

FACT SHEET

DAMAGE TO YOUR PROPERTY

As a tenant, you are responsible for the full cost of repairs for any damage done by you, any household member, or any person you allow onto your property, such as visitors.

If your property is damaged, immediately report any damage to your nearest Coast2Bay office.

We will arrange for Coast2Bay staff to inspect the damage or send a contractor to your property to repair the damage.

We will advise you in writing of the repairs that we completed and the costs. We will charge your rental account with the costs of repairing the damage. This cost is charged as a repairs debt on your account.

PAYING FOR THE DAMAGE

If your rental account is charged for the cost of repairs for any damage, you can repay this debt by:

- Payment in cash at your local Coast2Bay office
- Centrepay
- Direct Deposit

FIXING THE DAMAGE YOURSELF

You can fix the damage yourself, however, you must advise Coast2Bay that you intend to repair the damage or arrange your own contractor.

We will inspect the repairs to ensure that they are completed to an acceptable standard. If the repairs are unacceptable, we will arrange for the repairs to be redone and charge the cost to your rental account.

IF YOU DO NOT FIX THE DAMAGE

When you leave your community housing property, Coast2Bay completes an Exit Condition Report which compared the condition of your property when you began your tenancy to the condition of the property when you left.

If there is any damage to your property which is not considered “fair wear and tear” you will be charged for the repair costs. You must repay any outstanding debt before you are offered any housing assistance in the future.

IF YOU DID NOT CAUSE THE DAMAGE

If you are the legal tenant of the property (i.e. you signed the tenancy agreement), you are responsible for any damage caused by you, your household members and all visitors to your property.

If you are unsure how the damage occurred or if the damage was caused by a break-in, contact the police and lodge a report. You must also report the incident to Coast2Bay.

MORE INFORMATION

Please contact your nearest Coast2Bay office for further information. Also refer to the face sheets *Maintaining your home* and *Maintenance hints*.