

Moving In

Welcome to your new home!

Your tenancy manager's role is to look after you and your welfare. They can also put you in touch with other AnglicareCQ services if you need extra support at any time. They're the person to contact if:

- You're having trouble paying your rent, or have unexpected expenses and are having trouble making ends meet
- You need extra support to deal with life's challenges
- There's any other issue which may affect your tenancy.

Your tenancy agreement is a legally binding document. The agreement contains your tenancy conditions, rights, responsibilities and other important information that you may need to refer to in the future. Please store it in a safe place.



Connecting services

Once you have signed your tenancy agreement, it is your responsibility to organise the connection of services to the property, such as electricity, gas or telephone. A checklist is further on for your convenience.

Entry condition report

The first thing you are required to do is fill out your entry condition report and return it within three days.

The entry condition report is a document which records the condition of the property when you move

We will have already filled out our section of the report. Now it's time for you to go through the house and check the report, adding any extra issues you notice.

An accurate entry condition report will help you when it's time to move. By making detailed notes about any damage or other issues with the property that were there when you moved in, you can ensure you're not liable for fixing it. It also creates a record of the issue which can be helpful for maintenance requests.

You can also take pictures to back up the entry condition report. Keep these in a safe place so you can find them to refer to when it's time to move out.

Paying your rent

For your convenience and peace of mind, we recommend you organise regular automatic rent payments through a system like Centrepay or direct deposit.

If you are on a Centrelink payment and eligible for rent assistance, you will need to supply them with a copy of your tenancy agreement and rental calculation.

You can find more information in AnglicareCQ's *Paying Rent and Bond* handout. If you don't have one, ask your tenancy manager for a copy.

Entry and privacy

You have a right to quiet enjoyment of your home. Your property and tenancy managers and other workers like tradespeople can only enter if they have a reason, give you notice or at your invitation. When we provide notice, we'll do it in writing telling you who will be coming, the date and time of the visit.

If you've been given the correct entry notice, and the proposed entry time is reasonable, you can't refuse access. However if the time proposed doesn't work for you, get in touch with your tenancy manager to

see if the visit can be rescheduled for a time that suits you.

Keep your details up to date

Have there been changes in your household? They might affect how much rent you pay or your eligibility for the property, so please let us know. We also need to keep your details up to date so we can contact you when we need to. The kind of things you'll need to tell us:

- Changes to your household: if an extra person wants to move into your household, if someone's moving out, or if someone in the house has a baby
- Changes to your income: if you start or finish a job or your employment status changes, or there are changes to the Centrelink payments you or other people in the household receive
- Changes to your contact information: if you change your phone number, email address, or name
- If you plan on being absent from your home for more than two weeks.

Checklist

There can be a lot to remember when you're moving into a new home. Use this list to keep track of all those jobs, from getting the phone connected to letting Centrelink know you have a new address.



Connect your services

- ☐ Electricity
- ☐ Gas
- ☐ Phone/internet

Update your address

- ☐ **Friends and family**
- ☐ **Driver's licence and vehicle registration:** at your local Department of Transport and Main Roads office, or online at tmr.qld.gov.au, or call 13 23 80.

- ☐ **Centrelink:** update your address and other contact details at your local Centrelink office or online at humanservices.gov.au.
- ☐ **Financial services:** your bank, superannuation or insurance provider, and any other financial services you use
- ☐ **Children's contacts:** school, sports clubs, and any child care or other services your children use
- ☐ **Health care:** doctor, dentist and other health care providers
- ☐ **Pets:** contact your local council to update your pets' registration, and if your pet is micro-chipped contact your vet
- ☐ **Electoral roll:** get forms from Australia Post outlets, Medicare, Centrelink, or AEC offices or update your details online at aec.gov.au.
- ☐ **Any other services**

Redirect mail from your old address

If you're worried about your mail being sent to your previous address, you can set up a mail redirection. This means Australia Post will forward any mail addressed to you personally at your old address to your new home. You can find out more about mail redirection at your nearest post office or on the Australia Post website: auspost.com.au/parcels-mail/redirecting-your-mail.html

Stay in touch

If you need more information or help of any kind, or would like to make use of other AnglicareCQ services, please contact your tenancy manager.

You can stay in touch with AnglicareCQ on social media. Find us on:



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