

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

AUTUMN 2011

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
Tenancy Support - Alan Fitzgerald
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.



We have a new name. CCHA has changed its name to Community Action – Housing Services. Community Action has been formed to merge CCHA, Cooloola Youth Service and Erin House into one organisation. Each service will keep the same office and staff and will continue to deliver the same services to its clients.

There are many advantages to the merger but our number one priority is being able to provide the best possible service to our clients and our community. As a bigger organisation we feel that we can make better use of our resources and be in a good position to apply for additional funding and programs in the future.

The merger of these three successful, vibrant organisations is the end result of 3 years discussion and planning. The official merger will occur on 1st July 2011.

The most important thing to remember is that we are offering the same service, from the same office with the same fantastic staff.

New staff member - Alan Fitzgerald has recently joined us as the Tenancy Support Worker. Alan has recently completed his social work degree and will be guiding transitional housing tenants through the tenancy planning process and providing referrals to support services. In future Alan will also be organising tenant participation activities.

Extra staff members will be joining us over the next few weeks to assist with property inspections and administration.

Environmental Awareness

Did you know that it takes 786 million trees every year to produce the world's paper supply. 30 million trees are needed annually for Australia alone. Every tree makes approx. 3077 pieces of A4 size paper.

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

Recycling paper uses about half the amount of energy and water needed to manufacture paper from virgin materials. All these things can be recycled: newspapers, magazines, junk mail, telephone directories, envelopes, cardboard boxes, toilet rolls and all office paper. The only paper products that can't be recycled are tissues, wax coated cardboard and products heavily contaminated with food or grease eg pizza boxes.

Tip 2: When recycling paper –squash boxes before putting into recycling bin, place small pieces of paper in a large envelope or cereal box.

Neighbour Day – the Wide Bay Burnett Tenant Group is holding a Neighbour Day BBQ at 11am Tuesday 29th March at Nelson Reserve. The BBQ is open to all neighbours and there will be an Easter Bonnet Parade on the day with a prize for the best bonnet. The Tenant Group meets at 9.30am on the 1st Tuesday of every month in the Uniting Church Hall in Barter Street. For more info about the Neighbour Day BBQ or the Tenant Group phone Marie on 5482 5595.

How to be a good neighbour

Say hello to your neighbour, but don't be too nosy. It's nice to be friendly but remember to mind your own business and don't participate in idle gossip.

Respect their privacy - there is a fine line between being friendly and intruding into a person's privacy.

Keep your garden and outdoor areas neat and tidy.

Keep your noise to a reasonable level. This includes TV, music, electronic equipment, pets and voices.

Don't allow your visitors to create a nuisance with their cars, noise or behaviour.

Car parking in housing complexes is limited and is for the use of tenants only.

Visitors cars are to be parked on the road and not on footpaths.

Emergency Repairs – are repairs that must be attended to immediately such as a burst water pipe or blocked toilet. If an emergency repair occurs between 9am and 5pm Monday to Friday, phone the office on 5482 8959. The contact details of contractors are listed on your tenancy agreement in case an emergency occurs outside of office hours. Please note: if you call a contractor outside office hours and the repair was not an emergency, you will be expected to pay the charge.

Over occupying – The number of people allowed to live in each property is specified on your tenancy agreement. Whilst you are welcome to have visitors, any additional residents must be approved by our staff. If your household changes please contact the office and make an appointment to speak to either Nikkii or Trish