

EVOLVEHOUSING

RENTER HANDBOOK



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.

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 and amenity that supports community connection. We are responsive to support and maintenance requests and manage our residents' tenancies fairly.



A NEW SKILL

We offer support for residents who wish to access training, employment pathways and workshops relating to digital skills and money management.



A PERSONAL SUPPORT PLAN

Social Housing residents who may require extra support are offered a Personal Support Plan to address personal health, wellbeing, education, training and employment needs.



A GRANT OR FINANCIAL HELP

Our residents have access to a variety of grants to help them get active within their community and improve their lives. We offer grants to support secondary and tertiary students, and to support young people to access sporting and physical activities.





AN EXPERIENCE

We aim to create thriving and inclusive communities where people belong and feel connected. We regularly hold 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.



A BRIGHT FUTURE

With quality, safe and secure housing in a connected community, our residents can focus on improving their health, happiness and overall wellbeing. We are proud to offer housing and support across the housing continuum, encouraging housing independence.

A VOICE

Our residents can advocate on behalf of their communities through Resident and Maintenance Advisory Groups, to inform Evolve Housing programs and initiatives. There are also opportunities for residents to volunteer and get involved in our resident phone service called the Friendship Aged Network, and our Reflect Reconciliation Action Plan.



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INTERPRETER SERVICES

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

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 Tenant Reference Number and all our contact information.



For urgent repairs telephone
1800 693 865



ACKNOWLEDGEMENT OF COUNTRY

Evolve Housing Group 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 Tenant Reference Number is:

Use this number when you pay your rent and utilities. This is your Payway ID.

Your Client I.D is:

You will need this number to register to the tenant portal.

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

☐

SOCIAL

☐

AFFORDABLE

Your address is:

OUR CONTACT INFORMATION

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

Opening hours: Monday to Friday 9.00am - 5.00pm

Telephone: 1800 693 865

Website: evolvehousing.com.au/vic

Email: info@evolvehousing.com.au

Welcome from the CEO

Dear renter,

Welcome to your new home and to the Evolve Housing community.

At Evolve Housing, we believe everyone has the right to live in a secure home and be part of an inclusive thriving community.

As an award-winning Tier 1 Community Housing Provider, our purpose is to enable individuals and families to access quality homes while supporting their independence and goals. 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 we aim to offer a variety of support services, programs and activities to ensure you feel empowered throughout your tenancy.

This handbook contains all the information you need about your tenancy and answers common questions about settling into your new home. If you have any questions or need assistance, please call our Contact Centre at **1800 693 865** or visit our website at **evolvehousing.com.au/vic**

We look forward to supporting you in this new chapter of your journey.

Kind regards,

Lyll Gorman

CEO, Evolve Housing Group



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. We provide housing to those in need, and offer programs, activities and services to enrich our residents' lives and help them 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 Group is recognised as one of the most innovative, highperformaing providers of social, affordable and key worker housing in Australia. We are a Tier 1 Community Housing Provider (CHP) registered by the NSW Government, and a housing provider registered by the Victorian Government.

We provide housing across the entire housing continuum—from crisis accommodation for those experiencing homelessness or domestic or family violence to social, affordable and private market 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.



02

Your tenancy with Evolve Housing



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 run community engagement activities to get you involved in your community.

Your lease agreement

The lease agreement that you sign 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.

New Home Checklist



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

- One copy of the lease 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 16 & 18** for making payments).

Property condition report

The property condition report is to record the condition of the property 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. If you need help completing it, please let your Housing Manager know and return within seven days of receiving the keys.

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 18**.

Tenant Portal



The Evolve Housing Tenant Portal is a self-service, secure online platform designed to give you, our tenant, an option to request services and access information related to your tenancy.

With the Tenant Portal, you can:

- Request and track repairs
- Pay rent and check balances
- Submit Rent Review forms
- Update your contact details
- Access user guides and helpful resources
- Share feedback to improve our services

How to register to the tenant portal

New tenants

You would have received a welcome email from Evolve Housing with your Client I.D and instructions on how to register.

Existing tenants

Before you register for the Tenant Portal, you will need:

1. An active email account; and
2. Your client I.D number. This will be your Username when you log in.

Once you have the above information, visit: **ehgroup.service-now.com/csp**
This will take you to the Tenant Portal Login page.

When you are on the Tenant Portal Login page, enter your username (client I.D) and click on Forgot Password. Follow the prompts and reset password.

If you have any issues, please contact us on **1800 693 865**.



03

How your tenancy works



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.


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

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

How to pay your rent?



From the lease 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 humanservices.gov.au/Centrepay for more information and to set up your Centrepay Deductions.
	<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"> • BPAY over the phone using the Rent card details • Direct Debit, using the Rent card details to set up direct debit online as a one off or recurring payment
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. 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, such as water usage and damages to the property.

To pay these, please use your Payway NON-RENT card.

Water Usage

Renters are responsible for paying for the water they use in their property. Evolve Housing receives your water bill every three months which we then forward to you. You will have 28 days to pay it.

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.



Being a good neighbour



All renters have the right to live peacefully in their property and in harmony with their neighbours. We encourage all renters 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 you talk with them and try to resolve the problem. If the issue isn't resolved, you can contact 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**

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 are required to fill in a pet form for approval and be sure to have their pets registered to the appropriate council/shire. Please speak to your Housing Manager for more information.

Household changes and guests

There are some moments that may affect your household such as the birth of a child, new job, or a member moving in or out. When these changes happen, you need to let us know as soon as possible as it may change your rent agreement with us.

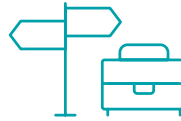
If a guest is likely to stay longer than four weeks, you need to get approval from Evolve Housing. Please contact your Housing Manager to do this.

Time away from your property

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

When you are away, please provide us with the details of a Victorian-based contact in case of an emergency repair such as mandatory smoke alarm testing or broken pipe flooding the property. In some instances, we must access the property without your permission if necessary.

Moving out process



When you are ready to move out, you must give us 21 days' written notice. Please ensure that the property is completely clean and no rubbish or personal items remain.

To complete your tenancy 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 property condition report when you first moved in. This is why the property condition report is important to complete carefully when you first move in.

Providing feedback



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

- Every two years, we ask our residents to participate in a Tenant Satisfaction Survey. This survey aims to gather information on how residents are experiencing our services and how we can improve.

If you would like to provide feedback:

- Complaints – If you would like to make a complaint about the service Evolve Housing has provided (or a company hired by Evolve Housing) we encourage you to first talk to your Housing Manager or contact Evolve Housing on 1800 693 865. If you are unhappy with how your complaint has been dealt with, or would otherwise like to make a formal complaint, you can contact the Complaints Officer at ihear@evolvehousing.com.au or use the website feedback form or Tenant Portal;
- Compliments – If you would like to make a compliment about Evolve Housing or its staff you can do so by emailing ihear@evolvehousing.com.au or using the website feedback form or Tenant Portal.

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 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 still not happy, you can request another review from the Housing Appeals Committee.

Victorian Civil and Administrative Tribunal (VCAT)

If you're experiencing issues with your rental property, such as disputes over repairs, rent increases, bond refunds, or eviction notices, you can apply to the VCAT for a resolution. VCAT is a free, accessible service that helps renters and landlords resolve conflicts fairly and legally.

<https://www.vcat.vic.gov.au/>

04

Home repairs



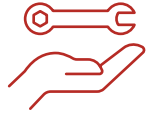
Evolve Housing will ensure the property you live in is safe and secure. As a property ages, different repairs and maintenance are required to ensure it remains in a good condition.

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.

Types of repairs

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

Home repairs and maintenance



Planned maintenance repairs

Planned maintenance is repairs and upgrades we do to maintain the property as it ages.

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

- Paying for the repair of property damage caused by you, a member of your household or your visitor
- Cleaning and removing mould
- Maintaining a private yard, if you have one.

How to report a repair



There are two ways you can report a repair or maintenance request.

1. Contact Evolve Housing on 1800 693 865
2. Lodge a repair request through the Tenant Portal where you can track the progress.

Smoke Alarm Inspections

Evolve Housing will check your smoke alarm twice a year to make sure it's working properly. If you 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/im-a-resident/all-about-repairs/

Frequently Asked Questions



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

You need to have written permission from us if you'd like to have some work done to your property. Please speak to your Housing Manager to find out more.

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

Renters are responsible if their actions caused the issue. For example, not using the bathroom fan which leads to mould, or leaving rubbish that attracts ants, mice, or cockroaches.

Landlords are responsible if the problem is due to the property's condition, such as mould from a leaking window, existing pests when the renter moved in, or holes letting pests in.

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.



05

Your community



Evolve Housing has several ways you can get involved within your community and access programs that support you.

Maintenance Advisory Group (MAG)

The Maintenance Advisory Group (MAG) is a group of Evolve Housing tenants who work with us to improve our maintenance program.

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, such as 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 get in touch with one of the RAG members, please email:

viccommunity@evolvehousing.com.au

Support programs



Evolve Housing's financial grants are designed to support Social Housing tenants and their children by relieving the financial strain that can set-back access to education and participation in physical activities.

Active Essentials Grant

This grant aims to inspire children and young people to engage in sports and physical activities. Tenants can apply for up to \$300 per child, per year, with funds available for a variety of activities, including sports, dance, swimming, and cultural pursuits. The grant can be used to cover activity fees, as well as the cost of equipment or uniforms.

Primary School Essentials Grant

This grant provides up to \$500 per child, per year, to assist primary school children with school-related expenses, including fees, excursions, stationery, uniforms, and equipment.

High School Essentials Grant

This grant offers up to \$900 per child, per year, to support high school students with school-related expenses, including equipment, tutoring, uniforms, fees, excursions, and stationery.

Tertiary Essentials Grant

This grant provides financial assistance of up to \$1,200 per year to help cover the costs of tertiary education for Tenants enrolled in TAFE, university, private colleges, or trade courses. The funds can be used for equipment, fees, tools, uniforms for work placements, and stationery necessary for the course.

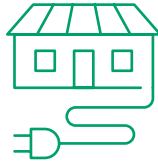
Events & activities

Evolve Housing organises events and activities throughout the year, including our school holiday program KidZonia, Communal Garden Workshop, Women's Coffee Club, Mums and Bubs and so much more.



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.

Evolve Housing has partnered with MyConnect who can manage this with you, free of charge. Ask your Housing Manager for details.

myconnect[®]
a really smart move

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/**

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: **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.

In general, the three main colours are:

Red Bin Lid

Non recyclable household waste such as food, plastic bags and wrappers, foam, nappies and crockery and other non-recyclable household rubbish.

Green Bin Lid

Garden cuttings, leaves, cut flowers, twigs and branches. Put these in loosely, no plastic bags please.

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.

Household mould

Mould generates when there is lots of moisture. There's a number of things you can do to reduce mould build up at home. Let air and light in to reduce moisture, particularly in the bathroom and kitchen. Use exhaust fans to break up steam that creates mould. Make sure clothes are dry before putting them away in the wardrobe.



07

Directory



Connect with your local council

Evolve Housing tenants reside in different local council areas.

To connect with your local community and find out what is happening in your neighbourhood, visit the relevant website or contact them via the phone number provided.

Local council area contact information		
COUNCIL	WEBSITE	PHONE
Moonee Valley City Council	mvcc.vic.gov.au council@mvcc.vic.gov.au	03 9243 8888
Brimbank City Council	brimbank.vic.gov.au info@brimbank.vic.gov.au	03 9249 4000
Hume City Council	hume.vic.gov.au contactus@hume.vic.gov.au	03 9205 2200
Casey City Council	casey.vic.gov.au caseycc@casey.vic.gov.au	03 9705 5200
Banyule City Council	banyule.vic.gov.au enquiries@banyule.vic.gov.au	03 9490 4222
Wyndham City Council	wyndham.vic.gov.au mail@wyndham.vic.gov.au	1300 023 411

Support services

Below is a list of organisations who may be able to assist you with your support needs. If you would like help linking into these services, please call 1800 963 865 and ask to speak to one of the Support Pathways team members.

General community	
Police Assistance Line to report a crime	131 444 crimestoppersvic.com.au/report-a-crime
Domestic Violence Line - Counselling and referrals for women	1800 737 732
After-Hours Child Protection Emergency Service to report suspicion of a child at risk	13 12 78
Salvation Army - Supporting those in hardship	(03) 8873 5288 salvationarmy.org.au
Lifeline Australia - 24 hour crisis and suicide prevention	Lifeline Australia 24 hour crisis and suicide prevention
Beyond Blue - Mental health support	1300 224 636 beyondblue.org.au
Seniors Rights - Free helpline, legal, advocacy and referral service specialising in elder abuse	1300 368 821 health.vic.gov.au
Ask Izzy - Find services you need, now and nearby	askizzy.org.au
Centrelink - Social security payments and services to Australians	132 300 centrelink.gov.au
Energy and Water Ombudsman - Free and independent dispute resolution service for energy, gas and some water services NSW	1800 246 545 ewon.com.au
Mental Health Care Line	1800 011 511

Local council area contact information	
Evolve Housing	1800 693 865 evolvehousing.com.au
Tenants Victoria	1800 068 860 tenantsvic.org.au
Translating and Interpreting Service	13 14 50 tisonational.gov.au
Victoria Legal Aid	1300 792 387 legalaids.vic.gov.au
Disability	
National Disability Insurance Scheme (NDIS)	1800 800 110 ndis.gov.au
Victorian Disability Advisory Council	vdac@dffh.vic.gov.au vic.gov.au
Multicultural services	
Free Interpreting Service (FIS)	1300 575 847 tisonational.gov.au/contact-us

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

Policies 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.



All policies can be found on our website at:
evolvehousing.com.au/vic/im-a-resident/v-tenancy-information/

NOTES

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July, 2025

ENVIRONMENT

Evolve Housing cares about the environment.

This Handbook is printed on FSR® certified paper traceable to certified sources.





THRIVING COMMUNITIES FOR ALL PEOPLE

CONTACT INFORMATION

1/16 HOLMES ROAD, MOONEE PONDS, VIC, 3039

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EVOLVE HOUSING VIC LTD. ACN 642 703 615 ABN: 99 642 703 615

Social media: [@evolvehousing](#) [f evolvehousing](#)