

# echorealty

## RESIDENT HANDBOOK



echorealty

# WHAT WE DO

At EchoRealty, we aim to do more than put a roof over our residents' heads. Our purpose is to enable more people in need to live in quality and affordable homes in thriving and inclusive communities.

## A HOME

Our affordable housing residents are offered a home that is well suited to their needs and budget. Our ability to provide high-quality, affordable properties with fair property management practices enable our residents to achieve financial stability, relieving them from the financial and housing stress faced by many Australians.



## A PORTAL

As a resident of EchoRealty, you have access to our Information Management System portal. The portal provides you with 24x7 online access to important information about your tenancy.





## A PERSONAL SUPPORT PLAN

EchoRealty can refer residents to our referral support service, accessible through Evolve Housing. Our Support Officers can work with you to create a Personal Support Plan that addresses your needs. They will then refer you to programs or external specialist organisations to help with finances, health, employment, education, or social and community support.



## A COMMUNITY

Our residents can access the EchoLIVING magazine which is distributed to residents twice-yearly. We will use this magazine to share information about events and programs that are available to you as an EchoRealty resident.

## A VOICE

Residents are welcome to contact EchoRealty to provide feedback on our services. EchoRealty residents will be asked to participate in our Tenant Satisfaction Survey which will help us improve our services to you. We encourage all our residents to visit our website to learn more about providing feedback and getting in touch.





# Contents

## 01



### WELCOME

- 6 Welcome home
  - Urgent repairs after hours phone
  - Acknowledgement of country
- 7 Your details
  - Your Property Manager
  - Your Address
  - Our Contact Information
- 8 Welcome from the CEO
- 9 The EchoRealty difference
  - Our Values

## 02



### YOUR HOME

- 10 Your Tenancy with EchoRealty
- 11 Residential Tenancy Agreement
- 12 NSW New Home Checklist
  - Property Condition Report
- 13 ACT New Home Checklist
  - Property Condition Report

## 03



### HOW YOUR TENANCY WORKS

- 14 Understanding Your Rent
- 15 Property Programs
- 16 Rent review
- 16 Being a good neighbour
- 17 Pets
- 17 Safety

## 04



### HOME REPAIRS & MAINTENANCE

- 18 Maintenance
- 19 Reporting repairs
- 19 Non-urgent Repairs
- 20 Urgent Repairs
- 22 When it's Time to Leave Your Property
  - Leaving the Property
  - Providing Feedback

## 05



### YOUR COMMUNITY

- 24 Tenant Portal
- 25 EchoLIVING Magazine
- 26 Support programs
  - Personal Support Plans
- 26 Keep Connected with Us

# 01

## Welcome home



Welcome to your new home. Please keep this handy reference where you can find details such as the name of your Property Manager, your Tenant Reference Number and all our contact information.



For urgent repairs telephone  
**1800 693 246**



## ACKNOWLEDGEMENT OF COUNTRY

EchoRealty NSW and ACT Limited (ERNAL) acknowledge the Traditional Custodians of the land where we deliver our housing and services. We acknowledge and pay our respects to all Elders past, present and future. We welcome all First Nations People to our services as we walk together towards reconciliation.

## YOUR DETAILS

Please fill in your details for easy reference.

Your Property Manager is:

Your address is:

## OUR CONTACT INFORMATION

**Head office address:**

9– 13 Argyle Street, Parramatta NSW 2150

**Opening hours:**

Monday to Friday 9.00am - 5.00pm

**Telephone:**

NSW 1800 693 246

ACT 1800 324 622

**Email:**

NSW [info@echorealty.com.au](mailto:info@echorealty.com.au)

ACT [info@echorealtyact.com.au](mailto:info@echorealtyact.com.au)

**Website:**

[echorealty.com.au](http://echorealty.com.au)

# Welcome from the CEO

Dear resident,

Welcome to your new home and to the EchoRealty community. At EchoRealty, we believe everyone has the right to live in a secure home and be part of an inclusive, thriving community.

As an award-winning real estate agency and Tier-2 Community Housing Provider specialising in affordable housing, our purpose is to enable individuals and families to access quality homes while supporting their independence and goals.

Our dedicated team is here to provide you with exceptional service and to ensure you feel respected, valued, and empowered throughout your tenancy.

This handbook contains all the information you need about your tenancy and answers common questions about settling into your new home.

If you have any questions or need assistance, please call our Contact Centre at 1800 693 246 or contact your Property Manager directly.

We look forward to supporting you in this new chapter of your journey.

Kind regards,

**Lyall Gorman**

CEO, Evolve Housing Group



# The EchoRealty difference

Welcome to EchoRealty, where your home is more than just a place to live - it's a foundation for a brighter future.

At EchoRealty, our mission is simple: to help more people access quality, affordable housing in thriving communities. We are a profit-for-purpose real estate agency, reinvesting all profits to expand the supply of affordable housing in NSW and deliver better outcomes for our residents.

Our focus extends beyond property management. We aim to create a positive, inclusive experience by providing tailored support, and empowering residents to achieve financial stability and independence by offering reduced rent up to 25% market rate.

## Our values

### INSPIRATION

We embrace creativity and innovation to deliver meaningful solutions.

### HONESTY AND INTEGRITY

We act with fairness, transparency, and ethical principles in everything we do.

### EMPATHY

We listen and respond to the unique needs of every resident.

### ACCOUNTABILITY AND RESPECT

We take responsibility for our actions and treat everyone with dignity and care.

# 02

## Your tenancy with EchoRealty



As your affordable housing provider, EchoRealty will work with you to manage your rent and maintain the property you're living in. We also offer support programs and run social events and activities to get you involved in your community.

A new home checklist will be provided to you once you have signed your tenancy agreement. This checklist will ensure you have all required paperwork and understand what is required of you.

Whether you're in NSW or the ACT, each state has its own legislative requirements. Please ensure you look at the correct one. If you have any problems, speak to your Property Manager.



For more information,  
please visit [echorealty.com.au](https://echorealty.com.au)

# Residential Tenancy Agreement



A Residential Tenancy Agreement will be prepared and presented to you by your new property manager.

The agreement will include important details including:

- Tenant names
- Weekly rent amounts
- Lease terms
- Pet approvals (if applicable).

This agreement will also outline each party's legal obligations, and it is important to read and understand this document prior to signing.

# NSW New Home Checklist



To help you get started in your new home, we will provide you with:

- One copy of the lease agreement
- Two copies of the completed condition report. One is for you to keep and one is for you to return to us after you've completed it
- One set of keys to the property
- One Payway card to pay rent and non-rent charges (however we strongly recommend direct debit).

## Property condition report

The property condition report is to record the condition the property is in before you move in. It is then compared to the condition of the property when you move out. Therefore, it is very important you fill it in carefully when you first move in. If you need help completing it, please let your Property Manager know and they will gladly assist you.

**When filling out the report, please ensure that you:**

- Check that you agree with what is shown on the report
- Add anything about the property that is not shown on the report
- Add photos to support your report, if you would like to do so
- If any damage occurs to the property, please notify us immediately.

# ACT New Home Checklist



To help you get started in your new home, we will provide you with:

- One copy of the lease agreement
- Two hard copies, or one electronic copy of the completed condition report. One is for you to keep, and one is for you to return to us after you've completed it
- One set of keys to the property
- One way to pay the rent that does not involve paying a fee to a third party.

## Property Condition Report

A landlord or real estate agent is required to give you two copies of the condition report at time of key handover or earlier.

**When filling out the report, please ensure that you:**

- Check to see if you agree with the report. If you disagree with the report, make comments on the report about which parts you disagree with and why
- Send a signed copy (with your comments, if any) back to the landlord or agent
- You must send the report back within two weeks
- You might wish to take photos of the condition of the property, and in particular any signs of damage or parts of the condition report with which you disagree. Photos can be attached to the condition report when you send it back.

# 03

## How your tenancy works



### Understanding your rent

EchoRealty understands the struggles faced by Australians trying to secure a home and not being able to pay private market rents.

When you are renting a property through EchoRealty, the majority of our portfolio is discounted by an average of 20% depending on the affordable housing property program. Relevant applicants will need to meet key eligibility criteria, which may vary between properties.

Examples of affordable housing programs offered include properties delivered through the Housing State Environmental Planning Policy (SEPP), Council and Public Authorities and Essential Worker Affordable Housing Programs.

## Property Programs

EchoRealty offers a variety of property programs to help Australians enter the property market.

**Essential Worker Affordable Housing** is a program offered through EchoRealty for people who work in essential industries such as aged care, health care, education, emergency services, law enforcement and childcare.

**Aboriginal and Torres Strait Islander housing** is another program that is offered in which the key criteria is that the applicant must be of Aboriginal or Torres Strait Islander descent and able to supply supporting documentation.

EchoRealty manages affordable housing properties on behalf of **Councils and public authorities**. This type of housing is for workers within certain local government areas and eligibility criteria varies depending on property type and location.

**Private market housing** is also offered through EchoRealty without the affordable housing obligation. No matter the property type, our team will work tirelessly to support our clients with their enviable depth of knowledge and experience.

## Eligibility Review



Every 12 months from your initial lease sign date, EchoRealty is required to review each tenant's household circumstances to determine the ongoing eligibility and rent for the property. Your Property Manager will contact you for the required documentation to complete the review. If there is a change in your rent, you will receive the required notice advising of the change.

A letter will be sent to you via email or post prior to the anniversary of the first initial household income assessment that would've been made when you were first approved for the property.

At any time if you cannot pay your rent, please contact your Property Manager to discuss how we can help.

## Being a good neighbour



All residents have the right to live peacefully in their property and in harmony with their neighbours. We encourage all residents to work together to build a positive community where they live.

Information about how to engage a mediator can be found here:

**<https://www.cjc.justice.nsw.gov.au/>**

## Pets



In some situations, tenants can have a pet live with them in their home. There are conditions regarding the type of animal and the type of housing you're living in. To understand if a pet is allowed in your property, please contact your Property Manager.

## Safety



If your safety is at risk, or if you believe someone has broken the law, please **call the police on 000** (or call your local police station if the matter is not urgent).

# 04

## Home Repairs & Maintenance



EchoRealty will ensure the property you live in is safe and secure. We are committed to maintaining a standard of service that ensures our residents are comfortable in their homes, therefore, property maintenance is always high on our agenda. As a property ages, different repairs and maintenance are required to ensure it remains in a good condition.

You can promptly report a repair online through your tenant portal and provide all necessary information for our assessment.

Your login details will be provided to you upon signing your lease with EchoRealty. If you are unsure of your login details, please contact our office and our experienced team will be able to assist you.

Your tenant portal can be accessed here:

**<https://client.propertytree.com/login>**



# Reporting repairs



## Non-urgent Repairs

Not all repairs are considered the same. To make sure we attend to all repairs, we separate them by how urgent the repair need is. In some emergencies, such as a burst water pipe inside your property, we will access the property without your consent if we cannot contact you immediately.

For non-urgent repairs, please lodge your report through the Tenant Portal at any time. If you have already reported a repair and would like an update, please contact our office, and our customer experience officers will be able to assist you with your request.

As part of your tenancy, you are required to maintain your property, ensuring it is clean and tidy at all times. An example of this may be keeping your property well-ventilated so that it is free of mould, ensuring any lawns or grounds that you have are well maintained, and that any property damage caused by you, or a member of your household is repaired.

## Urgent Repairs

A list of repairs classified as URGENT include:

- A burst water service
- A blocked or broken toilet
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of the gas, electricity, or water supply to the residential premises
- A failure or breakdown of any essential service on the residential premises for hot water, cooking, heating or cooling
- Any fault or damage that causes the residential premises to be unsafe or insecure.



For **URGENT** repair requests  
please contact **1800 693 246**



## When it's time to leave your property



When you are ready to move out, you must give us notice in line with your tenancy agreement. When you do move out, please ensure that the property is completely clean, and no rubbish or personal items remain.

### Leaving the property

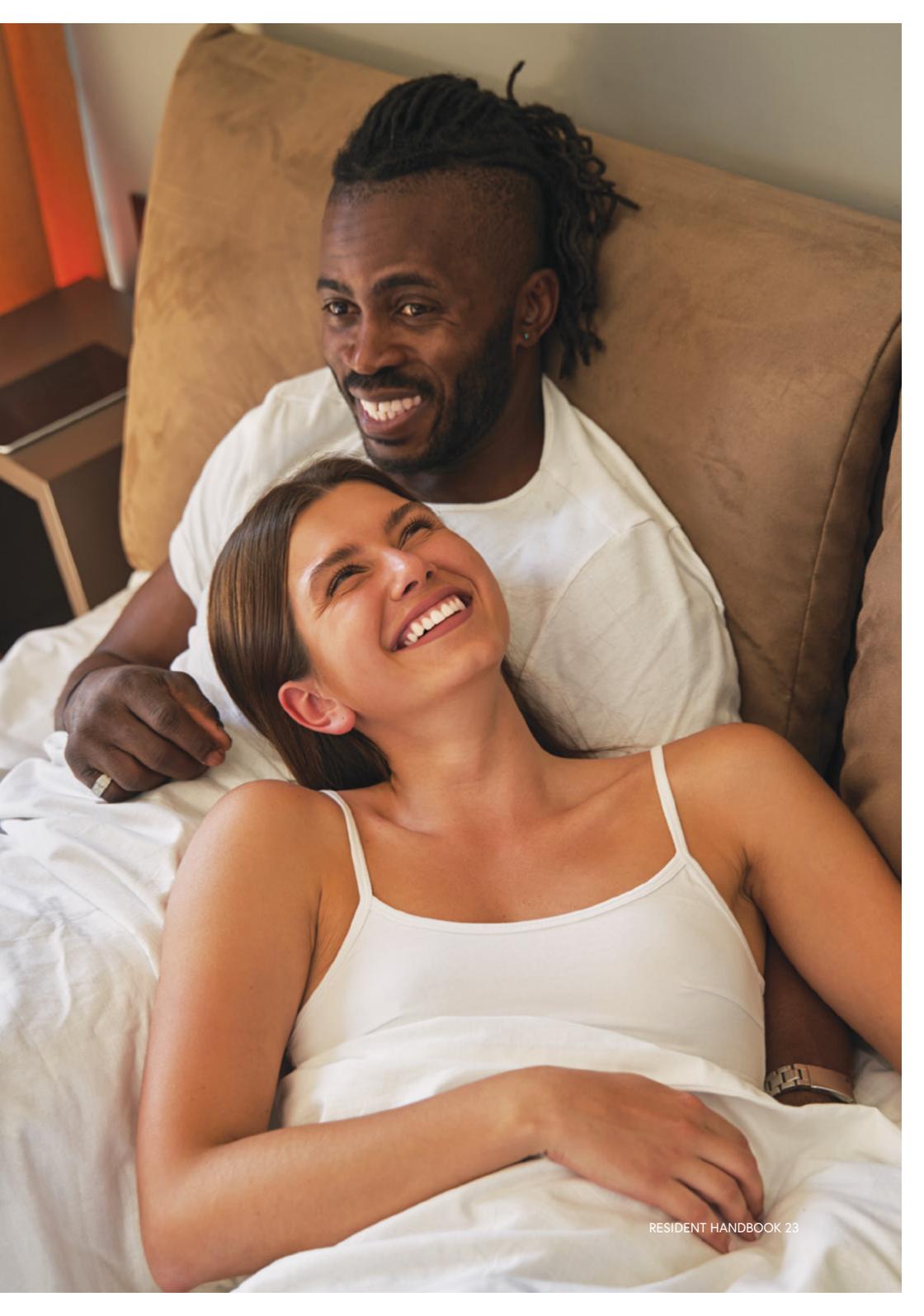
To complete your tenancy agreement, you and your Property Manager will do a walk through and inspection of the property together.

You will compare the condition to what was written on the property condition report when you first moved in. This is why the property condition report is important to complete carefully when you first move in.

### Providing feedback

There are different ways you can provide feedback to us or contribute to making our service better:

- Every two years, we ask our residents to participate in a Tenant Satisfaction Survey. This survey aims to gather information on how residents are experiencing our services and how we can improve.
- If you would like to make a complaint about the service EchoRealty has provided (or a company hired by EchoRealty), please talk to an EchoRealty staff member, call **1800 693 246** or email **ihear@echorealty.com.au**.



# 05

## Your community



### Tenant Portal

As a client of EchoRealty, you have access to our Information Management System portal. The portal provides you with 24x7 online access to important information about your tenancy.

#### Features include:

- Secure access to your information
- Accessible 24/7 from anywhere
- An organised customer-centric communication system
- Access your tenant portal via web browser or via app (Android and IOS)
- New maintenance and status requests including image download to support your request
- Access to upcoming events
- Access to your most recent rent receipts
- Rental information
- Ability to update your personal information
- Ability to retrieve your username and password access or change your password.

Please contact your Property Manager directly for information and login details to access this online portal or contact us by phoning **1800 693 246** or emailing **info@echorealty.com.au**.

# EchoLIVING Magazine

EchoRealty publishes the EchoLIVING Magazine twice a year. EchoLIVING is an exciting feature magazine that you'll receive by email. It features property listings, featured stories and helpful hints to keeping your property maintained.



Take a look at our EchoLIVING Magazine here:  
[echorealty.com.au/echoliving-magazine](https://echorealty.com.au/echoliving-magazine)

## Support programs



Through EchoRealty's parent company Evolve Housing, tenants have access to support programs tailored to individual circumstances.

### Personal Support Plans

The Personal Support Plans is a service where tenants can be referred to the Evolve Housing Support team who have dedicated caseworkers who will work with tenants to create tailored support plans that match their needs. They will then refer you to programs or external specialist organisations to help with finances, health, employment, education, or social and community support.

If you would like to find out more, please call **1800 693 246**.

## Keep connected with us



We'd love to stay connected with you so be sure to follow us on our accounts below.

Please visit our website and social media pages:



[echorealty.com.au](http://echorealty.com.au)



[facebook.com/echorealtyau](https://facebook.com/echorealtyau)



[instagram.com/echorealtyau](https://instagram.com/echorealtyau)

#### COPYRIGHT

© Evolve Housing Limited. This material is copyrighted. Save as permitted under the Copyright Act 1968, you are not permitted to copy, print or reproduce this material or a substantial part of it or do any act which would amount to an infringement of the copyright in this material.

February, 2025

#### ENVIRONMENT

Evolve Housing cares about the environment.

This Handbook is printed on FSR® certified paper traceable to certified sources.







DOING PROPERTY DIFFERENTLY

LEADERS IN AFFORDABLE HOUSING  
PROPERTY MANAGEMENT

---

CONTACT INFORMATION

9-13 ARGYLE STREET, PARRAMATTA NSW 2150

TELEPHONE: 1800 693 246 · ECHOREALTY.COM.AU · EMAIL: INFO@ECHOREALTY.COM.AU

ABN 53 642 704 229 ACN 642 704 229