

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

Manager – Michelle Hine
Housing Worker – Nikkii Crowther
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.



Summer is here again with its long hot days and sultry nights. There are some great places to cool off in the Gympie region such as a dip in the local pool or a stroll in the shade of one of the many parks, the cinema and shopping centres have air conditioning or for a day of adventure some like to take a trip to the beach or to one of the many creeks and river crossings. Keeping cool in this weather can be a challenge, remember to stay in the shade as much as possible, wear light clothing and drink plenty of water.



Of course the highlight of summer is the Christmas season and CCHA will again be holding its annual Christmas party. This is a fun get together of CCHA tenants and workers with lots of yummy food and a special treat for the kids. We will be meeting at Nelson's Reserve, behind the Memorial Pool at 11.30am on Friday 18th December. If you would like to come along and join in the fun, please phone Katrina at the CCHA office.

Christmas closure and emergency repairs contact phone numbers

The CCHA office will be closed over the Christmas period from 12.30pm Thursday 24th December until 9am Monday 4th January. For any emergency repairs during this time please contact the contractors that are listed on your tenancy agreement. Some examples of emergency repairs are serious electrical faults, flooding, blocked toilet, or anything that is likely to cause serious harm to a person or property. If you have any questions about emergency repairs or emergency contact details, please call Katrina or Nikkii at the CCHA office. The answering machine will be checked periodically over the break for any non-urgent matters, or you can phone 0409 346 776 during office hours on the days that aren't public holidays.

Staff Changes – Over the past 6 months we have had four casual workers filling one of the Housing Worker positions. CCHA will be employing a permanent Housing Worker over the next few weeks and we would like to take this opportunity to thank Jason, David, Kierra and Trish for all their hard work and the great contribution they have made to CCHA.

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.

OPENING HOURS:

9.00am to 12.30pm

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

Phone 5482 7623

Other times by appointment



Frequently Asked Questions and Answers

How is my rent calculated?

CCHA uses the Community Housing Rent Calculator to assess the amount of rent for each household. The rent calculator takes into account the income of all the people in your household. Some types of income are assessable, some are not, and a few are assessed at different percentages. Overall, rent is calculated at approx 25% of the assessable household income. CMSU tenants pay an additional 3% of their assessable income to cover furnishing costs. All Rent Assistance to which the household is entitled will also be included in the rent payable. The rent amount payable for each property is capped at a certain amount. This is called the Market Rent.

How often is my rent increased?

Rent is reviewed for each household once per year. There is always 2 months notice given before any increases and decreases are actioned immediately.

What if I get a job?

If a household member enters the workforce, the rent is guaranteed to remain at the level it was on the day before the household member entered the workforce, for a minimum of six months.

What are my responsibilities as a good neighbour?

- Respect your neighbours privacy.
- Allow for reasonable peace, quiet and enjoyment in the neighbourhood.
- Ensure that your behaviour does not have a negative impact on other neighbours.
- Be responsible for your visitors and pets.



CCHA team has recently been assessed by the Standards and Accreditation Unit. This stringent process compares how CCHA conducts its business with the National Community Housing Standards. We are very proud to say that we achieved outstanding results and are looking forward to being awarded Accreditation status for the next three years.

The CCHA newsletter is 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 March. Please advise Katrina if you would like to receive your newsletter by email.

The CCHA team would like to send you our very best wishes for a wonderful Christmas and a safe and happy New Year.