifeline Australia 24 hour crisis and suicide prevention	13 11 14 <a href="http://lifeline.org.au">lifeline.org.au</a>
Beyond Blue Mental health support	1300 224 636 <a href="http://beyondblue.org.au">beyondblue.org.au</a>
1800RESPECT Counselling for sexual assault and family violence	1800 737 732 <a href="http://1800respect.org.au">1800respect.org.au</a>
Seniors Rights Free helpline, legal, advocacy and referral service specialising in elder abuse	1300 368 821 <a href="http://health.vic.gov.au">health.vic.gov.au</a>
Ask Izzy Find services you need, now and nearby	<a href="http://askizzy.org.au">askizzy.org.au</a>
Centrelink Social security payments and services to Australians	132 300 <a href="http://centrelink.gov.au">centrelink.gov.au</a>
Energy and Water Ombudsman Free and independent dispute resolution service for energy, gas and some water services	1800 500 509 <a href="http://ewon.com.au">ewon.com.au</a>

## Housing & tenancy

Evolve Housing	1800 693865 <a href="http://evolvehousing.com.au">evolvehousing.com.au</a>
Tenants Victoria	1800 068 860 <a href="http://tenantsvic.org.au">tenantsvic.org.au</a>
Translating and Interpreting Service	13 14 50 <a href="http://tisonational.gov.au">tisonational.gov.au</a>
Victoria Legal Aid	1300 792 387 <a href="http://legalaids.vic.gov.au">legalaids.vic.gov.au</a>

## Disability

National Disability Insurance Scheme (NDIS)	1800 800 110 <a href="http://ndis.gov.au">ndis.gov.au</a>
Victorian Disability Advisory Council	<a href="mailto:vdac@dffh.vic.gov.au">vdac@dffh.vic.gov.au</a> <a href="http://vic.gov.au">vic.gov.au</a>

## Multicultural services

Translating and Interpreting Service	13 14 50 <a href="http://tisonational.gov.au">tisonational.gov.au</a>
Victorian Multicultural Commission	03 9651 5901 <a href="http://multiculturalcommission.vic.gov.au">multiculturalcommission.vic.gov.au</a>

## EMERGENCY SERVICES

POLICE • FIRE • AMBULANCE	000
SES	132 500
Crime Stoppers Victoria	1800 333 000
AusNet Services — faults	13 67 07

# Policies information

All policies can be found on our website at  
[evolvehousing.com.au/vic/renters-information](https://evolvehousing.com.au/vic/renters-information)

Evolve Housing creates policies to provide a framework to ensure we work to our values and provide clear guidelines when making major decisions. They also provide clarity for residents on how we work together in specific areas of housing management and services.

## **Planned and Responsive Maintenance**

This policy explains how Evolve Housing will provide repairs and maintenance services to its renters..

## **Transfer policy**

This policy explains the criteria Evolve Housing will apply when a social housing tenant applies for a transfer to another property due to a change in their circumstances or when Evolve Housing needs to relocate a tenant for management purposes.

## **Antisocial behaviour management**

This policy outlines how Evolve Housing responds to antisocial behaviour affecting properties under our management.

## **Complaints**

This policy outlines Evolve Housing's approach to complaints management and ensures a consistent, systematic methodology to managing and monitoring complaints received. It further serves to highlight the importance of complaints management to our organisation.

### **Absence from property**

This policy defines Evolve Housing's approach to ensuring properties are not left vacant for long periods.

### **Appeals**

The policy defines Evolve Housing's approach to managing appeals received from housing applicants and renters, and to determining which decisions can be appealed.

### **Resident visits**

This policy is to explain the circumstances as to when and why Evolve Housing employees can gain access to a resident's home, such as for the purposes of monitoring and maintaining a resident's property.

### **Neighbour disputes**

This policy outlines Evolve Housing's policy as to when and how Evolve Housing is able to assist their residents in dealing with neighbour disputes, including issues relating to nuisance and annoyance.

### **Succession of tenancy**

This policy outlines the circumstances in which Evolve Housing may agree to transfer a social housing tenancy to another household member.

### **Visitors or additional occupants**

This policy defines Evolve Housing's approach to visitors and additional occupants in Evolve Housing properties.

All policies can be found on our website at  
[evolvehousing.com.au/vic/renters-information](https://evolvehousing.com.au/vic/renters-information)

### **Independent living modifications**

An outline of how Evolve Housing can assist tenants to remain in their current property where possible and comply with legal requirements of the Residential Tenancies Act 1997 and the Disability Discrimination Act 1992. [consumer.vic.gov.au/housing/renting/2021-victorian-rental-laws-changes](https://consumer.vic.gov.au/housing/renting/2021-victorian-rental-laws-changes)

### **Tenant repair charge**

This policy outlines when a tenant has the responsibility to pay for repairs to an Evolve Housing property.

### **Children and young people at risk**

This policy outlines Evolve Housing's role in child protection. If, during the course of carrying out their duties, an Evolve Housing staff member develops a reasonable suspicion that a child or young person is at risk of significant harm, they have a duty to identify, assess and report that suspicion to the Department of Families, Fairness and Housing (DFFH). [services.dffh.vic.gov.au/child-protection](https://services.dffh.vic.gov.au/child-protection)

### **Tenant Employment Support Scheme**

This policy outlines the support scheme to encourage a tenant (or any other person in the household who is 18 or older) into paid employment whether they are starting work for the first time or re-entering the workforce after a break.

### **Translating Policy**

This policy outlines Evolve Housing's approach to communicating with tenants and occupants of a property who are culturally and linguistically diverse. It aims to explain how we will assist these individuals to understand information supplied by Evolve Housing to support the delivery of our services.

# Useful links

## **Renters Guide**

[consumer.vic.gov.au/housing/renting/starting-and-changing-rental-agreements/resources-and-guides-for-renters/renters-guide](https://consumer.vic.gov.au/housing/renting/starting-and-changing-rental-agreements/resources-and-guides-for-renters/renters-guide)

## **Client Service Standards Fact Sheet**

[evolvehousing.com.au/tenancy-resources](https://evolvehousing.com.au/tenancy-resources)

## **Residential Tenancies Act 1997**

[consumer.vic.gov.au/housing/renting/2021-victorian-rental-laws-changes](https://consumer.vic.gov.au/housing/renting/2021-victorian-rental-laws-changes)







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## CONTACT INFORMATION

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