



## When must I pay my rent?

You must pay your rent in advance on the 1st day of the month.

## How must I pay my rent?

Pay your rent directly into the account of Trafalgar, the Managing Agent for Communicare. NEVER pay your rent to a Communicare staff member or other party.

## Why must I pay rent?

Communicare has monthly expenses to cover such as maintenance costs, municipal rates and taxes, service charges and administrative costs. To ensure that Communicare can continue providing you and others with the housing service it is very important that you pay your rental on time

## What happens if I do not pay my rent?

If you do not pay your rent and you fail to make an alternative arrangement, legal action will be taken against you. If you have a financial problem, discuss your position with Area Office staff before payment is due.

## What happens if I have a query about my rent or my Unit?

You can contact the staff at the Area Office who will assist you. You can do this either by phone or by visiting the local Area Office during opening hours 8.00 – 17.00 weekdays excluding public holidays.



## “Welcome to your new home”

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Now that you have signed the tenancy agreement for a Communicare rental unit you are now a Communicare tenant. We hope that you will enjoy your stay and play your part in building a strong local community.

Your housing service is managed by the local Area Office. If you have any problems or issues about your housing service you should not hesitate to contact this office where there are staff who can assist you.

## Why must I pay a deposit?

Before you signed the tenancy agreement you had to pay a deposit of 2 months rental. If you abide by your tenancy agreement you will receive your deposit back with any interest when you stop being a Communicare tenant.

## What is a lease agreement?

- A legal contract between yourself and Communicare. It says what you can expect from Communicare but also what Communicare can expect from you as a tenant.
- By signing the lease you agree to:
  - Pay your rent before or on the 1st but no later than the 7<sup>th</sup> of every month. Interest will be charged if payment is made after the 7<sup>th</sup>
  - Pay your water and electricity account every month
  - Allow only the agreed number of people to stay in your unit
  - Not damage the unit which will assist Communicare keep it in a good state of repair
  - Not cause nuisance to anyone else living in the area

Please make sure you have read the lease well and understand it. If you have any queries about it you can talk to the staff at the Area Office.

## What must I check when I move into my new unit?

- When you move in a staff member from the Area office will assist you to check that everything is in order. You can then complete the Handing Over Form and hand it in at the local Area Office within 7 days of moving in.
- The Staff at the area offices will arrange for any necessary repairs to be made. After this you are responsible for any further damage caused to the property. Repairs required for fair wear and tear can be ordered through the Area Office.
- You should also record your electricity meter readings with a staff member from the Area Office to ensure that you do not pay for someone else's electricity.

