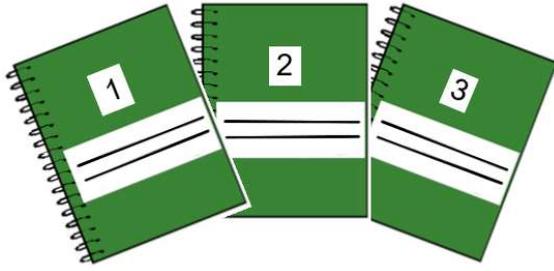


**LIFE  
WITHOUT  
BARRIERS**



## **Tenant Handbook Part 3**

**About Your Home**



This folder is in 3 parts

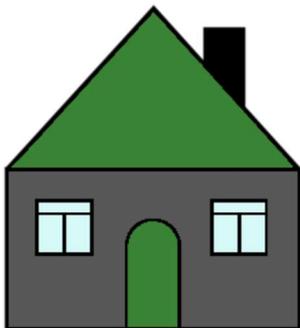
This is **Part 3**

## LIFE WITHOUT BARRIERS

Part 1 is about Life Without Barriers



Part 2 is about you

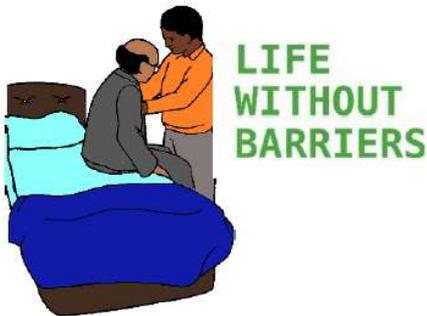


**Part 3** is about your home



This folder talks about

- you
- your family



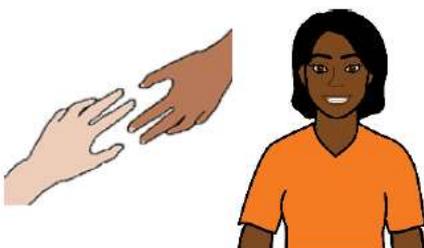
- your carers
- Life Without Barriers



- LWB property staff

They look after your home.

Like they fix things that break.



- house staff

They help you.

Like they help you get dressed.

# Rules to live in your home



You live in a LWB house



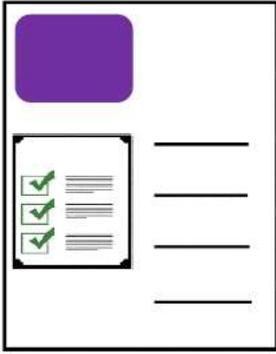
You signed lots of papers to live in your home.  
It means you agree to our rules.



You must follow these rules

Sun	Mon	Tue	Wed	Thur	Fri	Sat
						
						

Pay your rent on time



Put home and living in your NDIS plan.

It pays some of your rent.



You live in your home.

You can not run a business from your home.



Every one must feel safe at home.



You knock on some ones bedroom door.

You do it again and again.

The other person does not want to talk to you.

Do not knock on their door all the time



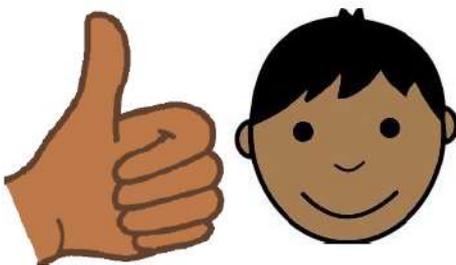
You must be quiet in your home.

Like do not play very loud music all the time.



Lots of different people come to your home. Like

- staff who help you
- staff for your house mate
- LWB staff
- workmen.



Be nice to all staff. Like

- do not be rude to them
- do not swear at them.



# About your rent



You need money for rent in your NDIS plan.  
It needs to be in your plan each year.



You pay rent.  
You do not pay other money.  
You do not pay a bond when you move in.



You pay some of the rent.

**and**



The NDIS pay some too.

## How much rent do you pay?



We work out your rent from the money you get.

We check

- your NDIS money to rent a house

and



- your money from Centrelink.

You may get



- Youth Allowance
- Disability Support Pension.

We write **pension** to talk about it.



You pay only some of your pension for rent.

Like you get \$ 200 each week.

You pay \$ 50 each week for rent.



You may get other money from Centrelink.

Like Help to Rent money. It is for your rent too.

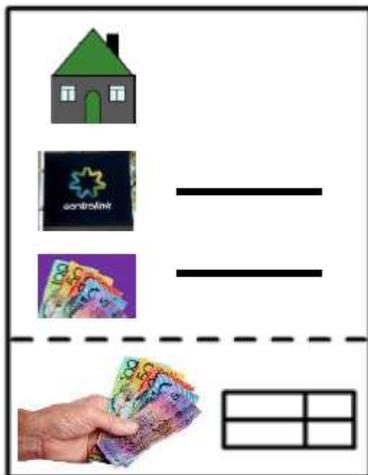


You may not get a pension. That is OK.



There are rules about how much you pay.

It is the same as a person on the pension.

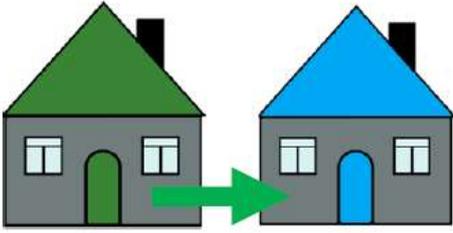


LWB can give you a record of your rent.

It will tell you how much rent you pay

- from your pension
- from your NDIS plan.

# You want to move out



You can move to a different home.

With LWB

or

With another Housing Provider



We work with

- you
- your family

and



- the staff that work with you
- other people that help you



We try our best to find a home that works for you.

## Why can you move?



You are in danger. Like your house mate

- kicks you.



- does the wrong thing.

Like steals from you.



You argue with a house mate.

You can **not** fix the problem.



You may have a problem with the house. Like



- the house is not right for your disability. Like it is hard for you to walk.

There are stairs at the back door.

You can not get in your back door

**or**

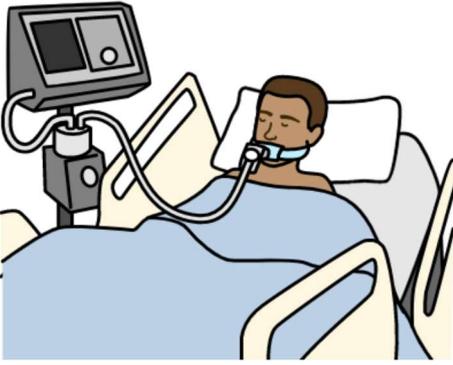


- too many people live in your home now.

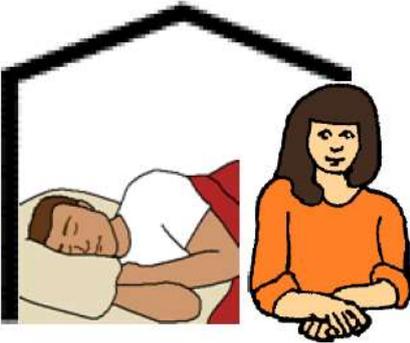
There may be lots of noise.

You like a quiet home

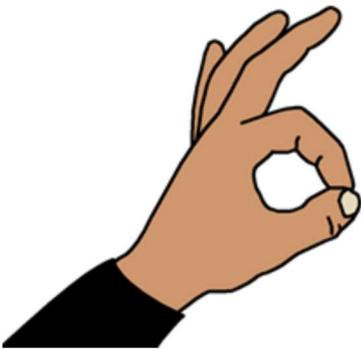
**or**



- you get very sick. Your needs change.



Like you need staff to be awake all night.



It is ok for you to move.



## You want to move out



You must tell us 2 months before this.

It is the same as 60 days.

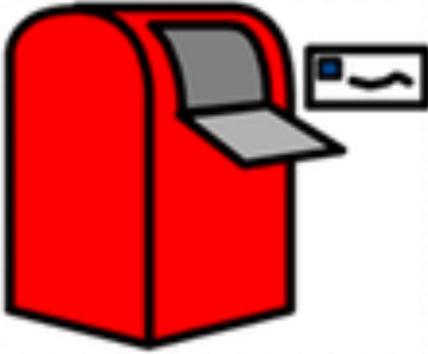
Like you want to move out on 30 July.

You must tell us by 30 May.



You must write a letter to tell us.

Tell us the date you will move out.



You send the letter by

Post

Life Without Barriers

National Disability Housing Unit

PO Box 2226

Dangar NSW 2303



Email

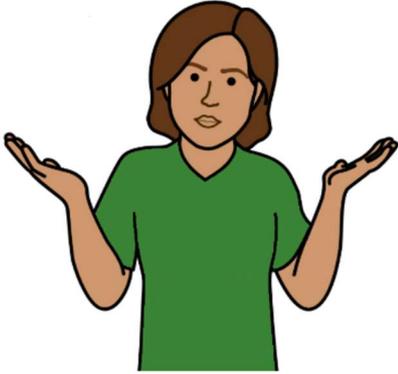
[disabilityhousing@lwb.org.au](mailto:disabilityhousing@lwb.org.au)



You must pay all your rent.

You pay up to the day you move out.

# We ask you to move out. What do you do?

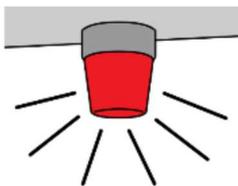


Why can we tell you to move out?



1. LWB have a new home for you.

or



2. You need a home that is better for your needs.

Like you are deaf.

You need smoke alarms you can see.

They are in your new home.



or

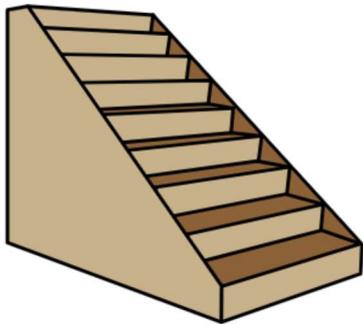


3. You do not need the same help. Like  
You did use a wheel chair.

**but**



You can walk now.



You can use the stairs.

You do not need a ramp at the door.

**or**



4. Your home can not be used for a person with  
a disability now.

## We tell you to move out



We make a time to meet you.

You can have other people come.

Like

- your mum
- a carer.



Other people at the meeting may be

- a person who looks after your staff.
- other people that help you



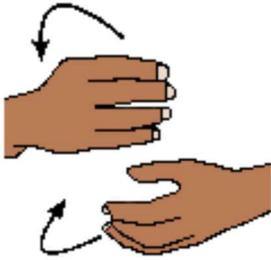
- NDIS.



We work with you to find out what you need.

Like you need

- a person to help you clean

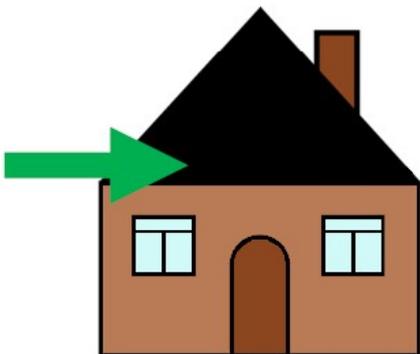


- different staff in your home.

Like staff who know how to use Auslan.



Some times we can not give you the help  
you need.



The best thing for you is to find a new home.

## What must LWB do?

**LIFE  
WITHOUT  
BARRIERS**

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_



LWB must tell you 3 months before you must move out.

This is the same as 90 days. Like

LWB need you to move out on the 30 April.

LWB must tell you by 30 January.



We must help you find a new place to live.



Some things LWD must do

- help work out the sort of home you need.

Like your home has 2 bed rooms



- LWB will help you find a new home

**and**



- make sure you have staff to help you.

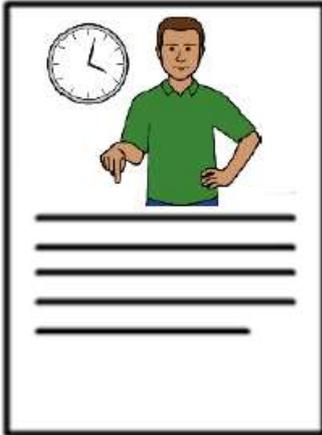
**and**



- know what money is in your NDIS plan for your home.



## You may need to go now



We write you a letter.

It says you must move out now.



You may have to go

- on the day you get the letter.

or

Sun	Mon	Tue	Wed	Thur	Fri	Sat

- in 2 weeks. It is the same as 14 days.



You did some thing bad.

Like you hurt some one.

**or**



- you do not pay your rent on time.

LWB say it must not happen again.

**or**



- you break the house.

You do this on purpose. Like you get angry.

You kick holes in the walls.



It may be

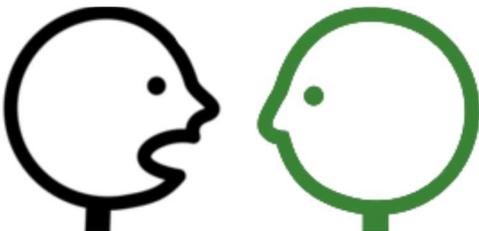
- you hurt your house mates. They are in danger.

Like

You hit them all the time.



You do not agree.



Talk to a worker you feel safe with.

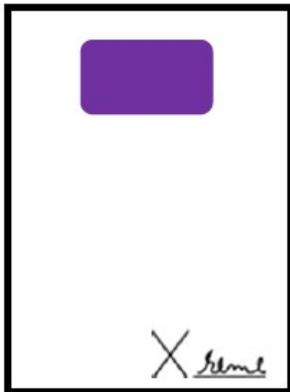
or



Talk to the NDIS Quality and Safeguards Commission.



Call 1800 035 544



You have an NDIS plan.  
You can call the NDIS.



Call 1800 035 544

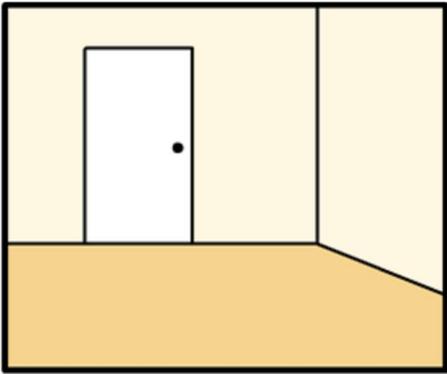


You have a Continuity of Support plan.  
It is also called a **COS** plan. You can call the  
Commonwealth Department of Health.



Call 1800 020 103.

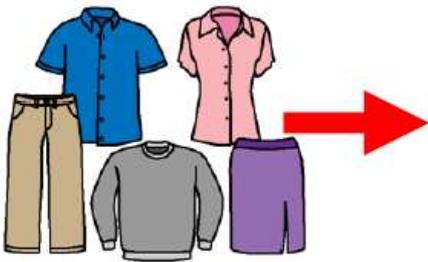
# Steps to move out



You must take all your things. Like

- your bed
- your tv

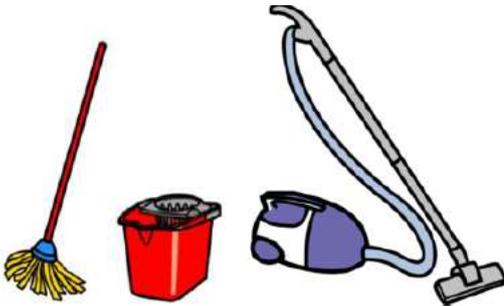
**and**



- your clothes
- your food.



Your home must be clean.



You need to clean

- your room if you live in a shared house
- all the rooms if it is just your house



- the windows
- the curtains

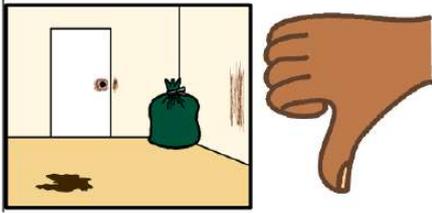
**and**



- sweep the paths
- mow the grass

If it is just your house





LWB may say you left the home dirty.

This is not good.



You pay for the house to be cleaned.

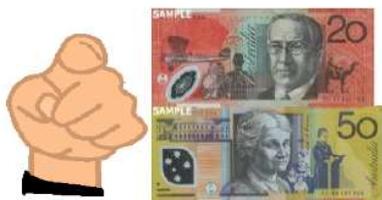


Did you break things in the home? Like

- you kicked a wall

**or**

- broke a window.



You will pay to fix it.

Sun	Mon	Tue	Wed	Thur	Fri	Sat

You said you will move out.

You set the day. Like Friday 20 November.

You must move out by that day.

Sun	Mon	Tue	Wed	Thur	Fri	Sat

You can move out before this

**but**

Sun	Mon	Tue	Wed	Thur	Fri	Sat

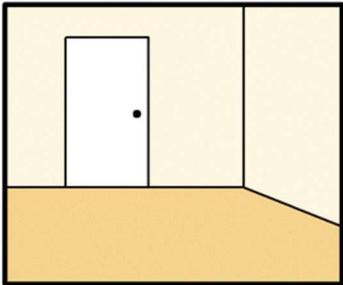
You still pay rent to the end.

# You need a new house mate

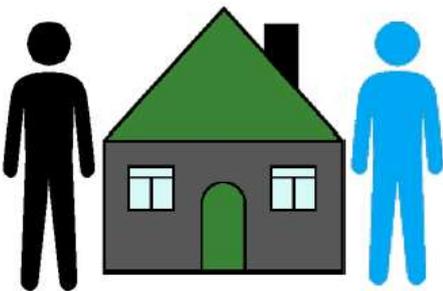


You have a house mate.

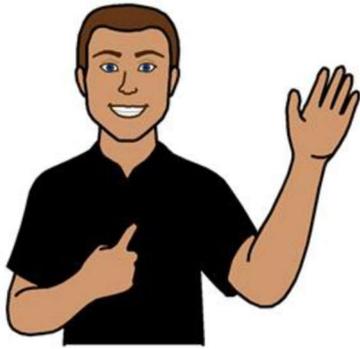
They move out.



There is an empty room in your home.



You need a new house mate.



We ask you what do you want?



Like you are a man.

You want to live with a man.



LWB will search for a new house mate.

**LIFE  
WITHOUT  
BARRIERS**

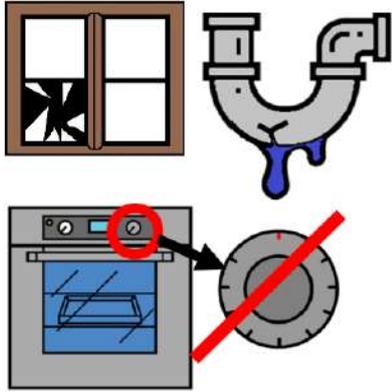


LWB work with the staff in your home.



The staff help to find the right house mate for you.

# You need some thing fixed

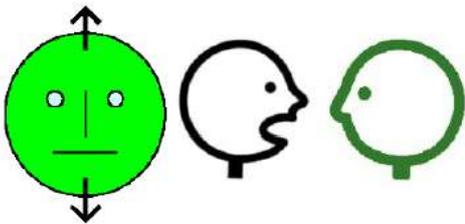


Some thing breaks.

LWB need to fix it.

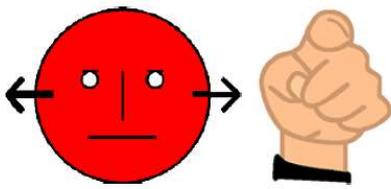
**LIFE  
WITHOUT  
BARRIERS**

Are the house staff from LWB?



Yes.

Talk to the staff.



No.

You

or



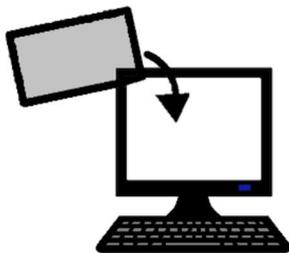
the house staff can talk to the

- LWB Spotless Facilities Maintenance Team
- LWB National Disability Housing Unit.



Call

1800 943 722

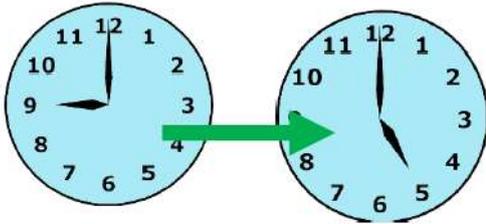


Email

[disabilityhousing@LWB.org.au](mailto:disabilityhousing@LWB.org.au)

Sun	Mon	Tue	Wed	Thur	Fri	Sat

They are open Monday to Friday.



9 am to 5 pm

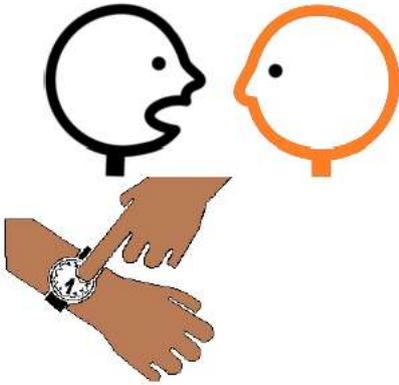


**Something needs to be fixed now.**

There is an emergency.

Like a pipe breaks.

There is water every where.

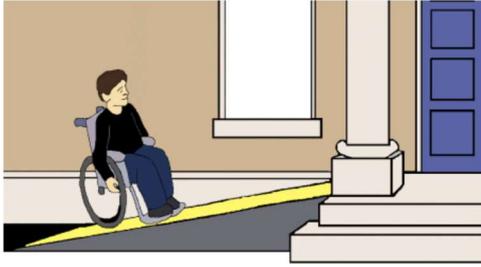


You must tell the house staff now.



Like it is night time. It needs to be fixed now.

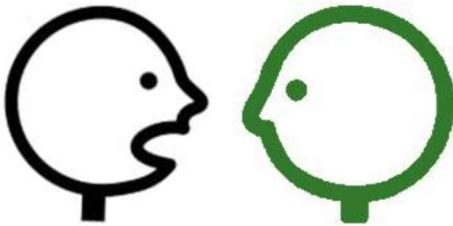
The house staff will know who to talk to.



It is hard for you to live in your home. Like

- you have a wheel chair
- you can not use the stairs.

You need ramps in your home.



You need to tell LWB Property staff.

- what change you need

**and**

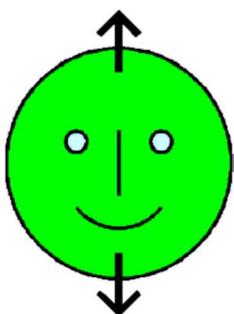


- who will do it.



You ask for a change. We think about your house mates too. Like will it also help

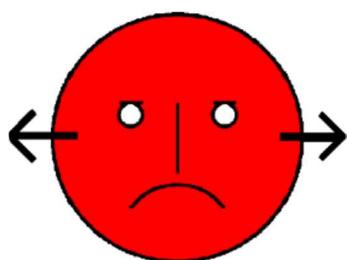
- your house mates do things
- them stay well
- make you safe.



We will say

- yes. You can make the change.

or



- no. You can not make the change.

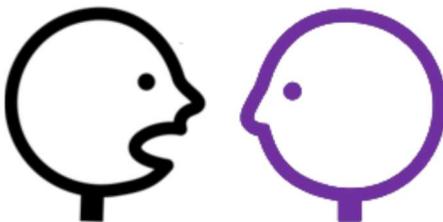
~~LIFE  
WITHOUT  
BARRIERS~~

LWB do not pay for this work.

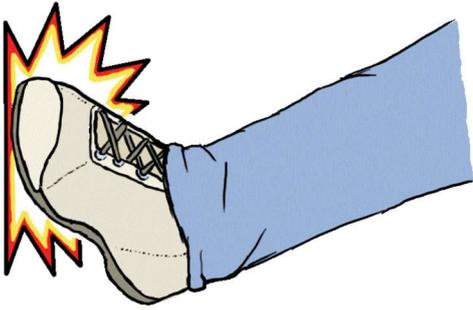
**but**



NDIS may give you the money. It is called the **Specialist Disability Accommodation Funds.**



Talk to the NDIS.



You break some thing.

You meant to do it. Like you kicked a wall.

The wall broke.

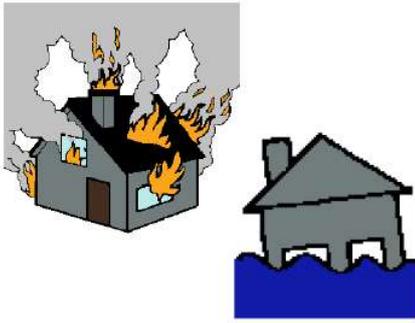


You may need to pay some money.



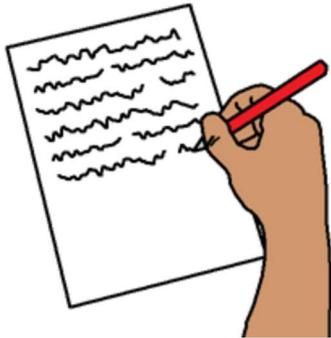
LWB will meet with you. We will talk about

- how much you pay
- when you pay
- how to pay.



There was a big event. Like

- a fire
- a flood.



LWB will write to you.

We will tell you what we will do. Like



1. There are some repairs. You stay in your home.

**or**



2. There are lots of repairs.

**and**



We work with NDIS.

We find a new place to stay.

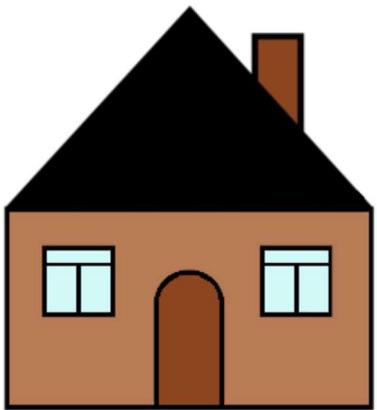
It is for a short time.

**or**



3. There is too much broken in your home.

You can not live in your home any more.



We work with the NDIS. We find you a new home.