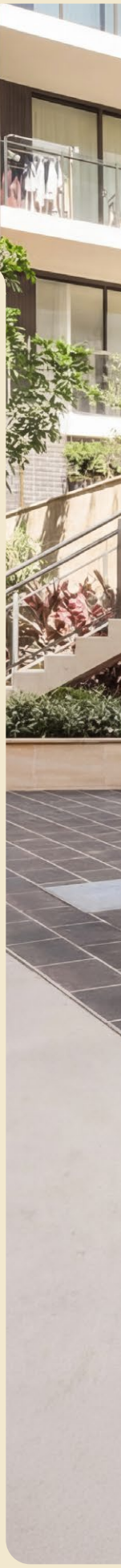
echorealty | Leaders in affordable housing

Renter Handbook

New South Wales
Australian Capital Territory







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.

Renter MRI MyPlace portal

As a resident of EchoRealty, you will receive access to the MRI MyPlace portal. The portal allows you to email and SMS your Property Manager directly, report repairs and maintenance and to access important information about your tenancy.independence.

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

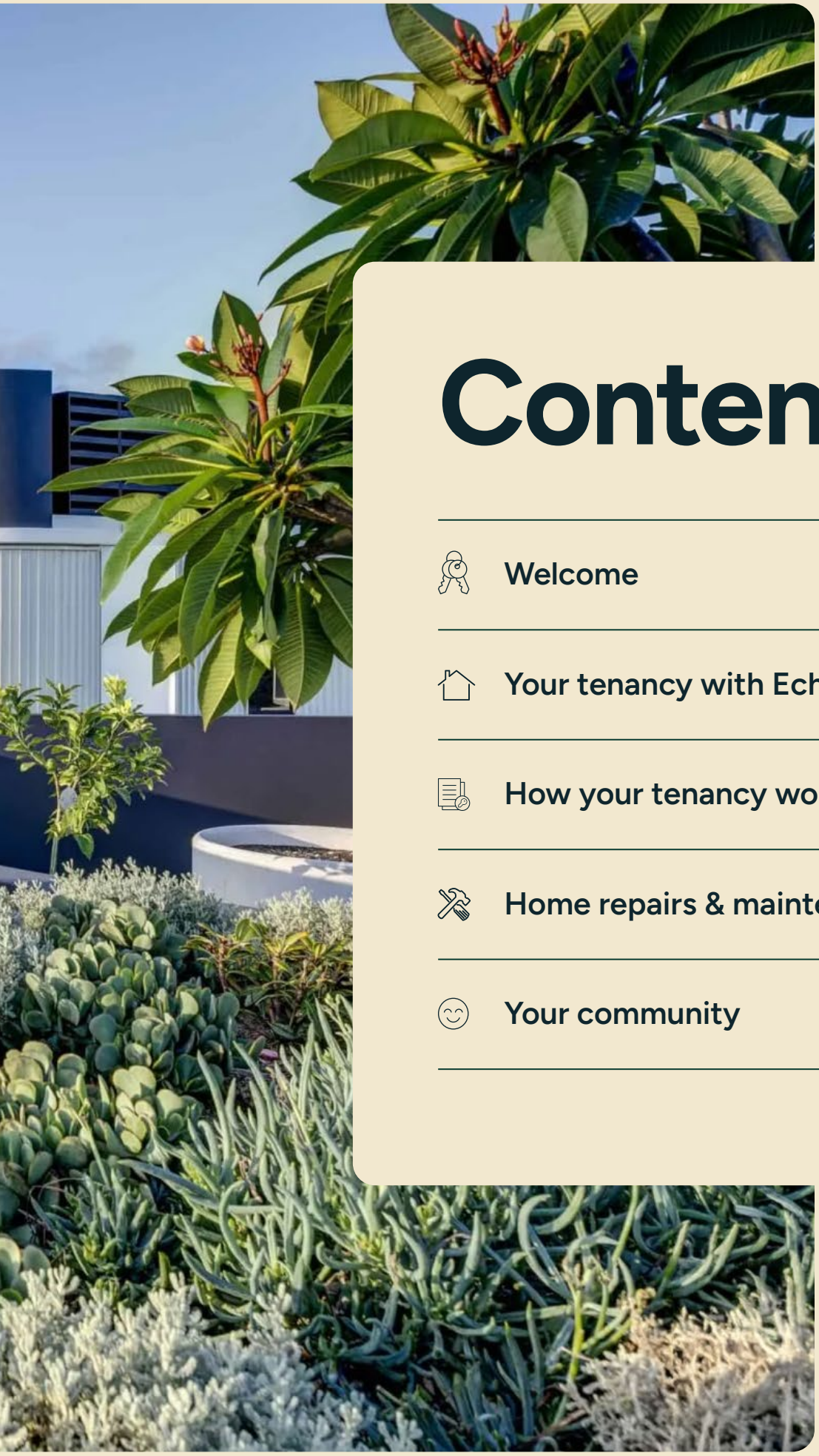
Residents are welcome to contact EchoRealty to provide feedback on our services. EchoRealty residents will be asked to participate in our Tenant Satisfaction Survey which will help us improve our services to you.

Acknowledgment of Country:

EchoRealty acknowledges 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.







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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 Renter Reference Number and all our contact information.

Your details

Please fill in your details for easy reference.

Your Property Manager

Your Tenant Reference Number

The number you pay your rent and utilities

Your address

Our contact information

9-13 Argyle Street, Parramatta NSW 2150

Monday to Friday 9.00am - 5.00pm

NSW 1800 693 246
ACT 1800 324 622

echorealty.com.au

NSW info@echorealty.com.au
ACT info@echorealtyact.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.

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

Kind regards,

Lyall Gorman
Group CEO, Evolve Housing



Your tenancy with EchoRealty



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

If you have any queries, please speak to your Property Manager.

For more info echorealty.com.au

Residential tenancy agreement

A Residential Tenancy Agreement will be prepared and presented to you by your property manager.
The agreement will include details such as

- Tenant's names
- Weekly rent amount
- Bond amount
- Commencement and end dates
- Lease term
- 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.

Property condition report

The property condition report is to record the condition of the property 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 any damage occurs to the property, please notify us immediately.

New home checklist

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

- ✓ One copy of the lease agreement
- ✓ A copy of your ingoing condition report is issued electronically and once completed a signed version is provided to you
- ✓ One set of keys to the property per adult member.*
- ✓ Rental payment details including Direct Debit and BPAY options.

*Applies to all properties except those owned by BlueCHP where keys are provided to adults listed on the lease agreement only.

How your tenancy works





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.

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 20-25% depending on the affordable housing property program. Relevant applicants will need to meet key eligibility criteria, which may vary between properties.

Property programs

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

Affordable housing programs include properties delivered through the Housing State Environmental Planning Policy (SEPP), Council and Public Authorities.

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 depth of knowledge and experience.

Eligibility review

EchoRealty is required to review your affordable housing tenancy every 12 months from your initial lease commencement dates, 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 a notice advising of the change.

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

Pets

Whether you can keep a pet depends on the type of animal and the property you live in. To find out if pets are permitted at your property, please contact your Property Manager.

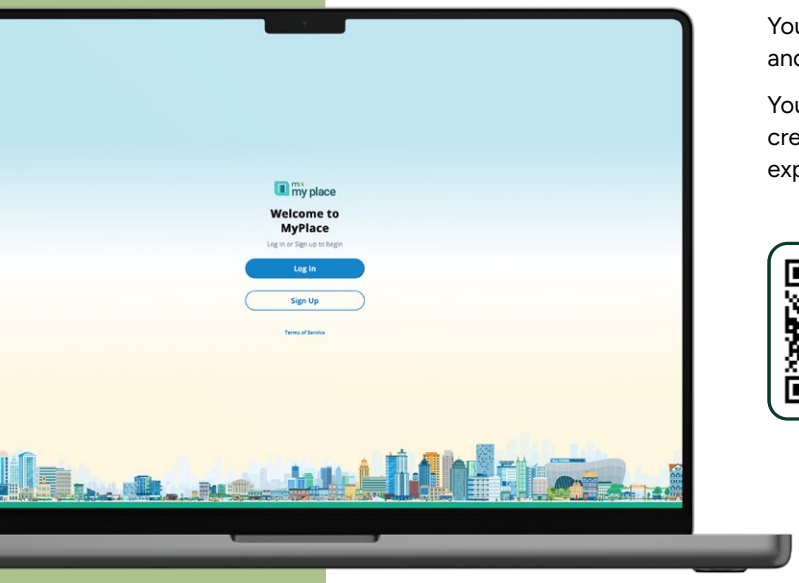
Safety

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).

Home repairs and 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.

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, and that any property damage caused by you, or a member of your household is repaired.



You can report a repair online through your Tenant Portal and provide all necessary information for our assessment.

You will be sent a link to create a login. If you have trouble creating an account, please contact our office and our experienced team will be able to assist you.

Scan to access the Tenant Portal

Reporting repairs

Not all repairs are considered the same. To make sure we attend to all repairs, we separate them by how urgent the repair is.

Non-urgent repairs

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 team will be able to assist you with your request.

Urgent repairs

For URGENT repairs **NSW 1800 693 246**
ACT 1800 324 622

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.

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.

When it's time to leave the property

When you are ready to move out, you must give us notice in line with your tenancy agreement. You will be emailed a vacating confirmation document outlining any outstanding rent, your vacating date, when to return the keys and a cleaning checklist to assist with the return of your bond.

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 is 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 resident 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 speak to an EchoRealty staff member, call 1800 693 246 or email **ihear@echorealty.com.au**.

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 renter portal via web browser or via app (Android and IOS)
- New maintenance and status requests including image download to support your request
- 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.

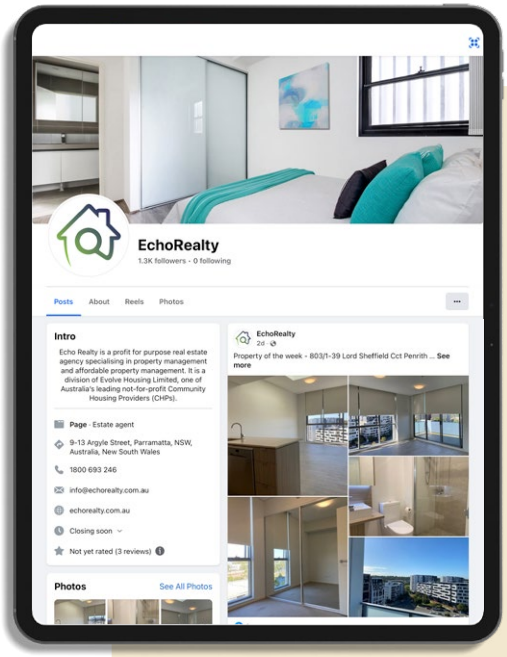
Please contact your Property Manager directly for information and login details to access this online portal or see back of this book for contact details.

EchoLIVNG magazine

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.

Scan to read the magazine





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:

- www.echorealty.com.au
- facebook.com/echorealtyau
- instagram.com/echorealtyau

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Contact details
EchoRealty
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Parramatta NSW 2150

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