



## NCCH Responsibilities:

To keep your home in good repair.

To speak with you if we have to change your agreement or any of our policies that may affect you.

To complete reported repairs within a reasonable time.

## Lismore Branch

Level 1  
107 Molesworth Street  
PO Box 145,  
Lismore NSW 2480  
P: (02) 6627 5300  
F: (02) 6622 4261

## Tweed Branch

Units 9 & 10,  
2 Blundell Boulevard  
PO Box 6423,  
Tweed Heads South 2486  
P: (07) 5523 5800  
F: (07) 5513 0337

## Grafton Branch

119 Pound Street,  
Grafton NSW 2460  
PO Box 948, Grafton  
P: (02) 6642 9100  
F: (02) 6643 2569

info@ncchc.org.au

ACN: 002-685-761  
ABN: 97 002 685 761

## Your Rights

*Access to safe, secure, appropriate and affordable housing, which means you have a right:*

- ✓ To be treated in a fair and non-discriminatory way.
- ✓ To be consulted about your housing needs.
- ✓ To be treated with respect at all times.
- ✓ To Privacy and Confidentiality unless disclosure consent is given.
- ✓ To security of tenure within the constraints of funding and program guidelines.
- ✓ To use advocates to assist you when dealing with our Company.
- ✓ To be kept informed of all action in relation to your tenancy and rent payments.
- ✓ To lodge a complaint and appeal decisions.
- ✓ To be fully informed about your rights and responsibilities.

## Your Responsibilities

- ✓ To pay your rent on time.
- ✓ To notify NCCH of any damage to the property or any repairs.
- ✓ To mow your lawns and maintain the gardens.
- ✓ To ask permission before making any alterations or repairs. For example, putting hooks in the wall, shelves, painting, installing air conditioners or Pay-TV.
- ✓ To change light globes and fuses as needed.
- ✓ To use your property for residential purposes only (unless you have our permission to operate a business).
- ✓ To be a good neighbour and not to cause a nuisance to the people living near you (this also applies to your visitors).
- ✓ To keep the property in a similar condition to the way it was when you moved in, except for fair wear and tear.
- ✓ To leave the property in the same condition (required by law).
- ✓ To notify us if you leave the property for more than 4 weeks.
- ✓ To treat NCCH staff with respect.