



**NOONGAR
MIA MIA**
Creating Pathways

Rights & Responsibilities

Your Rights:

NMM will:

- Treat you fairly, honestly and with respect.
- Ensure your home is clean and in good condition when you move in.
- Respect your privacy and give you notice when we need to visit your house.
- Respond to your maintenance requests and carry out maintenance as required.
- Ensure all maintenance staff are professional & respectful.
- Suggest ways you can get support to help with your tenancy or family challenges.
- Review the rent when your circumstances change or at least once a year.
- Create opportunities for you to get involved with NMM and have your say.
- Listen and respond to your feedback.
- Directly involve you (and your advocate if applicable) in decisions regarding your housing where possible.
- Abide by all legal requirements as required by the lease for the property and any relevant laws.





Your Responsibilities:

You will:

- Treat our staff & contractors politely and respectfully.
- Follow the guidelines in all Tenant Factsheets.
- Keep your home clean and treat it with care.
- Allow our staff and contractors to enter your property when we have given you the required notice.
- Let us know immediately when you need maintenance or repairs completed.
- Keep your lawns and gardens tidy and remove rubbish responsibly from the property.
- Talk to us about any changes in your tenancy – such as new people living at your house or keeping a pet on the property.
- Let us know about changes in your household income.
- Ensure that your family and friends treat your house with respect and care.
- Abide by all legal requirements as required by the lease for the property and any relevant laws

