

# COOLOOLA COMMUNITY HOUSING ASSOCIATION INC

22 NASH STREET, GYMPIE 4570

## HOUSING & PROPERTY SERVICE

Ph: 5482 8959 Fax: 5483 7602

Email: cchagym@bigpond.net.au

## TENANT ADVICE & ADVOCACY SERVICE

Ph: 5482 7623 Fax: 5482 8971

Email: taasgym@bigpond.net.au

## HOUSING AND PROPERTY SERVICE NEWSLETTER

SPRING 2009

### ABOUT US

Cooloola Community Housing Association Inc. (CCHA) is a community managed multi-program housing service situated in Gympie.

### OUR MISSION

"Cooloola Community Housing Association Inc. is a not-for-profit community organisation providing quality housing and related advisory services to tenants and people who are experiencing housing stress"

### OUR STAFF

Acting Manager – Michelle Hine  
Housing Worker – Nikkii Crowther  
Housing Worker – David Perrin  
Administration – Katrina Martini  
Finance Administrator – Shelley Ngaira

### OUR OFFICE

22 Nash St, Gympie  
Ph: 5482 8959  
Email: cchagym@bigpond.com

### OPENING HOURS:

**9.00am to 12.30pm**

**Monday - Tuesday - Thursday**

**Other times by appointment**

### FUNDING

Cooloola Community Housing Association Inc. is funded by the Queensland Department of Communities, Housing and Homelessness Services.



Spring is a time of growth, renewal and new beginnings. At CCHA we have been going through a time of growth and renewal and are taking steps towards new beginnings. We have revitalised our letterhead to reflect our fresh start and we hope you like our new colour scheme. We have enclosed a notepad with our new letterhead as a gift for each household.

The CCHA team have been very busy over the winter catching up on Routine Inspections, Rent Reviews and Eligibility Reviews. These tasks help us to make sure that the organisation is functioning to its highest capacity and that we are making the best use of our funding and resources. We have also been busy behind the scenes working on our Quality Implementation Plan and Accreditation. The Accreditation process involves gathering feedback from our tenants. In the next few weeks you will receive an invitation to a tenant meeting where you will be able to give your feedback on CCHA's housing and services.

We appreciate your responses to the **Tenant Survey** we sent out in May. Here are some of the results:

- É" Tenants overall satisfaction - **74% answered - HIGH** (75%+ satisfaction)
- É" Overall satisfaction with accommodation – **51% - VERY HIGH, 25% - HIGH**
- É" Information about rights – **87% - YES** – had received info about rights
- É" Satisfaction with repairs - **74% - YES**, satisfied with repairs
- É" Any concerns about contractors – **77% - NO**
- É" Respect shown for culture and background – **80% - yes**
- É" Knowledge of how to make a complaint – **87% - yes**

Keep an eye on the post next month for your invitation to CCHA's **Annual General Meeting** in November. This is a chance for you to catch up on our activities over the past year and an opportunity for you to be involved in the running of CCHA.

The **CCHA newsletter** will be produced quarterly. If you are interested in contributing to the newsletter, please send us your news, ideas and articles or let us know how you would like to join in. The next edition will be available in December and will have details of our annual tenant Christmas party. Please advise Katrina if you would like to receive your newsletter by email.

## A BRIEF HISTORY

CCHA was formed in 1988 (International Year of Shelter for the Homeless) and was originally incorporated as the Gympie Widgee Housing Action Group. The first funded program was the Housing Referral Service in 1989, followed by the Community Rent Scheme in 1991 and long-term community housing properties in 1992.

The growth of CCHA from a voluntary "action" group to an Incorporated Association with a number of funded programs and staff has necessitated a continual revision of policy and procedure in order to create a housing association with a commitment to best practice and high service delivery standards.

Grants have been received over the years to acquire and manage community housing options, to conduct research and to provide tenancy advice. Dept of Communities, Housing and Homelessness Services currently provides funding for the following:

- Community Managed Studio Units
- Community Rent Scheme
- Long Term Community Housing Program
- Tenant Advice & Advocacy Service

**CCHA** values your input and welcomes your comments – either compliment or complaint; please feel free to contact us by phone, post or email.

## TENANT ADVICE



Need tenancy advice – contact Pamela at the Tenant Advice & Advocacy Service for info about rent, repairs, bonds, access and privacy, locks and security. Pamela can also assist with housing information including applications, bond loans and referrals.

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MONDAY - TUESDAY - THURSDAY - FRIDAY  
22 NASH STREET, GYMPIE

Phone 5482 7623

**Other times by appointment**



## Repairs & Maintenance

### Repairs & Preventative Maintenance

Help be our eyes! If you notice any repair that needs attention – please contact our office. We adopt a philosophy that it is far better to fix the little things before they become a major problem. Once we have engaged a tradesperson to attend to the problem it is important that we receive your feedback. Let us know if they were on time, respectful of your rights and if you were happy with the work carried out.

Check your tenancy agreement for emergency contact details for plumbing and electrical repairs outside normal business hours. Emergency repairs are those that must be rectified immediately such as:

- É" A burst water pipe or serious water leak
- É" A blocked or broken toilet
- É" A serious roof leak
- É" A gas leak
- É" A dangerous electrical fault
- É" Serious flooding, storm, fire or impact damage
- É" A failure of gas, electricity or water supply

All CCHA tenants are invited to attend the **Regional Tenant Group** meetings. These meetings take place in the Uniting Church Hall in Barter Street (next to Blue Care) at 9.30am on the first Tuesday of the Month. The next meeting will be 6th October. For more info about the RTG meetings call Marie Farenden on 5482 5595.



**Garden Awards** - The Department of Communities (Housing and Homelessness Services) Water-Wise Garden Awards are held in partnership with the Regional Tenant Groups each year. The Garden Awards are open to all departmental tenants, and tenants of community and local government-managed housing. You don't have to be an experienced gardener. It doesn't matter what size garden you have or whether it's a house, courtyard or balcony garden. It doesn't have to be the biggest or the most expensive to win an award. The garden just needs to reflect and promote water-wise principles and techniques such as using composting materials and mulch, and the smart selection of plants that require little water and fertiliser.

There are five water-wise categories with prizes to be won in each category: house garden, courtyard garden, balcony garden, children's garden, group garden and edible garden. All entrants receive a certificate, a photo of their garden and a plant or voucher for garden products.

Entry forms were sent to all CCHA households and late entries are still being accepted. For more info call Marie Farenden on 5482 5595. Last year two tenants at a CCHA unit complex won an award and we are hoping for another winner this year. If you haven't entered this year's competition, maybe you can get a head start on next year's competition and start planting now.

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