



Tenant Handbook



The information in this handbook has been prepared to help you with all aspects of your tenancy.

It provides advice and information on your responsibilities as a tenant and DHA's role as a provider of housing and related services.

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About DHA

Who we are

Established in 1988, DHA is a Government Business Enterprise that delivers its products and services, in a commercial environment, with a Services Agreement as the contractual vehicle in place between Defence and DHA.

Our staff are located in 19 offices in regional centres and nearby Defence outposts throughout Australia.

Our head office is located in Canberra, close to Defence's Russell offices and provides operational, financial, information technology, human resources, communications and corporate support to the organisation.



Our services

We provide housing and related services for Defence members and their families. We also offer property opportunities to private investors under a sale and leaseback arrangement.

For Defence members and their families we provide:

- > assistance in finding a housing solution through our Housing Consultants located around Australia and through our online housing tool – HomeFind [Online Services](#)
- > management and maintenance of housing
- > administration of the allowance for Defence members occupying rental accommodation
- > construction and acquisition of properties to meet Defence housing demands
- > redevelopment of properties to meet Defence standards.

Our Contact Centres

Defence Housing Australia's four Contact Centres are situated in various locations around Australia.

- > Housing Contact Centres (HCC) located in Adelaide and Townsville
- > Maintenance Contact Centre (MCC) located in the Hunter Valley
- > Living-in Accommodation (LIA) Contact Centre located in Brisbane
- > Phone 139 342
- > dha.gov.au

Online Services

Our website dha.gov.au is another important resource for property and tenancy information. It will also provide you with access to [Online Services \(dha.gov.au/online\)](#). It is a fantastic resource to use throughout your tenancy. Being web-based, it can be accessed 24/7 and is compatible with all devices.

By visiting [Online Services](#), you can:

- > view details of your property including property reports, floor plans, track your reported maintenance requests and photos
- > delegate login access to members of your family
- > update your details
- > reserve a property
- > apply for Living-in Accommodation
- > view, access and update your tenancy details and correspondence including your DHA Residence Agreement (DRA) and condition report
- > access details of your Defence Relocations Manager (DRM)
- > find out when your next inspection is
- > housing resources to assist you when moving to your new location.

Some forms can be submitted electronically through [Online Services](#). This is our preferred method of form submission, and we encourage you to use [Online Services](#) wherever possible. Please note not all forms can be submitted this way. Should you have further enquiries on submitting forms phone 139 342.

Defence Community Hub

Learn about the area you're posting into by visiting the defencecommunityhub.org.au





Moving in

Your Property Manager will meet you at your Service Residence (SR) and provide you with information about the property. If you are relocating to a SR, you will receive notification of your Welcome Visit Inspection via [Online Services](#), including date and time of the inspection.

Appointing an agent via Online Services

If you are unable to attend a scheduled inspection at your property, you may appoint someone to attend on your behalf. This person may be your spouse, partner or a representative.

By adding an “Appointed Agent” they will be authorised to perform the following actions on your behalf:

- > accept full responsibility for standard carpet cleaning expenses and any non-fair wear-and-tear items identified
- > accept actual or potential cost details as explained on the signed Inspection Condition Report (ICR)
- > accept all aspects associated with return/ acceptance of the property to DHA
- > allow access to the property in the event of an emergency where the tenant is unavailable.

Login to [Online Services](#) today to Appoint an Agent. From your Dashboard select one of the following:

- > manage my Appointed Agents (the *I WANT TO...* menu)
- > My Account (drop down navigation), or
- > appoint one now (hyperlink within *YOUR CURRENT TENANCY DETAILS*).

When you choose to appoint an agent, you will be prompted to enter a confirmation key. Please enter your desired key (this can be a mix of numbers and letters). Please note that letters are case sensitive. Once created this should be provided to your nominated agent prior to accepting their delegation request. Please ensure you provide your confirmation key to your nominated agent as they will need this when accepting their delegation request.



Tip

Please note that you are unable to appoint an agent to act on your behalf for Welcome Visits. If you are unable to attend your Welcome Visit, please contact us on 139 342.

For more information visit the [DHA website](#).

Welcome visit

When you get to your new posting location one of our Property Managers from your local DHA Regional Office ([RO](#)) will meet you at your new residence and welcome you to your new home, outlining key information relating to your tenancy.

The Property Manager will:

- > provide you with a DHA Welcome Pack
- > ask you to sign a DHA Resident Agreement (DRA) – The DRA acknowledges the conditions of occupancy. It is a legally binding contract between the Commonwealth and the Defence member and sets out your rights and obligations as a Defence tenant. Annexure A of the DRA defines certain responsibilities in regards to fair wear-and-tear and non-fair wear-and-tear damage that may occur
- > discuss your rights and responsibilities as a tenant
- > take you through the Inspection Condition Report (ICR), explaining the amenities and features of the home. This will provide you with an opportunity to discuss the condition and features of the property along with any outstanding maintenance. NOTE: There may be some instances of fair-wear-and-tear that are considered too minor to require repair work
- > provide you with two sets of keys to your home and a set of any remote control units.



Tip

After your welcome visit you will receive an email notification directing you to [Online Services](#). Once logged in you will be able to review a copy of your electronically signed ICR and DRA (please note this is located under the Correspondence tab).

You will have 14 days from the inspection date to identify any additional items and return the report back to DHA either via post or email details located at the bottom of your ICR. DHA may need to inspect additional items listed on the report.

DRHM

At any stage in your relocation or tenancy, you can contact your Defence Relocations and Housing Manager (DRHM). Each region has a dedicated DRHM for the support of all Defence members and their families. At the local level the DRHM is the primary Defence representative with DHA and Toll Transitions. The ultimate aim of the DRHM is to ensure that you and your family experience high quality customer service as you undergo a removal or change to your housing situation.

DRHM key services to members are:

- > the provision of relocation and housing advice to members and their families
- > the maintenance of customer/provider relationships by participating in regular meetings and discussions with DHA and Toll Transitions managers to resolve issues and identify trends and improvement opportunities
- > the resolution of difficulties experienced in relation to the provision of housing, maintenance, allocation, itinerary management and removals
- > the provision of advocacy on behalf of members and their families to resolve disputes with DHA or Toll Transitions arising from the provision of relocation, removal and housing services.

Contact numbers for your local DRHM can be found at on page 43.

Moving in key information

Keys

Your Property Manager will give you the keys to your new residence. If you lock yourself out or your keys or remotes are lost, stolen or damaged, your local [RO](#) does not hold a spare set of keys or remotes. Therefore, replacement of these would be at your expense. If you elect to arrange such works yourself, you will need to advise DHA, so we can update our records.

If you have locked yourself out of your property after hours or on weekends you may contact a locksmith directly to arrange works. Please note this is at your own cost and you must notify DHA during business hours to advise that locks have been changed. You can also phone DHA outside of business hours where you will be connected to our after-hours emergency maintenance service who can arrange for a lock smith to attend your property. Please note this any costs associated will result in an in a tenant charge.

If you would like to make any security changes, such as installing new locks or other security devices, you must have approval from your local [RO](#) before any work is carried out.



Please note that if lock boxes, keys or remotes are packed from your move this will result in a tenant charge.

Telephone, electricity, gas and internet

You are responsible for the opening and payment of any electricity, gas, telephone or internet accounts. We will provide a telephone line, however handsets, if not in the property, can be purchased or rented from a telecommunications supplier at your own expense. When connecting these services, you may need to provide a copy of your DRA as confirmation of your new address.

On-base properties may use gas and electricity supplied from the Defence establishment; the billing process for these utilities will be provided through Defence. For further information please contact your Property Manager or your DRHM.

Utility Connect

Moving properties just got easier. Utility Connect is a quick, hassle-free way to have your telephone, electricity, internet, and gas services connected and disconnected. Utility Connect can also offer connection or disconnection of pay television once approved by your local [RO](#). This is a free service for Defence members and provides you with a choice of service providers.

You can start a Utility Connect application via [Online Services](#) after reserving a property. You can request this service before you move so your utilities are connected and ready for use when you arrive.

As you may be aware, the Australian Government is rolling out the National Broadband Network (NBN) across Australia. The NBN network is Australia's new landline phone and internet network which

replaces and upgrades the existing telephony services. It is currently available in some areas of Australia and preparation is currently underway to roll it out to all areas of Australia.

As it becomes available, residents are being contacted to arrange the installation. You will need to complete the [Application for the installation and connection to the NBN form](#) (PDF 28 kB) and email it back to your [RO](#).



If you have any questions relating to the installation on your property, please contact DHA on 139 342. To find out more about the NBN, please visit the NBNCO Website. nbnco.com.au

Pay television

You will need to complete the [Application for Pay TV form](#) (PDF 127 kB) for approval to connect pay TV and return it to your local [RO](#) for approval before connecting this service.

A full list of your responsibilities and obligations when applying are listed on the [Application for Pay TV form](#) (PDF 127 kB). For further information and a list of the providers already working with us, please contact your local [RO](#).

If your residence is part of an owners' corporation or group development, you may also need their approval before an outside antennae or satellite dish can be installed.

Pets

Pets are an important part of many Defence families and are welcome in most DHA properties. To ensure you are offered a property that suits your family's needs, it is important that you specify the type and number of pets on your Toll Transitions Application for Relocation (AFR).

Some of our properties are unsuitable for pets – check on [Online Services](#) to see if pets are permitted at the property you are viewing. For particular properties, [Online Services](#) will recommend you contact your local [RO](#) regarding pet approval. In these cases, approval is required from authorities such as the building's body corporate who may place restrictions on the size, type or number of animals allowed. Some councils also have rules and regulations around pet ownership that may affect choosing and/or living in your Service Residence. Your local [RO](#) can provide further information.

Should you wish to get a new pet during your tenancy, you should first check with your [RO](#) as approval may be dependent on body corporate, strata and Municipal Council bylaws regarding pets (where applicable).



These requirements are also outlined in Defence Pay and Conditions Manual (PACMAN), Chapter 7.

Families with special needs

We understand that some Defence families have family members with special needs. Special needs are defined by Defence and may include a physical, intellectual, or sensory disability, or a psychiatric illness or disorder. It can also include family members assessed as being gifted or talented.

When these needs affect your housing requirements, we take them into careful consideration to assist you in finding your housing solution.

The Defence Community Organisation (DCO) is the delegate for Recognition of Dependants with Special Needs and Assistance on Posting. DCO will refer your Assessment of Assistance on Posting (AD 355) request to the Directorate of Relocations and Housing (DRH) for consideration of any special housing needs. DRH will assess your requirement against PACMAN and supporting medical evidence. All special housing needs must be supported by medical evidence, from a specialist, or they can not be approved. You will receive email advice on DRH's decision. A copy of the email will be sent to DHA and the regional DRH Manager will assist you with your housing needs.

Please contact DCO, through the Defence Family Helpline on 1800 624 608, for Recognition of Dependants with Special Needs and to apply for assistance on posting.

We provide a housing consultant to assist with:

- > house hunting trips
- > house accessibility, i.e. ramps, lighting, size of or automatic door entry
- > amenities or room sizes to accommodate large families
- > houses in close proximity to education facilities (for special / advanced education needs)
- > houses in close proximity to health care or respite facilities (for special health care needs)
- > consideration of environmental factors (heating, cooling or lighting).

We will negotiate with the DRH to approve the modifications. We will need your written acceptance of the property and the modifications before work starts.

Builders Defect Liability – new properties

If you are currently residing or moved into a newly constructed or upgraded property, it will likely be subject to a builder's defect liability period (DLP). At your Welcome Visit, you will be advised of the DLP relevant to your property and where to find further information regarding builder's defects.

During this time, you may identify defects which were not apparent during DHA's handover inspection or that have only become apparent after regular use. It is important that you report these issues to DHA's maintenance line on 139 342. Wherever possible, DHA will collate these maintenance requests so that the builder can rectify all issues in a single visit at the end of the liability period. Urgent maintenance will still be addressed immediately. Additional inspections may also be required during your tenancy to assist in rectifying any defects prior to the end of the warranty period.





Living in

Inspections during Tenancy

Periodic inspection

In order to maintain and monitor the quality of housing we provide, we will conduct a periodic inspection of your property. The inspection will be carried out by a Property Manager and arranged during business hours. The purpose of the inspection is to identify any maintenance requirements and any non-fair wear-and-tear. If required, your Property Manager will discuss with you a maintenance schedule, and where necessary, reach agreement on the terms for rectification, cost and means of payment of any identified non-fair-wear-and-tear issues. Any rectification must be carried out to a professional standard.

Leased property inspections

The owner of a leased property is entitled to reasonable access if they were to on-sell the property or have the property valued. They must first contact DHA, and where possible, we will combine a lessor inspection with a routine inspection to minimise the inconvenience for you and your family.

Defect and structural inspections

If you are residing in a property which has recently been constructed/upgraded as a part of DHA's program of provisioning housing stock, a defect or structural inspection may be required during your tenancy to identify any defects and facilitate the necessary repairs that may exist on your property prior to the end of the defect or structural warranty period.

Property investment program prospective purchaser inspection

- > The prospective purchaser will be accompanied through the property by a DHA Sales Consultant, or regional staff member, and will remain with the DHA representative at all times
- > No photos will be taken
- > No cupboards, drawers, etc. will be opened
- > Additional inspections may be required by the prospective purchaser for the purpose of building/pest inspections and bank valuations. These will be coordinated with you at a mutually convenient time
- > Please note the DHA representative attending the inspection is a sales representative. If you need to discuss matters about the property, please call us on 139 342.

Property investment program prospective purchaser building, pest, and bank valuation inspection

- > Photos may need to be taken to assist the company with its report
- > Inspections may be required by the purchaser for the purpose of a building, pest, or bank valuations. These will be coordinated with you at a mutually convenient time
- > If you need to discuss matters about the property, please contact us on 139 342.

Maintenance

Routine maintenance

Under the terms of your DRA you must notify us of any damage, defects or deterioration to the property. Early notification will help us to maintain the property in a good condition during your tenancy. All routine maintenance requests are recorded and our policy is to respond to all requests within 28 days. We will notify you of any delay. In some cases, a DHA staff member may need to inspect your property to assess the repairs required. Where your request for maintenance needs to be deferred for assessment, we will consult with you on the timeframe required to meet your request. For routine maintenance issues, please call us on 139 342 during business hours (8:30am – 4:30pm Monday to Friday AEST).

Emergency maintenance

A 24-hour, seven-day emergency maintenance service is available for repairs that affect the immediate health, safety and security of you, your family or the property. If you phone 139 342 after hours (4:30pm – 8:30am), you will be connected to the after-hours emergency maintenance service. If you call for a non-emergency maintenance issue, you will be asked to phone back during business hours. The emergency maintenance service is available for repairs that affect the immediate health and safety of you and your family, or the security of the property.

The emergency maintenance service covers problems such as:

- > burst water pipes or no water
- > serious flooding
- > sewer blockage
- > complete loss of power
- > electrical faults
- > internal lights and power fittings affected by water
- > gas leaks
- > fire or storm damage
- > loss of ALL toilet facilities.



Tip

A contracted maintenance provider will respond to your emergency request within four hours and the maintenance work will be completed within 24 hours of receiving the request. If the maintenance work is greater than first anticipated, and outside the control of DHA (i.e. access to suppliers and necessary parts) it may take some more time.

Natural disaster

In the event of a natural disaster (e.g. bushfire or cyclone), we recommend you contact the local State Emergency Service (SES) for assistance. DHA may not be able to provide timely assistance for you under these circumstances.

Reporting maintenance issues

To submit a maintenance request, please call us on 139 342.

DHA contractors

DHA contractors will contact you in advance to arrange an appointment. The name and details of the contractor attending your property will be visible in your [Online Services](#) account. Before you allow a contractor into your residence we recommend that you ask to see his or her identification. If you have any concerns, please call us on 139 342.

Maintaining your property during tenancy

Under the terms of your DRA you must keep your residence and grounds clean and tidy. If your service residence is not kept to a required standard, we will notify you and ask that you bring it up to the required standard. These standards are outlined in your DRA. A [cleaning checklist](#) is provided and provides some guidelines on how to maintain the property to the required standard.

Fair wear-and-tear/ Non-fair wear-and-tear

Fair wear-and-tear

We understand that over time there will be some deterioration due to the normal ageing process and use of the residence. This deterioration is called 'fair wear-and-tear' (FWT). You will not be charged for the repair of FWT.

Non-fair wear-and-tear

Any damage from mistreatment or neglect, (including pet damage) is considered non-fair wear- and-tear (NFWT). Any items that are identified as NFWT will need to be repaired and noted on your ICR. Speak with your Property Manager who will assist you in determining how the repairs will be made, the cost of the repairs and the payment method.

If you arrange or carry out any work on the property, it must be to a professional standard. This means to the standard carried out by a specialist licensed contractor. Any work on the property that is not at a professional standard will be identified as a tenant charge on your ICR.

Smoke alarms

As the tenant, it is your responsibility to maintain smoke alarms. Regularly test, change batteries (if required), and keep them clean and dust free to ensure they are in good working order.

You should not deactivate a smoke alarm or interfere with its operation in any way. If it is identified that the smoke alarm is damaged, or removed, the Property Manager will immediately issue a job order to replace the unit, and you will be responsible for all costs associated.

If you have any questions in regards to maintaining your smoke alarm, you identify a fault, or the smoke alarm is not in working order, immediately notify our Contact Centre on 139 342.

DHA Property Managers test smoke detectors at each inspection.

Maintenance of grounds, lawns and gardens

You are responsible for looking after the grounds, lawns and gardens of your property. This includes watering, weeding, fertilising, trimming of shrubs and the removal of garden waste. If your property is part of an owners' corporation or unit development, and you are not sure whether you are responsible for lawn and garden maintenance, please contact your local [RO](#) for advice.

Water restrictions

Water restrictions are now a fact of life in Australia and restrictions and bans are in effect to various degrees in a number of local council and community areas. These restrictions assist in the careful allocation and usage of water resources.

Although we encourage you to be mindful of water usage during a period of low rainfall, you have a responsibility to maintain the grounds as specified in the DRA.

When you vacate your residence, our Property Managers will use their discretion, based on local restrictions, when discussing tenant charges relating to the care of lawns and gardens.

The status of water restrictions is not an excuse for exemption from any tenant charges where it is clear that there has been neglect in the care of lawns and gardens.



If you have any concerns in regards to caring for the gardens and lawns during water restrictions, please contact your local [RO](#).

Fire hazards

You must remove any undergrowth that could be a potential fire hazard including dead vegetation and leaves.

If there is significant undergrowth on a property that could make the property more susceptible to fire, we will contact you and ask for its removal. If you do not remove the material as agreed, then you will be responsible for the cost of a DHA contractor removing it.

Bins

In most areas local councils supply bins to the property but the maintenance of these bins is your responsibility. If you need to replace a bin, you should contact the local council. Depending on the circumstances, you may be liable for the replacement costs levied by the local council.



Tip

To keep bins clean and fresh, we suggest disinfecting and rinsing them regularly. We also recommend that the bins are secured (behind a gate) when they are not being emptied.

Colourbond™ and metal fences

While Colourbond™ and metal fences are considered durable they can be damaged by balls or other objects. If any fence panels are damaged during your tenancy, you will be responsible for the replacement of these. If there is any existing damage to the fence it should be noted on your condition report before returning it to the [RO](#).

Pest control

DHA is responsible for:

- > eliminating any pests that may threaten the property (e.g. termites, carpet beetles)
- > infestations that are identified within six weeks of you moving into the residence
- > infestations that occur due to plague movements in the region (as identified by local government authorities).

Day-to-day control of pests is your responsibility. If you suspect a major infestation or plague movement, please contact your local [RO](#) for assistance.

The presence of a small number of spiders, ants and cockroaches, is extremely difficult to eradicate, especially if housing is located in close proximity to natural bushland. Small occurrences are not regarded as infestations.

Preventing termite damage to the property

If you detect termite activity at the property, please call us on 139 342 immediately. You are not responsible for the cost of treatment required to rid the property of termites. DHA housing built in high-risk areas generally have termite protection measures put in place during construction. However, if wood, soil or mulch is stored close to the residence, termites may still gain access. Items stored in garages and sheds may also be at risk.

Your local [RO](#) can tell you if you are in a high-risk area and how you can minimise the risk of termite damage to your residence and personal property.

Asbestos

We have conducted a National Asbestos Audit and Analysis program that has identified the location and condition of asbestos in our properties. If your Service Residence was built before the mid-1980s, there is a chance that some asbestos product was used in its construction. Wall sheeting in wet areas and eave linings are common areas where asbestos products may have been used.

Generally asbestos in home building materials does not pose a risk to health unless it is:

- > broken
- > in poor condition, or
- > disturbed during other maintenance activity.

If you have any concerns about the possibility of asbestos in the property, please call us on 139 342.





Modifying your Service Residence

Business from home

We support tenants wherever practicable in the operation of a business from home (BFH). If you wish to operate a business from home, you must first apply in writing to your local DHA [RO](#).

Applicants must be a recognised dependent of a serving member.

The following documentation must be supplied with your application:

- > a description of the type of business you wish to operate (including business registration details)
- > evidence of local council approval
- > proof of insurance coverage within an existing or new policy (including public liability coverage of at least \$10 million for a single event)
- > the [Operating a business from home form](#) (PDF 207 kB).

During periodic inspections, our staff will request a copy of the current insurance policy for the operation of the BFH.

Ongoing operation of the business must be in accordance with the requirements of all relevant authorities such as (but not limited to) DHA, the Owner's Corporation and Government Authorities.

Modifications required to make the Service Residence suitable for the operation of the business must be submitted to us in writing for approval. Such modifications are at your cost. Approval is conditional upon agreement between the Lessor, Base Commander (where applicable), Owner's Corporation (where applicable) and DHA. In applying for such approval, you agree to make good any modifications to the Service Residence at the end of your tenancy or upon cancellation of this approval.

[Non-fair-wear-and-tear](#) or accelerated deterioration in the condition of the Service Residence (including fixtures and fittings) due to such approval, is your responsibility as the tenant. If you're found to be in breach of your responsibilities as a tenant, we will withdraw the right to operate a BFH.

Installation of swimming pools and spas

Before you install an above-ground swimming pool or spa, and any necessary fencing you must obtain written approval from DHA and the local council.

A swimming pool is defined in the [Swimming Pools Act 1992](#) (Act) as an excavation, structure or vessel:

1. that is capable of being filled with water to a depth of 300 millimetres or more; and
2. that is solely or principally used, or that is designed, manufactured or adapted to be solely or principally used, for the purpose of swimming, wading, paddling or any other human aquatic activity.

This includes a spa pool, but does not include a spa bath, anything that is situated within a bathroom or anything declared by the regulations not to be a swimming pool for the purpose of this Act.

Local legislation requires pool safety compliance inspections to be conducted once approval and installation has been completed.

There are a number of requirements that need to be met before approval is given to have a swimming pool/spa installed at your SR. If you have not gained the necessary approvals, you are in breach of your DRA and will be asked to immediately reduce the volume of water to less than 300mm depth until such approvals are obtained.



You will be responsible for returning the property back to its original state. If you do not, then this will result in a tenant charge.

Existing swimming pools

Some SR's have existing swimming pools. In these properties there are clear responsibilities for you and DHA. If you select a property with a swimming pool, it is important that you're aware of the responsibilities associated with this.

Your responsibilities include:

- > ensuring that all gates and doors to the pool area and surrounding grounds are kept securely closed and locked when not in use
- > ensuring all warning notices are clearly visible and removed or not covered
- > ensuring items such as pot plants, chairs, boxes and play equipment or any items that could be used to climb on are not left within 1.2 metres of the barrier
- > the care and maintenance of the pool including the purchasing of chemicals, filters and other equipment
- > ensuring all latches on the access gates and doors of the safety barrier are in good working order, and if found to be faulty, are reported immediately to the Maintenance Line on 139 342
- > ensure during tenancy that the pool is maintained.

Our responsibilities include:

- > maintaining the safety barrier, access gates and doors to the pool area
- > ensuring all prescribed warning notices are provided
- > recording the presence of unauthorised alterations and additions to swimming pools and fencing
- > demonstrating the operation and maintenance requirements of the pool
- > DHA will ensure that a certificate of compliance is maintained as per local state or territory legislation requirements.

Change in personal circumstances

If your personal circumstance change, your housing eligibility and contribution may require review. If there are any changes to your personal circumstance you must immediately notify your local [RO](#) in writing to make sure you are paying the correct contribution for your housing entitlement.



NOTE: If you do not advise DHA of these changes, you could be paying the incorrect contribution and you may incur a debt

Defence will notify DHA of any details to support a review in the following circumstances:

- > categorisation change
- > rank change
- > period of approved leave without pay.

For all other changes, login to [Online Services](#) and update your details, such as:

- > number of dependents change
- > any sharing arrangements with people other than your recognised dependant.

Defence reviews and adjusts member contribution rates annually, usually in January. Details of changes will be reflected on your payslip.

The following examples may affect your GRS contribution and your housing entitlement:

- > promotion
- > leave without pay or part-time leave without pay
- > approved additional dependant
- > separation from spouse or interdependent partner.

Transfer of occupancy

Once you have moved into your SR, you cannot transfer the right of occupancy to any other person. Similarly, there are restrictions on who can live in the property as part of your entitlement. Your local [RO](#) can advise you of these restrictions.

Disturbance to neighbours by residents

In accordance with your DRA, you must not cause or permit a nuisance, disturbance or annoyance to neighbours. This means anything that interferes with your neighbours' peace and privacy, including barking dogs and loud parties.

Properties that are part of an owners' corporation or a similar development may also have rules that govern the use of community facilities and noise levels within units and grounds. You must comply with all local rules.

Extended absences

There may be times when you and your family are away for an extended period of time. It is important, particularly for insurance purposes, that you advise your local [RO](#) and arrange access for any possible maintenance issues, emergencies or inspections. Under your DRA, you must also ensure that your residence and grounds are maintained during your absence. We suggest that you have measures in place for your lawns and gardens to be regularly watered and mowed, especially in the summer months.



If you will be away from the property for 30 days or longer, you must advise your local [RO](#). Please provide us with contact details for a nominated representative during the period of your absence. This representative may need to provide access to the property in the case of inspections or emergencies.

Deployment, field and seagoing

For Members Without Dependants (MWOD) and Members with Dependants (Unaccompanied) MWD(U)

Members Without Dependants (MWOD) retaining accommodation whilst deployed at sea or field may not contribute for defined periods as outlined in the Defence Pay and Conditions Manual (PACMAN).

If you are deployed, at sea or living under field conditions for a period greater than 22 days, your contribution will be ceased automatically through Defence Pay. You are no longer required to notify DHA of this occurrence.

As soon as Members Without Dependants (MWOD) and Members with Dependants (Unaccompanied) learn they are deploying they need to consider if they intend to retain their accommodation. If deploying for six months or longer; you should contact Toll Transitions on 1800 819 167 if not retaining accommodation to discuss a storage entitlement.

For Members with Dependants (MWD)

There is no change to your rent contribution during these activities.

You should however; ensure that you have an Appointed Agent for SR issues, such as maintenance issues. This can be done via [Online Services](#).

If deploying; you may wish to relocate your family for the period of your deployment for family support. If your family decide to relocate; contact DHA via housing@dha.gov.au to discuss any housing related issues.



Reasons for vacating

Vacating for non-service reasons

You must advise DHA if you intend to move out of your Service Residence for non-service reasons such as, the purchase of your own home in your current posting locality, or due to a change in your domestic circumstances.

- > If you require another DHA housing solution complete a [Notification of housing change form](#) (PDF 245 kB).
- > If you don't require a DHA housing solution complete a [Service Residence clearance form](#) (PDF 12 kB).



You must give DHA a minimum of 28 days notice if you intend to move out for non-service reasons.

Separation from the services

When you separate from the ADF you are no longer entitled to subsidised housing. It is up to you to arrange your own housing solution when you have separated from the services.

If you require an extension to your tenancy, you must submit a request in writing, to your local [RO](#), a minimum of 28 days before your discharge date to allow for assessment of the circumstances.



A request for extension that is not based on compassionate or other unforeseen circumstances is not normally approved. Personal or financial convenience is not regarded as an extenuating circumstance.



Inspections when you vacate

Pre-Vacation Inspection (PVI)

A Pre-Vacation Inspection (PVI) occurs prior to you moving out. A DHA representative will contact you to arrange a suitable time. It is a requirement that the Defence member is present at the PVI. This is so you understand the cleaning requirements for your property and any potential tenant charges.

If you are unable to attend a scheduled inspection at your property, you may appoint someone to attend on your behalf. This person may be your spouse, partner or a representative. Login to [Online Services](#) today to appoint an Agent. By logging into [Online Services](#) you can quickly and easily appoint someone to attend an inspection on your behalf when you are unable to attend.



To find out more including a step-by-step guide of how to update your Agent in [Online Services](#) visit <https://www.dha.gov.au/housing/forms/agent/>

Your Pre-Vacation Inspection checklist

At your PVI, your Property Manager will take you through the following items. Please take this opportunity to raise any concerns you may have.

They will:

- > Discuss your cleaning requirements
A cleaning checklist is provided <https://www.dha.gov.au/housing/cleaning-checklist> After you move out, carpets will be professionally steam-cleaned and a final cleaning and

maintenance check will be carried out. Carpet cleaning charges will be deducted from your Defence salary.

- > Identify any non-fair wear-and-tear
You will be responsible for repairing any damage to the property as a result of non-fair wear-and-tear.
All repairs must be completed to a professional standard. If you choose to have the repairs carried out by a DHA contractor the cost of the repairs will be identified as a tenant charge on the ICR.
- > Address any concerns you may have with vacating the property
- > Complete the ICR with you
The ICR identifies any carpet cleaning charges, your responsibilities when vacating the SR and any potential and/or tenant charges you may be responsible for.
By signing the ICR you are acknowledging that all noted charges and information is correct. If you dispute any charges, this will be noted this on the ICR as a Tenant Dispute. Request a Details of Dispute form from your Property Manager. You will need to submit this form to your local [RO](#) within five working days.
- > Explain the operation of the lock box
On the day that you move out of the SR, you will be asked to leave the keys in the lock box.

Tenant Remedies

The Tenant Remedies is a list of potential, accepted and disputed charges for your tenancy. The below provides additional details on each tenant remedy charge type. Should you have any questions, please call us on 139 342.

Potential Tenant Charge

The Category C Potential Tenant Charges have been created based on your intention to relocate, with the other Potential Tenant Charges identified at an inspection of your property. These items are a reminder of your tenant remedy obligations and may be converted to a Tenant Charge if not completed prior to vacating the property, or by the agreed date with your Property Manager.

Tenant Charge

These items include agreed Tenant Charges and Tenant Recovery Tenant Charges (Members Choice Accommodation only). These charges will be recovered as elected on your ICR.

Tenant Carpet Cleaning

These items have been created based on your intention to relocate. Acceptance of this charge is obtained at your PVI and these charges will be recovered from your salary.

Tenant Disputed Charge

These items are charges which have either been formally disputed, or were identified after vacancy. You will be contacted regarding any items identified after vacancy.

2nd Inspection

The 2nd Inspection is conducted to check that Potential Tenant Charges identified at the PVI have been rectified.

This inspection is conducted three to five days prior to the uplift, unless agreed to by the tenant to be conducted at the uplift.

At a 2nd inspection where Potential Tenant Charges have not been completed, not repaired to a professional standard, lost not replaced and/or cleaning not completed as agreed on the ICR, may be converted to Tenant Charges.

Day 1

DHA will conduct a Day 1 inspection within two days of you vacating your property. A DHA representative will contact you to discuss any additional NFWT that was not identified prior to you vacating the property.

An email notification will be sent to you (and posted if requested) which will include your ICR. You are required to sign the ICR for acceptance of the works, provide any additional supporting evidence where applicable, and return it to DHA within 14 days via email or post. If the signed documentation is not received by DHA within 14 days, we will attempt to contact you and resend the documentation by email and to your forwarding address provided at your PVI.

If no acknowledgement is received after the second notification, the NFWT charges will be processed for recovery by Defence.

Disputing Tenant Charges

When and how can I dispute the tenant charge?

If there are non-fair wear-and-tear (tenant) charge/s identified at your PVI or at a 2nd/final inspection and you do not agree with any of the charges listed, you have the option to dispute. Your Property Manager will advise you to notate this on the ICR and complete a 'TAF Details of Dispute' form, clearly outlining your reasons for non-acceptance of the charge/s. You must complete the dispute form at the time of the PVI and/or 2nd/final inspection. Your reasons must be valid and relevant to your dispute.

The dispute will be investigated by DHA and your regional Defence Relocations and Housing Manager (DRHM). Once the investigation is completed you will be advised of the result. When the dispute is finalised Defence will not accept any further disputes and salary deduction will commence or an invoice will be issued within 30 days payment terms as per the payment methods detailed above.

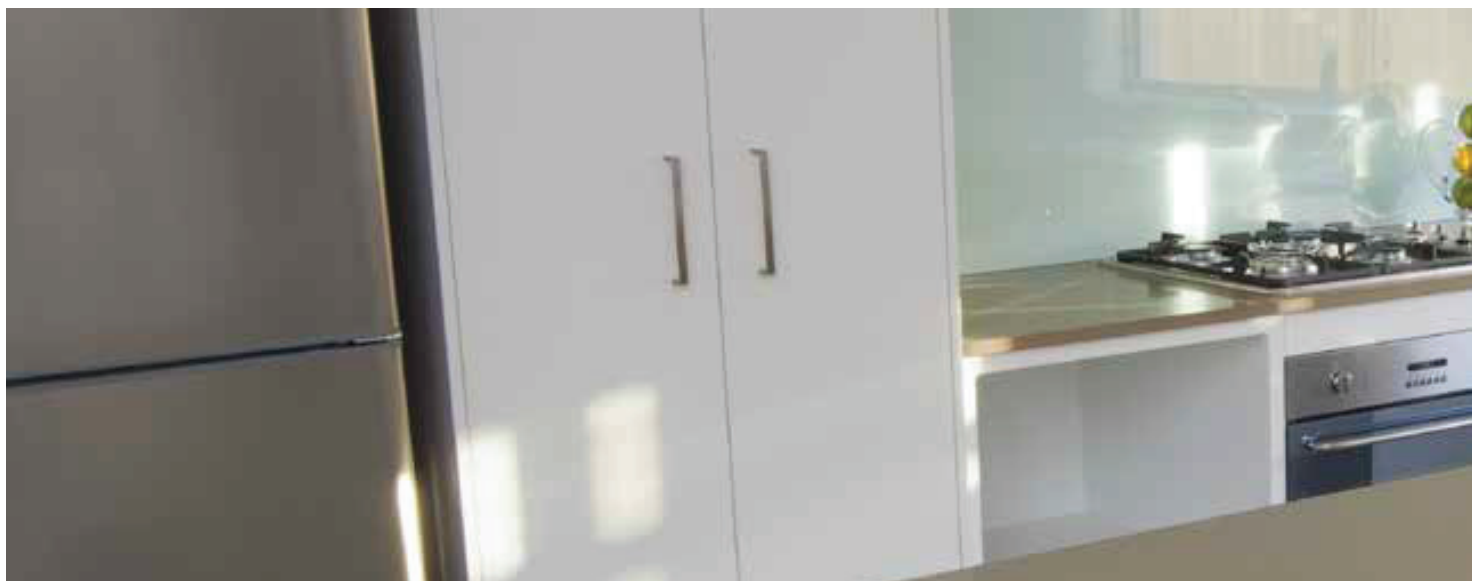
Cleaning requirements

Overview of the move-out cleaning standard

Cleaning standards have been agreed between DHA, the Department of Defence and Defence Families of Australia (DFA). Please note that you will be responsible for any associated costs for any extra cleaning if you have not met the required cleaning standard.

When you move out of your SR it is your responsibility to ensure that it is cleaned to the required standard as detailed below. We will complete a thorough cleaning and maintenance check (including professionally steam cleaning the carpets) after your departure in preparation for the new tenants. Carpet cleaning charges will be automatically deducted from your salary.

You need to pay particular attention to certain aspects of your final clean. For example, it is your responsibility to make sure the oven and grill have no burnt-on grease or carbon deposits. You also need to remove any mould, mildew or soap scum from bathrooms. After uplift you do not need to clean the area where your large appliances or pieces of furniture were placed during your tenancy.



General cleaning of outside areas: 1–2 weeks before uplift

You must ensure that:

- > you continue to water all gardens and lawns until the day of uplift, subject to local water restrictions
- > all garden beds, lawns and paths are weeded
- > shrubs and trees are trimmed back from the house, gutters, clothesline and pathways (if required)
- > lawns are mowed and the edges trimmed
- > garden clippings and house-hold rubbish are removed
- > wet grease and oil stains are to be cleaned off the driveway and parking areas
- > arrangements are made for the collection of any skips and trash packs etc.
- > rubbish is removed and the bins are cleaned and secured in the garage or garden shed
- > the residence and grounds are free from pest infestations stemming from pets
- > the garage is swept out, and
- > you clean all gutters that can be reached with a standard 1.8 metre step ladder (contact your local [RO](#) for assistance with high set gutters).

General cleaning of internal rooms: 2–3 days before uplift

You are required to:

- > vacuum all carpeted floor areas
- > sweep and mop any non-carpeted floors
- > remove all rubbish from the Service Residence and surrounding grounds
- > clean heating and cooling filters
- > replace all blown light globes, and
- > replace batteries (when required) in smoke detectors and all remotes.



You do not need to re-clean the floors after your uplift.



Wet areas

As close as possible to your uplift, you are required to clean all wet areas thoroughly, removing mildew and soap scum. On the day of uplift you must ensure that the toilet and shower areas are clean.

Kitchen

You are required to remove food residue and grease from sinks, splashbacks and bench tops. The hot plates, oven, grill, range hood and filters must be cleaned before uplift to remove all burnt on deposits and grease. Place sink plugs under the sink to ensure they are not packed at uplift.



Tip

The Pre-Vacation Inspection cleaning standard is intended to be a reasonable starting point for us to prepare the property for the next tenant. Your Property Manager is available to discuss these cleaning standards with you at any time.

Self move – cleaning requirements

It's important to know that when you're relocating at your own expense as a Defence tenant you are not entitled to a Defence funded clean when vacating a SR and you are responsible for cleaning the residence to the required standard. This cleaning advice is not to be used when conducting a government funded removal.

DHA will provide and offer you access to our contractors for cleaning if requested and you will be required to pay the full costs of the clean and any additional cleaning charges.

If you have any concerns or questions, please ensure to discuss these matters with your Property Manager at the time of your Pre-Vacation Inspection or please call us on 139 342.

View the [Self move cleaning checklist](#) (PDF 80 kB) to assist in the requirements needed when you have decided to conduct a self-move.

Handy household hints and tips

Carpet care

Vacuum general household areas weekly and high traffic areas twice weekly. It is also recommended that you steam clean your carpets annually.

Stain emergencies – water soluble stains (e.g. blood, alcoholic beverages, soft drinks and milk):

- > absorb as much as possible with towels, then blot the area until there is no more transfer of the stain onto the towels
- > use a mild detergent solution or soda water (a clear non-bleach liquid dishwashing detergent is best), lightly spray the affected area and blot repeatedly with towels, working from the outer edge towards the centre of the spot
- > rinse the carpet thoroughly by spraying with clean water, then blot to extract excess water.



Try to treat the stain as soon as possible. If the stain persists please use a professional carpet cleaner.

Condensation and mould

- > Improve ventilation by opening windows and doors whenever possible
- > Make sure that clothes and shoes are dry before putting them away in your wardrobes
- > Allow sunlight into rooms as often as possible
- > Wash off any sign of mould growth on walls, ceilings and furniture with a solution of one part household bleach to three parts clean water, and change your cloth frequently
- > Use specific commercial products, which are designed to assist with this problem.

Ventilation to laundries

In laundries where dryers are used, ensure the window or door is left open to improve the ventilation. In units where there are no windows, please leave the door open, which will provide flow through air which will ensure the extractor fan works efficiently.

Before you leave

Lawns and gardens

To prevent premature browning of lawns in summer do not cut your lawns too short. Lawns and gardens should be watered in the early morning and/or evenings as this will assist in maximising water retention. However, where water restrictions are in force in your local region, you should adhere to the suggested watering times. Fertilising regularly (weed and feed) can assist in the control of weed growth and will help keep the grass healthy.



Whilst every care has been taken to check the effectiveness of the information, the results cannot be guaranteed. Common sense should always be used and if any doubt exists please contact the manufacturer for advice.

Toll Transitions

Did you know Toll Transitions is responsible for all your relocations services?

Toll Transitions is your relocations service provider. Toll Transitions is responsible for the co-ordination of ADF member and family relocations as well as relocation entitlements and allowances. For enquiries on your relocation and entitlements or the transportation of your furniture and effects, phone Toll Transitions on 1800 819 167.

Keys, locks and remotes

When you are moving out of your Service Residence do not return the keys to the [RO](#). You should place the keys (and any other security devices and remotes) in the top kitchen drawer; except keys to the front security screen and front door. After securing the property, you need to put these in the lock box and secure this to the front security door or in the utilities box. The operation of the lock box will be explained to you at your PVI.



Tip

The [RO](#) does not hold spare keys to the property. You will be responsible for the cost of replacement keys and any labour expense if they are not left in the lock box when you move out.

Disconnection of utility services

When you vacate, you will need to disconnect and pay the final utility bills. If you do not disconnect these you will be liable for the extra charges.

Mail redirection

Before you move out, you must arrange the redirection of all personal mail. Contact your local post office for information on mail redirection services.

Rubbish skips and trash packs

If you arrange a contractor or large rubbish collection such as a skip or trash pack, please ensure you arrange and pay for the final service and collection before your uplift. Any damage caused to the property by contractors or skips is your responsibility.

Removal of furniture and effects

On the day of uplift, please clearly identify any non-fixed items e.g. remotes, keys, heaters, clothes dryers, user manuals, that are to stay in the residence.



Tip

We suggest placing all small items that are to remain at the property in the kitchen drawers to avoid them being packed by the removalists.

Contractor damage to the Service Residence

If the removals contractor causes any damage to the residence or its surroundings (e.g. eaves, driveway, walls, grass, letterbox, gutters, garages etc), it must be recorded on the contractors inventory form before they leave the property; you should also request a copy for yourself. The damage must then be reported to Toll Transitions (who will issue you with a reference number), and then to your [RO](#).



If the contractor refuses to record and accept the responsibility, you should contact Toll Transitions immediately on 1800 819 167.

Paying a debt to Defence

Employee debt

Information about paying a debt to Defence is available at: <http://intranet.defence.gov.au/dsg/sites/AccountsReceivable>

The following options are available to assist you in the repayment of your account:

Salary recovery (Defence employees only)

Defence employees may elect to have the amount recovered directly from their salary. This can be done by ticking the deduction through salary checkbox on the ICR. Recovery will be effected at a minimum of \$100 per pay over six pays. You are required to have sufficient salary funds to cover this payment.

Recovery through invoice

BPAY

BPAY is available 24 hours a day, seven days a week for payments from cheque, savings, debit card, credit card or transaction accounts.

Australia Post BillPay

Payments can be made at any Australia Post outlet by cash, cheque or debit card (note: credit card payments are not available).

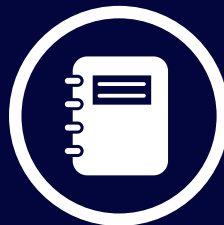
Government EasyPay

Government EasyPay is available 24 hours a day, seven days a week for payments over the internet, using Visa, Mastercard and American Express.

Interest charges

Delegates are required to consider interest charges on all instalment plans or overdue accounts.





Other tenancy information

Defence One

Defence One, the new Human Resource and Payroll System for Defence went live on the 7 August 2017.

Release 1a brought the Australian Defence Force (ADF) and Australian Public Service (APS) into a single system, Defence One. This involved significant changes in terminology, how ADF members apply for absences and allowances and how applications are approved and processed.

With the implementation of Defence One, some changes to people policies will apply.

Bond and RA advance

From 28 July 2017 you can now apply for Rent Allowance (RA) advances without having to secure a property beforehand. Apply today through [Online Services](#).

Categorisation changes

From 28 July 2017 you no longer need to tell DHA of your categorisation change. Defence will now notify us directly if any changes have occurred.

LIA changes

Under Defence One, a number of administration processes have been simplified. This includes the automation of member contributions for Living In Meals and Utilities. Notice periods for living in accommodation have also changed.

Please visit the [Defence One Website](#) (on the DRN) regularly for further information and updates.

Defence community relations

We work closely with the Defence Community Organisation, Defence Families of Australia and the Defence Special Needs Support Group to ensure we understand the needs of Defence families. We also meet regularly with local Commanding Officers and Defence representatives. We welcome questions, concerns or suggestions which you or your family may have during your tenancy that may assist with improving our services. Please contact your local [RO](#) to discuss any issues.

Surveys

To ensure we are providing the level of service required by our tenants, we regularly conduct surveys.

We appreciate your time and effort in responding to these surveys which are designed to help DHA determine how best to help you.

Website (dha.gov.au)

[DHA's website](#) is used to communicate with our Defence members. It allows you to access publications, forms and policies, no matter where you are.

Defence publications

DHA contributes to local and national Defence publications, providing articles and advertisements, designed to keep our members informed, address concerns and provide timely and helpful advice on your housing.

Complaint resolution

DHA's complaints resolution process is designed to ensure that matters are dealt with in a fair and timely manner.

The process provides:

- > an opportunity to have your concerns investigated
- > a clear and direct process to resolve the dispute
- > a fair and independent review, and
- > a clear explanation of any decisions.

At any stage in the process you may consult with your local DRHM to seek guidance.

If you have a concern or complaint in relation to any aspect of our service you should:

1. Contact your local [RO](#) or Contact Centre (CC). Our staff will try to resolve any issue or complaint you raise and will provide you with a timely response
2. If you are not satisfied, you may ask to have the matter escalated in your local [RO](#) or CC. They will review your case with and when possible propose a resolution
3. If your complaint is unable to be resolved the applicable Regional Director (RD), Contact Centre Manager (CCM) or Business Line Manager (BLM), you may request a formal meeting with the [RO](#) and other relevant stakeholders
4. If the options at points 1 to 3 above have been exhausted without a suitable resolution having been achieved, you can further escalate your complaint by contacting DHA's National Customer Service team by email, clientservices@dha.gov.au or call 139 342

5. If you are a Defence member and not satisfied with the outcome, you can contact your Defence Relocation Housing Manager (DRHM) or you may choose to obtain an advocate through your Service chain of command. You may request your dispute be referred to the Joint Housing and Accommodation Review Committee (JHARC) for issues relating to the provision of Service Residences, as outlined in ADF Pay and Conditions Manual (PACMAN) Volume 2 Chapter 7 Annex 7.1.

Where it is not appropriate for an issue to be escalated to the JHARC, or where an issue is not resolved by the JHARC, Defence members may submit an application in accordance with Defence Instruction (General) Personnel 34-1, Redress of Grievance – Tri Service Procedures.



Please note that when required, our staff will consult the Defence Relocation and Housing Manager (DRHM) whose role is to ensure that the service provided by both Toll Transitions and DHA meets the standards specified in their individual contractual agreements with Defence. At any stage of the process you may consult directly with your local DRHM to seek guidance.

Phone: DHA National Customer Service Line
139 342

Email: National Customer Service
clientservices@dha.gov.au

Defence Housing Australia
26 Brisbane Avenue
BARTON ACT 2600

DRHM contact List

Location	DRHM Contact	DRHM Email Contact
Central and West Australia		
Adelaide	(08) 7383 0109 (08) 73830110	DRHM.SA@defence.gov.au
Darwin		
Katherine	(08) 8925 2808	DRHM.NT@defence.gov.au
Tindal	(08) 8925 2323	
Alice Springs		
Perth	(08) 9311 2376 (08) 9311 2076	eigservicedelivery.drheastwest@defence.gov.au
Queensland		
Brisbane		
Ipswich	(07) 3332 6975	DRHM.SQ@defence.gov.au
Toowoomba	(07) 3332 7170	
Townsville		
Cairns	(07) 4411 7922	DRHM.NQ@defence.gov.au
Northern NSW		
	(02) 4034 6964	
Hunter	(02) 4034 6942 (02) 4034 9565	
Liverpool	(02) 4587 2314	eigservicedelivery.drheastwest@defence.gov.au
Richmond	(02) 4587 2314	
Sydney	(02) 9393 2276 (02) 9393 2148	
Southern NSW		
Canberra	(02) 6266 8148	eigservicedelivery.drheastwest@defence.gov.au
Nowra	(02) 4424 4162	
Bandiana		DRHM.Bandiana@defence.gov.au
Wagga Wagga	(02) 6055 2187	DRHM.Wagga@defence.gov.au
Victoria and Tasmania		
Southern Victoria	(03) 9282 3667	DRHM.SVIC@defence.gov.au
Hobart	(03) 6237 7277	DRHM.TAS@defence.gov.au

Details correct as at 4 July 2018

Stakeholder contacts

Toll Transitions

1800 819 167

www.tolltransitions.com.au/defence

Defence Call Centre

1800 DEFENCE (1800 333 3623)

Defence Community Organisation

www.defence.gov.au/dco

See website for office locations and contact details.

Defence Families of Australia

1800 100 509

www.dfa.org.au

Defence Special Needs Support Group

1800 037 674

www.dsnsng.org.au

Defence Pay and Conditions Manual (PACMAN)

www.defence.gov.au/dpe/pac/

Postal Address: CP1-5-094
Campbell Park Offices, Northcott Dr
Campbell Park ACT 2610

Acronym

Acronym	Full Wording
DHA	Defence Housing Australia
BFH	Business from Home
RO	Regional Office
DRA	DHA Residence Agreement
MCC	Maintenance Contact Centre
HCC	Housing Contact Centres
LIA	Living-in Accommodation
ICR	Inspection Condition Report
DRHM	Defence Relocations and Housing Manager
OLS	Online Services
DCO	Defence Community Organisation
DRH	Directorate of Relocations and Housing
PACMAN	Pay and Conditions Manual
DLP	Defect liability period
NFWT	Non-Fair Wear and-Tear
FWT	Fair Wear and-Tear
SR	Service Residence
MWOD	Members Without Dependants
MWD(U)	Members with Dependants (Unaccompanied)
MWD	Members with Dependants
PVI	Pre-Vacation Inspection
WV	Welcome Visit
DF	Defence and Defence Families of Australia
RA	Rental Allowance
DCO	Defence Community Organisation
RD	Regional Director
CCM	Contact Centre Manager
BLM	Business Line Manager
JHARC	Joint Housing and Accommodation Review Committee
DSNSG	Defence Special Needs Support Group



<i>Full Name</i>
<i>Date</i>

Annexure A – Service Member Responsibilities

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
Doors and Windows	To be maintained in good order and condition. Windows and window tracks that can be reached using a standard 1.8m step ladder are to be regularly cleaned. (For windows or window tracks that cannot be cleaned using a 1.8 step ladder please contact DHA's maintenance call centre) All doors and windows are to hang or slide correctly, be fully intact and fully operable.	• Holes, gouges and scratches; • Repeated glass breakages; failure to clean windows and window tracks that can be reached using a standard 1.8m step ladder.
Locks, Latches, Keys and Remote controls	To be maintained in operable condition. On vacation keys and remote controls used by the Service Member or permitted occupants, including any additional keys purchased by the Service Member or permitted occupants are to be placed on the DHA key holder and placed in the top kitchen drawer. Remote batteries are to be replaced if	• Failure to replace keys and remote controls lost during the occupancy or on vacation is considered NFWT. If you lock yourself out of your home and access is required a NFWT charge will apply.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
	required. Entry keys are to be left in the lockbox on vacation as advised by DHA.	
Window Coverings: Blinds Curtains Vertical Drapes (Also see Pets)	To be operable and clean. Deterioration due to age or exposure is considered as Fair Wear Tear (FWT).	• Dirty blinds requiring cleaning or replacement; and • Damage to any window coverings, including broken or missing chains and weights.
Security Screens, Security Doors and /or Insect Screens	To be maintained in good order and condition. Doors are to hang correctly and be fully intact and operable. Deterioration due to age or exposure is considered FWT.	• Damage to security screens, security doors and/or insect screens including pet damage to doors or screens and holes or tears in screen material. • Damaged caused by forced entry when occupant is locked out of the property. • Attempted break and enter damage not immediately reported to police and DHA.
Lights and Light Fittings	All broken and blown bulbs, fluorescent tubes and starters are to be replaced (with like for like, eg energy efficient bulbs). Light shades and fittings are to be maintained in good order and condition and free of insects and dust. Damaged shades are to be repaired or replaced with the equivalent standard of shade. Deterioration due to age or exposure is considered FWT. (For light bulbs, shades and fittings	• Failure to replace broken and blown light bulbs, starters and fluorescent tubes (with like for like, eg energy efficient bulbs); • Failure to clean light shades and light fittings that can be reached using a standard 1.8m step ladder in good order and condition.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
	over 1.8 metres, please contact DHA's maintenance call centre)	
Cupboards, Servery, Bench Tops and Shelving	Fittings are to be intact and fully operable. Doors are to hang and close correctly. Vents, cupboards and shelves are to be kept clean and free of odours. Cuts, burns, gouges, dents and marks are to be reported to the HMC promptly, to enable repairs to be arranged. Servery, bench tops and shelving are to be clean and kept free of grease and grime. Deterioration due to age or exposure is considered FWT.	• Failure to remove non standard fittings; • Cuts, burns, gouges, dents and marks; and • Failure to remove Non standard coverings and adhesives.
Built-In Appliances: Stoves/Cook Tops and Ovens Air Conditioning Dishwashers Microwaves Range hoods Garbage Disposals Clothes Dryers Heaters Ceiling Fans	Appliances are to be kept clean, intact and fully operable. All damage and inoperative appliances are to be reported promptly to the HMC for repair by a licensed tradesperson. Stoves, range hoods, cook tops and ovens are to be cleaned on a regular basis particularly in regard to build up of grease and fat. Garbage disposal units need regular use to remain free of build up of food and fats etc. Repairs or replacement due to age or appliance failure and deterioration due to age or exposure is considered FWT.	• Damage caused by build up of grease, dust, mould and/or fat; and • Failure to replace broken or missing appliance accessories (e.g. oven racks and microwave base plates).
Wet Areas: Bathroom	Wet areas are to be kept free of mould and soap scum. Plugs, tiles, vanity	• Mould and soap scum; • Blocked drains (unless due to

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
Kitchen Laundry Ensuite Exhaust fans	units, mirrors, exhaust fans, handbasins, troughs and cabinets are to be kept clean and fully intact. Broken shower screens, soap holders, towel rails and toothbrush/toothpaste holders are to be replaced. Deterioration due to age or exposure is considered FWT. Drains are to be cleaned, disinfected and deodorized. Non standard coverings and adhesives are to be removed and fittings restored if introduced by the vacating Service Member or permitted occupants. Plugs for baths, basins, kitchen sinks and laundry tubs are to be replaced if lost.	tree roots); • Broken tiles, fittings and accessories (excluding deterioration due to age or exposure); • Cigarette burns; • Loss or damage to plugs; and • Failure to remove non standard fittings.
Floor Coverings: Carpet Vinyl Slate Tiles Wooden Floorboards Linoleum See Pets	Carpets are to be kept clean (regular steam cleaning is recommended). Non carpeted floor areas are to be kept swept and clean. All skirting boards and door stops are to be secure. All nails, staples, fastenings and additional floor coverings added by the Service Member or permitted occupants are to be removed on vacation and surfaces repaired as necessary.	• Staining and water or fluid damage; and • Gouges, tears, chips, heavy indentations and scratches to hard flooring surfaces (non carpeted). The life and condition on occupation of the covering and any fair wear and tear will be taken into account when determining the NFWT charge to be applied. The cost of Carpet Cleaning on vacation is a Service Member responsibility and will be arranged by DHA (see clause 18(e) of this DRA).
Walls and Ceilings	Ceilings and walls are to be kept clean and free of mould. All cobwebs are to be removed from internal and external	• Excessive number of hooks and non standard items (e.g. nails) not removed;

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
	walls. Report all cracks and holes to your HMC. Use only picture hooks and NOT nails. A reasonable number of picture hooks may be fitted: eg, an average of one per metre of wall length would be considered reasonable. Such picture hooks should not be removed on vacation as this can cause damage to wall materials and paint work. Non standard fittings or implements should not be fitted as their removal may cause damage leading to a NFWT charge.	• Damage caused by the removal of picture hooks and non standard items by the Service Member or permitted occupants; and • Cobwebs on internal and external walls and ceilings that can be reached using a standard 1.8m step ladder.
Gates, Fences, Garage Doors and Letter Box	Gates and doors are to hang correctly and be fully intact. Fencing is to remain fully intact. Letter box is to remain in good condition. No installation of structures or alterations to fencing or gates may be made without the written consent of DHA. Vandalism or deterioration due to age or exposure is considered FWT.	Damage, including: • Dents, knocks or scrapes to letterboxes, fences or garage doors. • Structural damage to fences or gates (including latches and hinges) from excessive force, pressure or weight.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
Pets	Control and care of pets The Service Member is to seek prior approval from DHA on acquiring any new or additional pets. See Pests	Failure to: • remove pet hair from curtains and carpets; • repair carpets and treat slab where there are urine or faeces stains and odours which cannot be removed; • repair walls, curtains/blinds, flyscreens, security screens or scratching of glass panels caused by pets; • repair damage to lawns, fences, lawn/gardens sprinkler systems and external fixtures caused by pets; • arrange internal and external spraying for pests introduced by pets during the occupancy; and • repair all damage to homes including flea and tick infestations.
Pests	The premises are to be kept free from ants, rats, mice, silverfish, cockroaches, fleas and other vermin. After the first six weeks of occupation, the Service Member is responsible for: • Eradication of infestations. The presence of a small number of spiders, ants and cockroaches are not regarded as infestations; • Spraying for fleas and other pests	Failure to keep the premises free from pests in accordance with the Service Member's responsibility.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
	introduced by pets (see Pets); and - ensuring the Service Residence is free of pests on vacation. DHA is responsible for control and eradication of pests: - that threaten the residence (eg termites, carpet beetles); - where infestation occur due to plague movements (with the identification of a plague being determined by local government authorities); or - where the infestation is identified within six weeks of a Service Residence being occupied.	
Gutters, Downpipes and Eaves	Lowset gutters and downpipes are to be kept clean and free of leaves and other debris. Gutters and downpipes are to be fully operable. Eaves are to be kept clean and free of cobwebs. (For gutter cleaning over that could not be performed using a standard 1.8m step ladder, please contact DHA's maintenance call centre).	- Failure to clean gutters and downpipes that can be reached by using a STD 1.8m step ladder; and - Damage caused by blocked gutters or downpipes.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
Grounds and Gardens (also see Pets)	Lawns and gardens are to be kept watered, (having regard to the regional conditions and local water restrictions), tidy and substantially free from weeds. Grounds are to be kept free from fire hazards at all times. Lawns are to be mowed and edged and shrubs are to be trimmed frequently. Grounds and under house areas are to be kept free from rubbish, refuse and animal droppings. Shrubs and trees are to be trimmed back from the house, gutters, clothes lines and pathways and garages. All debris, garden clippings and household rubbish is to be removed. Damage to landscaping, including turf, sprinkler systems and fences are rectified. Water seeking plants, eg umbrella trees, rubber trees or pencil willows are not to be planted. Large species of plants and or/trees are not to be planted so as to threaten the property or any neighbouring properties. No poisonous or noxious species of plants and/or trees are to be planted. Premises located in tropical areas – shrubs growing close to the building are to be cut back to 30 centimetres below the bearer height.	• Grounds damaged by neglect or pets are to be restored to the condition at occupation; • Grounds damaged by cars, trailers and recreational equipment including children's play equipment, pools and aviaries; • Removal of inappropriately planted tree or plant species. • Rubbish and refuse not removed; and • Trees and shrubs not cut, where the cutting points is 2.5m or lower, and/or debris not removed. Grounds are to be mowed 2 to 3 days prior to vacation.
Drains and Drainage	Natural drainage is not to be impeded by any structures, gardens or any activity of the Service Member or permitted occupants. Surface drains, grates and drainage pits are to be kept	Failure to rectify drainage problems attributed to the Service Member or permitted occupants.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
	clean.	
Structures and/or Swimming Pools	Not to be installed without the consent of DHA and the local Authority. Fences and gates surrounding pools must be maintained to comply with regulatory requirements. Pools are to be regularly maintained to ensure correct chemical levels and the pool system is to be maintained and kept free of algae and foreign matter. Where a Service Member has approval from DHA to install a pool, it is the Service Member's responsibility to ensure that the proposed alterations and/or installation comply with the relevant Local, State and Federal Regulations and Statutory requirements. All maintenance of any privately installed pool is at Service Member's cost/responsibility.	Failure to return the area back to its original condition.
Garden and/or Lawn Reticulation System See "Pets"	System shall at all times be maintained in good condition. All sprinklers, nozzles and garden sprays are to be kept free and clear of being buried by sand, soil or plants. Deterioration due to age or exposure is considered FWT.	Damage caused by the Service Member to controllers, sprinklers, fittings or wiring.
Paths and Driveways	To be kept in a clean condition.	Failure to clean oil stains, tyre marks, moss and watermarks.
Power Points and Switches	Power points and switches are to be repaired or replaced only by a licensed electrician. If damaged, contact your HMC to arrange for an approved	Damage to power points or switches, excluding failure of those items.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
	tradesperson to carry out the required works. Deterioration due to age or exposure is considered FWT.	
Clothes Lines and Clothes Hoists	To be kept in good order. If damaged, contact your local HMC to arrange for repair or replacement. Regular oiling of the winding mechanism is a Service Member responsibility. Deterioration due to age or exposure is considered FWT.	Bent arms and/or stays.
Smoke Detectors	To be kept in good order. Batteries are to be tested in accordance with operating instructions and maintained during the term of the Agreement and at time of vacation. Deterioration due to age or exposure is considered FWT.	Failure to replace batteries. Batteries may be tested at the pre-vacation inspection.
Garbage Bins	To be kept clean and secure. On vacation bins must be emptied washed out and disinfected.	Failure to: • maintain security of bins • pay for replacement costs for bins that may be levied on the Service Member by the local council depending on the circumstances; • empty, clean and secure bins on vacation.

House Feature	Ongoing Condition Requirement	Non-Fair Wear & Tear
Water Restrictions	Details of water restrictions will be supplied by DHA at the Welcome Visit. It is the Service Member's responsibility to source the information required in relation to local water restriction after occupation. These can be found at state or local government sites.	The status of water restrictions will not be an excuse for exemption from a NFWT charge where it is clear that there has been neglect in the care of lawns and gardens.