

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
Housing Worker – Trish Jones
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 - Friday

Other times by appointment

FUNDING

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



Last year was a very busy one for us at CCHA. Thankfully the New Year has started with a less frantic pace which has given us the chance to sit back, reflect on our progress and challenge ourselves to continue to improve the quality of our services. We look forward to being able to extend our services in the future and offer more people the security and stability that social housing can provide. We are fortunate that we regularly see the difference that secure housing can make in people's lives and how a stable home is so important for getting people on their feet and better able to address any other challenges they may be facing.

News from the Department of Communities



More than 4,000 new social housing dwellings will be built across the state by 2012 as part of Queensland's \$1.2 billion share of the Australian Government's Nation Building Economic Stimulus Plan. The largest number of dwellings will be constructed in regions with the strongest demand for housing and job creation. The majority of these properties will be managed by not-for-profit housing providers. Many dwellings will have environmentally-friendly features such as six-star energy efficiency ratings and water-saving devices such as water tanks. Some will also include grab rails, hobless showers, wider doorways and lever-style door handles and taps to improve accessibility for tenants. The construction of new social housing under the Nation Building Economic Stimulus Plan will assist the Department of Communities to place those people who have been assessed as having high or very high housing needs into long-term accommodation. Source - Department of Communities Tenant News February 2010

Great news for CCHA

CCHA has been identified by the Department of Communities as a rural/local provider for the tenancy management of properties delivered under the Nation Building Economic Stimulus Package. As a rural/local provider, CCHA will be considered for the tenancy management of new department-owned social housing when a more localised response is required.

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

New Staff Member

A big welcome to our newest Housing Worker Trish Jones. Trish has many years experience in property management and brings with her a multitude of skills and experience. Trish and Nikkii will be working together to cover all of CCHA's properties and will be happy to assist tenants with any enquiries regarding their housing and tenancy.

Routine Inspections



Trish and Nikkii are currently doing routine inspections on most of CCHA's properties. Routine inspections are conducted every 3 months to check the condition of the property and see if there is any maintenance or repairs that need to be attended to. At least 7 days before the inspection you will receive an entry notice advising of the date and time of the inspection and a Maintenance and Repairs Request form. You are welcome to be present for the inspection. If you are not able to be there you can

leave the completed Maintenance and Repairs Request form to be collected by the workers. During the inspection Trish or Nikkii will make notes about the property, list any items that need to be attended to and leave a copy of the report for you.



Smoke alarms detect smoke and sound an alarm allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. Smoke alarms are installed to help save lives in the case of a fire. CCHA is required by law to ensure that smoke alarms are present and working in

all of our rental properties. For your own safety do not interfere with smoke alarms, except to change the battery. Notify our staff immediately if there are any problems with your smoke alarms.

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 every Month. For more info about the RTG meetings call Marie Farenden on 5482 5595.

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 sent out in June. Please advise Katrina if you would like to receive your newsletter by email.