



Tasmania



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Tenant Engagement Functions

Tenant engagement functions are held twice a year. This provides opportunities for Tenants and Staff to share a meal and have a chat. We can discuss everything but **not** business as we like to engage with our Tenants on a social aspect so we can get to know each other a little better.

We change our venues and this year we have chosen the Citadel for both our Mid year and End of year functions.

The mid year function is to be held 20th June 2019 at the Citadel located at 180 Elizabeth Street, Hobart between 11am—1pm for a light lunch and refreshments. RSVP's required.

The end of year function will be held 5th December 2019 at the Citadel located at 180 Elizabeth Street, Hobart between 11.30 am—2pm for Coast to Coast the Golden Roast—RSVP's required.

We will send out the invite with at least 2 weeks notice and we ask that you RSVP so we know how many to cater for.

We cater for people who are also vegetarian, gluten free or have other food allergies but you need to let us know so we can organise this for you before hand.

We look forward to seeing you there and having a chat.



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Emergency Phone Numbers and After Hours Contacts



Office After Hours Service for Emergency's Only— 6270 0322
(This number is diverted to an after hours mobile—must leave number for a return call)

Ambulance/ Fire/ Police : 000 Police Assistance: 131 444
TAS Water: 13 69 92 TAS Networks: 1300 137 008
State Emergency Services SES: 6173 2707

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Procedures Updates

Rent Reviews

This procedure applies to all tenants of SAHT properties.

It is part of your Residential Tenancy Agreement and your Tenant obligation with SAHT that a rent review is to be completed at least once per year or if there is a change in your household income.

If we ask for your income details, please provide them as otherwise we can send a letter with 60 days written notice and the rent can be increased to full market rent if the requested information has not been provided.

SAHT calculates the weekly rental amount of 25% of household income plus CRA if eligible.

Tenant Maintenance Charge

With our obligations under the Residential Tenancy Act, we have the right to pass on any unnecessary tenant damage or maintenance charge that occurs by the fault of the tenant.

SAHT has the right to charge the Tenant for any unnecessary call out.

For example: If you call and report that you have a sliding wardrobe door that does not slide properly and we send our handyman. If the handyman reports back that there was tissues in the runner and once removed it is now working, this can be classed as a tenant maintenance charge.

So please make sure you have checked everything before making a call, if you are unsure please call and ask and we can go through it with you.



Don't be afraid of change. You might lose something good, but you'll gain something better.

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