

# 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

WINTER 2010

### 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.



As announced in the Autumn newsletter CCHA has been identified by the Department of Communities as a rural/local provider and will be managing a number of new properties being built under the Nation Building Economic Stimulus Package. The first two units are fully wheelchair accessible and were handed over to CCHA

in May. Another eight two-bedroom units will be available in August and a further fifteen two-bedroom units in November. This is a great increase in the amount of social housing in Gympie and will provide many people with secure, affordable and appropriate housing.

### Transitional Housing Changes

There have been a number of changes to social housing since our last newsletter. CCHA no longer keeps its own waitlist of applicants, but utilises the Department of Communities Housing Register. The Department uses their Client Intake and Assessment Process to identify applicants' need for housing assistance and lists them on the Housing Register in order of their priority for social housing and other services. The housing register is divided into five segments.

- 1. Very high need:** applicants in this segment are homeless or their current housing is inappropriate and they have a number of issues accessing and sustaining private tenancies.
- 2. High need:** applicants' current housing situations are inappropriate and they have some issues accessing or sustaining private tenancies.
- 3. Moderate need:** applicants' current housing situations are inappropriate and they have a few issues accessing or sustaining private tenancies.
- 4. Lower need:** applicants have issues with their current housing but they do not have any issues accessing and sustaining suitable housing. That is, they have the financial means and capacity to rent appropriate accommodation in the private market.
- 5. Ineligible for long-term housing:** applicants in this segment are ineligible for social housing assistance because they do not meet the social housing eligibility criteria. Applicants who are not eligible for social housing may be eligible

## 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**

for other services.

CCHA manages social housing under a number of Department of Communities' funded programs.

**Transitional housing** - Transitional housing is a form of social housing assistance for people in very high or high need. Transitional housing is not long-term housing, its purpose is to help people stabilise their circumstances so that they can move on to more appropriate, long-term housing in the private market or social housing.

To receive transitional housing assistance, you must:

- meet the common eligibility criteria for social housing assistance
- have a very high or high and urgent need for housing assistance, and
- be an approved applicant on the department's housing register.

At the start of a transitional tenancy CCHA will work with the tenant to develop a Tenancy Plan that helps the tenant and CCHA to identify:

- the barriers they are facing to access and sustain long-term housing
- the support services they are receiving and if there is an opportunity to receive more support
- the best long-term housing option for the tenant and how to work towards that
- any tenancy-related issues that may need to be worked on

The Tenancy Plan is reviewed and updated throughout the tenancy.

The **Community-managed Housing – Studio Units** program includes:

- self-contained studio units, which are generally small apartments with combined bedroom, living, dining and kitchen area
- studio units with some shared facilities (such as a shared kitchen, bathroom or laundry)
- one-bedroom apartments, which are usually used as longer term housing for singles or couples.

Some properties may be furnished and have communal entertainment areas and courtyards. Community-managed Housing – Studio Units may be transitional housing and longer term housing. If they are transitional housing, CCHA will develop a tenancy plan to help the tenant to gain the skills to manage a longer term tenancy. The tenancy plan is reviewed on a regular basis and will help to identify an appropriate long term housing option.

**Long term community housing** is affordable and appropriate housing for eligible people whose needs are not adequately met by other housing options. CCHA manages a range of properties including houses, units, townhouses and duplexes under the long term housing program. A long term tenancy lasts for the duration of the tenants need.