

Leasehold Properties

Frequently Asked Questions

What is a leasehold property?

A leasehold property is a property Housing Trust leases through a real estate agent or directly from a private landlord.

Will Housing Trust still look after my tenancy?

Yes. You will be a tenant of Housing Trust and we will look after all aspects of your tenancy.

How is my rent calculated?

Your rent is calculated based on your income. For more information, please refer to Housing Trust's Review of Rent Subsidies Policy:

<https://www.housingtrust.org.au/tenants/policies/>

How do I report maintenance?

You report all maintenance requests directly to Housing Trust. Timeframes around non-urgent repairs vary in leasehold properties as Housing Trust must negotiate with the real estate and landlord.

Will I be charged a fee for an after-hours maintenance enquiry?

Yes if the maintenance is the result of tenant damage or determined not to be an emergency. Urgent

repairs are defined in your Tenancy Agreement under the heading 'Urgent Repairs'.

Will I be charged a service call fee if I miss an appointment with the agent's contractor?

Yes it is possible there may be a charge. If you are unable to keep an appointment you can contact the tradesperson if you made the appointment directly with them and have their number. You can also contact Housing Trust and we will advise the agent.

Can I make changes to the property, e.g. hanging pictures, painting, gardens, and modifications like grab rails or lever taps?

You need to put your request in writing to Housing Trust before you make the changes. We will seek the owner's approval and let you know the outcome.

Can I contact the agent or owner directly with questions about my property or tenancy?

No. You need to contact Housing Trust with any enquiries about your property or tenancy.

Can I have a pet?

Just like making changes to the property, you need to put your request in writing to Housing Trust and we will seek the owner's approval.

How many inspections can the agent or owner do each year?

Landlord's or landlord's agents are allowed to do up to 4 inspections each year. The agent or owner will contact Housing Trust to arrange an inspection and Housing Trust will book the inspection in with you.

Housing Trust will attend a minimum of 2 home visits each year. We will combine our inspections with 2 of the agent's inspections in order to limit the number of visits to your property. There may be occasions where the agent will attend without a Housing Trust officer.

How many people can attend home inspections?

Generally it will be the agent and your Community Housing Worker who attend the inspections. On some occasions the owner of the property may also wish to attend.

Can the agent, owner or tradespeople come to my property without notice?

No. An agent or owner should not come to your property without contacting either Housing Trust or you first. If an emergency repair is required and they or Housing Trust have been unable to contact you they may visit your home unexpectedly.

Can the owner store their personal items at the property I am renting?

There may be some items like paint tins and spare tiles stored at the property for repairs that may arise. These will be minimal and will not impact your use of the property.

What happens if the owner wants the property back?

If the owner asks Housing Trust to return the property we will relocate you to another suitable property. They must issue Housing Trust with formal notice to vacate and there are timeframes to comply with.

Housing Trust may issue you with the same formal notice that we have received.

Will I have to move from my home?

There may be some instances where you will have to move from your home. Some examples are:

- The owner wants their property back
- The property is for sale
- The property is not up to Housing Trust's standards
- The rent Housing Trust is required to pay to the agent or landlord is excessive

Housing Trust will notify you as soon as possible if you are required to move. Housing Trust will work with you to find another suitable home for you to move to. Housing Trust can also support you in moving.

What if I don't feel the property suits my needs?

Sometimes there is a mismatch between what tenants would like, and what they are entitled to. For instance, a tenant may feel strongly they need more bedrooms, or a garage. Information about entitlements is available at:

<https://www.facs.nsw.gov.au/housing/policies/social-housing-eligibility-allocations-policy-supplement/chapters/entitlements#pl>

Right of Appeal

If you believe Housing Trust has made a wrong decision in offering you a particular property, please refer to Housing Trust's Appeals Policy at:

<https://www.housingtrust.org.au/tenants/policies/>

More information on entitlements can be found at:

<https://www.fairtrading.nsw.gov.au/housing-and-property/renting>

Additional information about tenants' rights and responsibilities is available at:

<https://www.facs.nsw.gov.au/housing/living/rights-responsibilities/tenants-rights-and-responsibilities>

How do I find out more information?

You can contact Housing Trust on (02) 4254 1166 or email us at leasehold@housingtrust.org.au.

Our office hours are Monday – Friday 9:00am to 5:00pm.