

Y-Care (South East Queensland) Inc.



**YMCA AFFORDABLE HOUSING
MELVILLE PLACE**

5 MOUNT STREET, NERANG

AND

NOWELL B TAYLOR HOUSE

1 VIEW STREET, NERANG

TENANT INFORMATION HANDBOOK

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Y-CARE CONTACT INFORMATION

Y-CARE (SOUTH EAST QUEENSLAND) INC.

A DIVISION OF THE YMCA of BRISBANE

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The information in this booklet was correct as at the end of June, 2016.

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1. WELCOME

Welcome to Y-Care Affordable Housing. Y-Care has two properties Melville Place was opened in July 2009 and Nowell B Taylor House in October 2012. Y-Care established both properties to meet the accommodation needs of community members who fit the eligibility criteria of the Department of Communities. The Tenant Information Handbook contains a brief on many aspects of tenancy but if you would like more information or clarification on the subject matter, please do not hesitate to contact the Housing Manager.

Y-Care's aim is to offer a safe and enjoyable environment for tenants to live. We will strive to create a community atmosphere free of discrimination where all tenants can feel free to contribute ideas and suggestions that are constructive to improving living conditions for all.

Please keep this booklet in a safe place for referral. If you have questions regarding anything in our Tenant Information Booklet or the Residential Tenancy Authority Information Statement (Form 17a) please ask the Housing Manager for clarification. Your feedback on the contents and information supplied will be appreciated to assist us with continuous improvement.

The contents of the Tenant Information Handbook will be updated and redistributed from time to time.

2. ABOUT US

Incorporated in 2005, Y-Care is a registered charity and is governed by a voluntary Management Committee. Y-Care is the benevolent arm of the YMCA of Brisbane which is a not for profit organisation established in 1864. Y-Care's Management Committee believed that the naming of the complex should honour a very deserving person and former CEO, Mr Ross Melville, who held a long term desire for, and lobbied strongly to meet, the housing needs of the disadvantaged in the community and who was instrumental in developing a YMCA presence on the Gold Coast, was given that honour. Therefore, it was resolved the complex be known as "Melville Place, Nerang" and was opened for tenancy in July 2009. Nowell Taylor House is named in honour of long term YMCA Member and Board Member Mr Nowell Taylor. This year recorded Mr Taylor's 58th year on the Board and 78th year a member of the association.

Our Mission

The YMCAs of Australia work together from a base of Christian values to provide opportunities for all people to grow in **body, mind and spirit**.

Our Values

The YMCAs of Australia are guided to achieve their Mission by the following Christian values.

We value:

- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.
- Diversity of people, communities and nations.
- Equality of opportunity and justice for all people.
- Healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.
- Acceptance of personal responsibility.

These core values translate into four key operational values:

Honesty – Respect – Caring – Responsibility



3. COMMUNICATION

Tenant Notice Boards

Notice boards are located in every stairwell for use by Y-Care as the Landlord to post notices to tenants. A further noticeboard is located outside the Community Room of both Melville Place and Nowell B Taylor House and may be used for any notices to the tenants or information that tenants wish to display. Emergency numbers such as hospital, police, and doctors will also be displayed here.

Office

If you have any questions regarding any matter in the complex, please feel free to approach the Housing Manager for assistance. Office hours are posted on the office door and the Manager will be available for tenant enquiries from 9.30am to 12noon and 1pm to 3pm. Tenants are to inquire with the Housing Manager for a time suitable to discuss tenancy matters. Tenants are requested to respect appointment times to allow sufficient time to the Housing Manager to attend to Administrative duties and regulatory requirements. After hours the resident Caretaker can be contacted for urgent matters.

Newsletters

To keep every tenant informed, a newsletter is produced every second month. Newsletters will contain reminders about meetings, an update on community events, recipes to share etc. and we are always looking for new ideas. Newsletters are a great way to communicate and share information and we welcome your contribution to newsletter items. Please give your newsletter contributions to the Community & Compliance Manager.

Changing Needs

Everyone has times in their lives where their housing needs change. Should you find your current housing unsuitable for any reason, please make an appointment with the Housing Manager to discuss your needs. Changes may be as simple as you requiring some minor modifications to your unit to enable you to remain self-sufficient – e.g. shower rail, tap fittings etc.

You could find that you would rather be housed in a Studio unit rather than a one bedroom unit to cut down on upkeep and cleaning or you may like to request a move to a ground floor unit if stairs are a problem.

There is also a possibility that your financial circumstances may change leaving you ineligible for Affordable Housing. In this circumstance, which may be identified as a consequence of the regular Rent Review process or because you have informed us of your changed circumstances, we would assist you in whatever way we can.

Your eligibility to remain housed in our units will be reviewed according to the Department of Communities 'Duration of Need' Policy. Your review date is stated on your Duration of Need Form 8 document included with your Tenancy Agreement.

Change of Information

If information about you changes (e.g. phone contact, emergency contact, case worker) please let the Housing Manager know so that records can be updated.

Holidays / Extended Absences

YMCA Housing understand that at times tenants may need to be absent from their property for extended periods. However, we also recognise that if units are left unlive in for extended periods of time, other prospective tenants (i.e. homeless, rough sleepers) may benefit more from these units. In response, the YMCA Housing has decided to set time limits on tenant absences based on policy used by the Department of Housing and Public Works.

Notifications

If a tenant is going to be absent for a period longer than 2 weeks, that tenant is obliged to formally notify the office of the absence. Such notifications assist YMCA Housing to maintain an appropriate duty of care for all tenants.

Approvals

If a tenant is going to be absent for a period longer than 4 weeks, that tenant must apply to YMCA Housing for approval prior to leaving.

YMCA Housing will approve any valid reason. Examples of a valid reason are:

- A domestic or overseas holiday of a period of no more than 4 weeks within each 12 month period;
- Absence to engage in training or take up short term employment opportunities
- Family obligations such as caring for sick or ageing relatives

Other reasons will be considered on their merit and whilst YMCA Housing has the discretion to refuse an application, it will not do so unreasonably if the request is consistent with supporting the wellbeing of the tenant (and or that of their family).

YMCA Housing will automatically approve the following exempt reasons:

- Illness requiring hospitalisation
- Going into rehabilitation (or other form of support from a recognised community agency) to sustain a tenancy.

Where a valid reason exists for an absence YMCA Housing will permit the tenancy to continue provided the tenant continues to adhere to their tenancy agreement requirements.

Breaches

Should a tenant be absent for a period of more than 6 weeks without prior approval, YMCA Housing will class this action as a breach of its special terms and will take action accordingly. (See Standard 1.4 Ending Tenancies)

Suggestion Box

A Suggestion Box is provided in both facilities to enable tenants to provide feedback anonymously at any time if desired. This box is located in the Community Room and is checked weekly. Suggestions will be considered and outcomes communicated.

Tenant Surveys

Tenant surveys will be conducted throughout tenancies and tenants are asked to complete and return the forms so that Y-Care can respond to tenant needs, suggestions and concerns.

Confidentiality

Y-Care staff are required to maintain the confidentiality of tenant information and files. Please be aware that Y-Care cannot discuss the circumstances of a tenant with another tenant or person. No personal information on a client will be shared with anyone unless the client has given their informed consent or, in special circumstances, where the law allows an exception. Information on staff files cannot be accessed by anyone other than the YMCA Office Housing staff and the Y-Care Manager in the maintenance of tenant files.

4. COMPLAINTS

Complaints

All complaints will be investigated promptly, confidentially and impartially. Any complainant or witness is assured that he/she will not be victimised or disadvantaged in any current or future association with Y-Care.

If a tenant perceives that they have a complaint about another tenant, it is preferable to discuss the matter with the person/s concerned in an effort to resolve the issue informally. Personal issues with another tenant should be dealt with privately by the tenants concerned. If face to face discussion with them does not resolve the issue or should the complainant feel unable to address the issue directly with the respondent, then the same process as outlined below will be followed:

If the complaint is about the tenancy of Melville Place or Nowell Taylor House

- (a) Contact the Housing Manager either in person, by telephone or in writing to lodge the complaint. It is preferable to put the complaint in writing (using Complaints Form AH02) following initial discussion
- (b) The Housing Manager or Y-Care Manager will attempt to bring the parties together in an attempt to resolve the matter.
- (c) If the matter is resolved, the complaint is closed and results documented.
- (d) Both parties will be notified of the outcome.
- (e) The complaint may be followed up in the interest of Quality Improvement
- (f) If a complainant wishes to remain anonymous the complaint be treated confidentially, Y-Care will take all reasonable steps to protect your identity.

Should the complaint be against the Housing Manager or Community Manager

- (a) Contact the Manager of Y-Care in writing (contact details provided in the front of this Handbook)
- (b) The Y-Care Manager will clarify the nature and details of the complaint
- (c) Response will be provided within seven working days of receipt where possible
- (d) The respondent will be notified of the complaint as soon as is practicable, and responses will be documented.
- (e) If the matter is resolved, the complaint is closed and results documented.
- (f) Both parties will be notified of the outcome.

If the complaint is about the Manager of Y-Care

- (a) the complaint should be put in writing to the CEO of the YMCA (contact details provided in the front of this handbook)
- (b) The CEO will clarify the nature and details of the complaint
- (c) Response will be provided within seven working days of receipt where possible
- (d) The respondent will be notified of the complaint as soon as is practicable, and investigation will be documented.
- (e) If the matter is resolved, the complaint is closed and results documented.
- (f) Both parties will be notified of the outcome.

If the matter is not resolved in any of the above situations:

- (a) An Action Plan may be required, including time frames
- (b) The complainant may contact the Chief Executive Officer to request intervention or consideration by the Management Committee of Y-Care

Both the complainant and the respondent have the right to the support of an advocate of his/her choice at any time. There may be occasions where the complaint is more appropriately handled by another person or agency. The Housing Manager will advise you of appropriate contacts.

Disputes

Should you believe that your complaint has not been handled appropriately you may consider that you are in dispute with Y-Care. If no agreement on the matter can be negotiated with Y-Care, there are agencies available to assist you with advice or support. Further information is available in the RTA Information Statement (Form 17a)

Alternative Contacts and Resources

Residential Tenancies Authority: 1300 366 311; www.rta.qld.gov.au

Tenancy Advice and Advocacy Services : Gold Coast North 5591 1102

Ombudsman: <http://www.ombudsman.qld.gov.au/home/default.asp>

Community Legal Centres: <http://naclc.org.au/centres.htm#QLD>

Community Justice Program: <http://www.justice.qld.gov.au/mediation/home.htm>

Department of Communities: (Robina) 5583 2200

5. MAINTENANCE / REPAIRS

Maintenance

Y-Care as the Lessor (landlord) is responsible for repairs to and maintenance of the property. It is essential that you as a tenant contact the Housing Manager as soon as possible if you become aware of any repairs or maintenance required in or around your unit or in the communal areas. You will be asked to complete a Report of Fault/Damage detailing the maintenance issue. Tenants need to be mindful of the following:

- Please remember that damage caused by you or your guest is your responsibility.
- Y-Care is responsible for routine maintenance/repairs due to normal wear and tear.
- Tenants are not permitted to undertake repairs - please consult the Housing Manager.
- Tenants are not permitted to add fixtures and fittings to either the inside or outside of the premises without written permission from the Housing Manager.

Emergency repairs will be initiated as soon as practicable within 24 hours of notification to the office. Emergency repairs are classed as:

- » a burst water service or a serious water service leak
- » a blocked or broken toilet
- » a serious roof leak
- » a gas leak
- » a dangerous electrical fault
- » flooding or serious flood damage
- » serious storm, fire or impact damage
- » a failure or breakdown of the gas, electricity or water supply to the property
- » a failure or breakdown of an essential service or hot water, cooking or heating appliance
- » a fault or damage that makes the property unsafe or insecure
- » a fault or damage likely to injure a person, damage the property or unduly inconvenience a tenant
- » a serious fault in a staircase, lift or other common area that unduly inconveniences a tenant in gaining access to, or using, the property.

All other repairs are classed as routine repairs and will be carried out in response to a tenant notification or if observed during inspection within a reasonable time (initiated within 2 weeks).

Rubbish Removal

Each tenant is responsible for the removal of their rubbish from their premises to the designated waste and recycling bins, there are garbage chutes located on each floor of Nowell Taylor House. To avoid maggot infestation, food scraps are to be placed into garbage bags (or other similar bag) tied securely before being

placed into bins or into garbage chute. Your cooperation in this regard will be appreciated by everyone. Council waste collection is early every Friday morning and the Caretaker will place bins on the kerb ready for collection on Thursday evening. It would assist Council greatly if cars are not parked in front of bins on collection day.

Recycling

Y-Care has a strong commitment to environmental best practice. All tenants are asked to ensure that recyclables such as plastic bottles, glass, paper, cans and other items are kept separate and placed into recycling bins. Tenants are also requested to flatten cardboard cartons and other items before placing into bins. Recycle bins are collected every fortnight on Friday mornings and the Caretaker will place them on the kerb adjacent to normal rubbish bins on the afternoon before collection.

6. TENANT PARTICIPATION

Participation

Tenants are encouraged to participate and contribute to building a sense of community at Melville Place and Nowell Taylor House. By providing feedback and support to management, Y-Care will be better positioned to involve all tenants. If you have any ideas or suggestions for ways in which tenants can participate, please do not hesitate to talk to the Community & Compliance Manager. Tenants may want to fundraise for social events or for the purchase of games or equipment for the community room. Let us know how we can help.

BBQs

YMCA Housing run monthly BBQs which are held in the BBQ area of each complex alternating between Melville Place and Nowell B Taylor House, these are organised by the Community & Compliance Manager and all tenants are invited and encouraged to participate. These informal get together provide an opportunity to socialise with other community members, meet new tenants and help break down isolation barriers. If you would like other opportunities for get-togethers, please see the Community & Compliance Manager or put a suggestion in the Suggestion Box.

Walking Groups

You might be interested in being part of a walking group to keep fit and healthy. Please see the notice board for times and dates or pin an invitation on the notice if you would like others to join you.

Training/Courses

Y-Care has the capacity to provide training to tenants who may wish to learn safety measures or new skills. Perhaps you have skills in an area that other tenants may be interested in learning more about. Please put suggestions forward in the suggestion box.

7. RENTS

Rent and Other Charges

- Rent is income based in accordance with the Affordable Housing Rent Schedule from the Community Housing Rent Policy of the Queensland Government Department of Communities.
- Rent for Affordable Housing is set at 30% of gross household income plus any Commonwealth Rent Assistance received
- Rent is subject to the number of approved persons living in the unit
- Rent is to be paid two weeks in advance
- Bond is equivalent to four weeks rent

The rent payable in Affordable Housing Accommodation differs from other types of housing and accommodation and rent amounts should not be confused with these other housing options.

Method of Rent Payment

It is desired that rent is paid by Centrepay, direct debit or bank cheque. Cash transactions are not a preferred method of rent payment. For security reasons, the majority of Y-Care facilities operate under cashless systems and cash payments are not accepted onsite unless prior arrangement has been made with the Housing Manager. Rent is to be paid two (2) weeks in advance at all times.

You're agreed method of rent payment is documented on your Tenancy Agreement. If you wish to alter these arrangements please contact the Housing Manager in advance – e.g. prior to cancellation of direct debit or Centrepay arrangements. A change in payment arrangements not provided to the Housing Manager in advance may lead to rent arrears and issuance of a Breach Notice.

Rent Arrears

If at any time you should have difficulty in paying your rent on time, please consult the Housing Manager to discuss the situation. All possible assistance will be provided to support you in such a situation.

Should your rent become in arrears by seven (7) days, you will be served with a Notice to Remedy Breach (form 11) giving you seven (7) days to Remedy your Breach.

On receipt of a Breach Notice you must contact the Housing Manager to make arrangements for payment. It is essential that you respond promptly to a Breach Notice so that we can work together to remedy the breach and avoid further action. Reasonable payment plans can be negotiated to assist tenants to sustain their tenancy.

Rent Review

Rent reviews will occur annually. You will be notified by the Housing Manager two (2) weeks in advance to allow you time to collect relevant current proof of income documentation from your employer. Centrelink will provide you with an "Income Statement". Alternatively, if you have signed a Centrelink Authority form with Y-Care, we are happy to assist you by downloading your Income Statement from the Centrelink web site. The information downloaded from the Centrelink web site is the same as the Income Statement Centrelink supplies to you. An appointment will then be made for a confidential interview with the Housing Manager at a time convenient to you.

Rent for Y-Care tenants, including any change required following review, is calculated at 30% total gross income + Rental Assistance using the current Affordable Housing Rent Schedule provided by the Queensland Department of Communities.

Tenants will receive a copy from the Housing Manager on how the rent has been calculated. Please ask the Housing Manager if you would like further information regarding the manner in which rent is determined.

Information on a tenant's payment of rent or circumstances is confidential. No information will be released to any other party.

8. SERVICES

You have been provided with a comprehensive list of nearby services that will assist you in living at Melville Place and Nowell Taylor House. This list will be updated from time to time to reflect new or changed services. Please see the office should you require another copy. Some of the on-site services at YMCA Housing are listed below. However, dates and times of events may change from time to time, so please check the community noticeboard or newsletter for any updates.

Laundry

Melville Place and Nowell Taylor House provides a communal laundry which has 5 front loading washing machines, 5 dryers as well as laundry tubs. The laundry will be available for access between 7.30am to 5:00pm. Tenants are asked not to leave their washing in the machines unattended as no responsibility will be taken for missing clothing. These machines are front loading and require special front load washing detergents, liquid or powders. Please do not use ordinary soap powder in the machines as it will damage them. To prevent damage, please do not hang or sit anything on washing machine doors. When using the dryers, please clean the filter when you finish. As a courtesy to the next tenant that uses the laundry, please remove your rubbish when you leave the area.

Community Rooms

The Community Room at Melville Place was named in memory of a long-term employee of the YMCA, Mrs Anne Hoens, who was a resident on the Gold Coast. Anne shared the YMCA's vision for the establishment of an affordable housing complex to meet the growing demand on the Gold Coast. Anne was part of the working group who put together the plan and vision for the complex but sadly passed away six months before completion of the facility. Anne was determined that a space could be allocated within the complex where both tenants as well as community members could undertake training and workshops that would improve and enhance their lives. As a result, the Anne Hoens Community Room became a feature of the design.

Both community rooms have kitchen, seating, a wall mounted Television and tea and coffee making facilities. Tenant meetings and other social events will be held in these rooms. Tenants are welcome to use these rooms but should always check availability in case it is in use for training or meetings.

This facility is available for tenants to access during office open hours. If use outside of office hours is necessary please make arrangements with the Housing Manager. Tenants wishing to have family or friends over for a BBQ are more than welcome to use all the facilities of the community room for their guests. The kitchenette is also available for functions and special events. If the use of the kitchenette is required in addition to the community room, tenants are requested to make arrangements with the Housing Manager.

Bicycles

Cycling is a low-cost, healthy and environmentally sustainable mode of transport. We have made provision for parking spaces for bicycles and racks are provided. Six bicycles will be provided for loan to tenants as required. A refundable security deposit of \$20.00 will be held for loan bicycles. Bicycle locks and helmets will be provided to tenants with the loan bikes at no charge.

Pool Table (Melville Place)

A pool table has been provided for use by tenants to socialise and play pool and will be maintained by YMCA Housing.

Free Lending Library

Thanks to the donations made by tenants and YMCA staff and supporters, a supply of books has been provided for the free use of tenants and a lending library has been established in the Community Room of Melville Place and Nowell Taylor House. Tenants are asked to sign out the books and sign them back in on return to the library.

Training

Y-Care will offer training in a number of different topics and will seek the input of tenants for topics of interest to them. Please let the Community & Compliance Manager know if have a suggestion to make and every effort will be made to source a trainer or speaker.

Prescription Service (Located in the Community Rooms of both facilities)

An arrangement has been made with a local Chemist for the collection of prescriptions and delivery of prescription items. This is a very convenient service and assists tenants who have restricted mobility or who experience transport problems. This arrangement will remain in force unless limited use is made of the service. Tenants are asked to leave their prescriptions in the locked prescription box in the Community Room each week day for return of prescription items the next day. Delivery will be made by the Chemist representative to the unit of the person to whom the script is made.

Starter Packs

New tenants may experience financial difficulties and cannot afford basic household items. Members of the YMCA staff have donated a range of crockery and cutlery and kitchen items to give to tenants to assist them in starting their tenancy in their new homes. Please feel free to talk to the Housing Manager if you require assistance with household items.

Public Transport

Tenants are encouraged to use public transport as much as possible. Bus services are available on the adjacent Nerang-Broadbeach Road (300m) and at Centro Nerang (350m). The Nerang railway station is 800m away, and provides access to services from Coolangatta to Brisbane.

9. SAFETY / SECURITY

Emergency Evacuation

An Emergency Evacuation sign showing a diagram and emergency evacuation procedures is situated on the noticeboards in stairwells of all blocks and you are provided with a copy in your unit. Please ensure that you take careful note of this information and familiarise yourself with the layout of the units and all exits to the designated emergency assembly area.

Should you believe you may have any difficulty in leaving your unit quickly – e.g. disability or illness – please advise the Housing Manager so that we are aware of your needs in the event of any emergency.

The community room also has an Emergency Evacuation sign displayed. Please make yourself familiar with these procedures to enable safe and rapid evacuation if required.

Tenants may wish to nominate themselves as Fire Wardens for their unit block. If this is the case, training will be provided by Y-Care's Workplace Health and Safety Manager.

From time to time Emergency Services or Workplace Health and Safety personnel will be invited to address Tenant Meetings to ensure everyone is aware of safety and evacuation procedures. Please do not hesitate to raise this topic at your tenant meetings if you wish further training.

Entry to Melville Place

Every gate has a keypad and, upon the signing of your tenancy agreement, you will be given the codes to these gates. Please be aware that, for security purposes, these codes will change from time to time and the Housing Manager will advise you of these changes.

Entry to Nowell Taylor House

The main entrance to resident apartments is from View Street. Entrance to Administration for staff only is via Railway Parade. Tenants are provided with entry service card.

Keys

Each tenant is provided with a key to their premises and to any entrance security gate/ entrance door. It is essential that you retain these keys in a secure manner and ensure your unit is locked during any absence. Tenants are responsible for the cost of having locks changed and/or keys cut should they be lost. Tenants are not permitted to change a lock. Should your keys be lost or stolen you must advise the Housing Manager immediately. The cost of replacing locks if required will be a tenant responsibility, but the Housing Manager will provide the name of an authorised locksmith in this case.

Should you inadvertently lock yourself out of your unit and the Housing Manager is not available, please contact the Caretaker. If the Caretaker is not available you may call a locksmith at your own expense to gain access. The contact details of an approved locksmith have been provided on your Emergency Contact list.

Fire Doors

As the entry door to each tenant's premises in Nowell B Taylor House are self-closing/fire doors these cannot be permanently chocked open and must be kept free of obstruction. Tenants are permitted to use chocks to hold doors open in order to get their mobility vehicles and shopping etc. inside the units, immediately after which the door is to be closed. In order to avoid fines imposed by the Fire Department, tenants are asked to keep their entry doors closed at all other times.

Damage/loss of Tenant Property

Please ensure that your doors and windows are secured whenever you leave your premises. Y-Care will take no responsibility for loss or damage to tenant property caused by intruders. It is recommended that you arrange contents insurance to cover your personal furnishings and effects.

Damage/loss of Y-Care Property

If you or one of your visitors causes damage to Y-Care property, you will be held responsible for the cost of repair/reinstatement. Should damage be caused by an intruder, you must immediately report the matter to the Police and obtain a Police Report Number. Notification should be given as soon as possible to the Housing Manager.

Security Cameras

To safeguard tenants at Melville Place and Nowell Taylor House, architects designed in a number of security cameras covering gates and common areas. These surveillance cameras monitor the complex 24 hours a day and will be accessible by Police or Y-Care for verification of crime and misconduct only. Police are fully supportive of this initiative to help reduce crime in your suburb.

Staff Safety

Y-Care staff are on-site to support the needs of tenants and tenants are asked to show courtesy and respect to the staff. Y-Care staff are entitled to a work in an environment free from threat, harassment and bullying. In dealing with such issues, the offending tenants will be warned that such behaviour is unacceptable and the behaviour should be discontinued. More serious instances will be reported directly to the Police.

10. STAFF OF MELVILLE PLACE

Y-Care is one a few housing property owners which provide staff on site. The role of the staff are as follows:

Role of The Tenancy Manager

The Housing Manager will normally work at the premises from 8am to 4:30pm Monday to Friday and will be absent for days off, necessary meetings and training when required. The Housing Manager's role is to look after the tenancy of the complex by enrolling and inducting new tenants, monitoring rent payments, renewing lease agreements, management of tenancy breaches, dealing with complaints in an objective manner and meeting the needs of the tenants where possible. The operation of a housing complex requires many administrative matters and tenants are asked to respect the availability of the Manager during the working week.

Role of the Community & Compliance Manager

The Community & Compliance Manager will normally work at the premises from 8am to 4.30pm Monday to Friday and will be absent for days off, necessary meetings and training when required. The Community & Compliance Manager's role is to develop, implement and or amend procedures and policies to satisfy the legislative requirements of the National Regulatory System for Community Housing, and develop, implement and run programs or initiatives which create a community environment in conjunction with residents.

Role of the Caretaker/Maintenance Officer

The Caretaker/Maintenance Officer will live onsite and will look after minor repairs and maintenance of the complex. The Caretaker will also undertake mowing, cleaning and security duties during hours of work which include part weekend and evenings. The Caretaker lives on-site and is entitled to the same privacy as all other residents and the same time off work as other employees.

Role of Manager of Y-Care

The Manager of Y-Care has a portfolio which covers a range of YMCA benevolent areas, one of which is the affordable housing units at Nerang. The Manager of Y-Care regularly visits the complex to interview prospective tenants, hold meetings with the Housing Manager and will meet with tenants when requested.

11. TENANCY

Good Neighbour Policy

All tenants are entitled to expect to live in a community where their privacy is respected and anti-social behaviour is not tolerated. Tenants are entitled to quiet enjoyment of their premises as this is their home therefore we ask that noise is kept to a minimum after 9pm.

Anti-social behaviour is any instance of aggressive, threatening or disruptive behaviour which substantially interferes with any neighbouring tenant's use or enjoyment of their premises, or intentionally or recklessly causes damage to property or persons. Tenants are responsible for their own behaviour as well as the conduct of their other occupants and visitors to their property. Please remember that your neighbours are entitled to the respect that you would wish to receive from them.

Alcohol Free Zones

All public spaces, the Community Room including kitchenette and adjoining BBQ area are all Alcohol Free Zones. Tenants must comply with this policy and should advise their guests of this before they enter the complex.

Smoking Policy

Tenants are required to observe the policy of the YMCA and Y-Care regarding smoking. Melville Place and Nowell B Taylor House are designated non smoking in:

- All public areas
- All units

Smoking in units and in public areas is considered a fire / health risk under Work Place Health and Safety. If a tenant does smoke, smoking is only permitted on the balcony of designated units and, when doing so, the tenant is to consider a neighbor's right to a smoke-free environment and refrain from smoking if it intrudes on them. Doors and windows of the unit adjoining the balcony are to be closed when smoking so smoke does not enter the unit. Nonsmoking is included in your tenancy agreement therefore if you breach this policy you may be subject to an eviction notice.

Tenant Responsibilities

Responsibilities of tenants under the Residential Tenancies Act are clearly outlined in the RTA booklet (Form 17a). Further particular responsibilities are outlined in this Tenant Information Handbook. Please ensure that you are familiar with your responsibilities.

Y-Care Responsibilities

Our responsibilities as a landlord are also clearly set out in Form 17a. If you have any questions, please consult the Housing Manager. If you have a concern or complaint regarding any aspect of our service, please consult the Housing Manager, or follow the Complaints Policy.

Additional person/s living in a unit

Tenancy agreements specify the number of people who may reside full time in a unit. Tenants may have visitors to stay with the permission of the office however any additional person who resides in a unit at any regular intervals, will be regarded as permanent household members. This will place the tenant of that unit in breach of their tenancy agreement.

Pets

Because of the closeness of units the keeping of pets will be restricted to:

- A small fish tank for the keeping of fish only
- Guide Dog or Hearing Dog for those tenants whose disability requires the keeping of same

If complaints are received that the pets outlined above are interfering with the reasonable peace, quiet enjoyment and privacy of neighbours, the approval to keep the pet may be revoked.

Ending Tenancies

Should you decide to end your tenancy with YMCA Affordable Housing, please follow the procedures outlined in the Residential Tenancies Authority booklet (Form 17a) which was provided to you at the beginning of your tenancy in your welcome pack. Please read Form 17a carefully to ensure that you are familiar with circumstances where we may be obliged to end the tenancy.

We are committed to assisting tenants to sustain their tenancy if at all possible, and will work with you to address any issues which arise. If rent arrears is an issue, we will assist you to develop a plan for payment. If improved circumstances present themselves to a tenant which allows them to move on to a better lifestyle, then we hope that those tenants have enjoyed their stay at Melville Place during the transition. Your feedback in the form of an exit survey would be very welcome for our records.

Breaches

Breaches may be described as issues of non-compliance with agreements, objectionable behavior, violation of a person's rights, gross misconduct, acts that cause serious injury or harm, willful damage, disruption to the quiet enjoyment of residents or rent in arrears. Where breaches may occur, actions will be taken in accordance with the Residential Tenancies Authority (RTA) guidelines.

12. UNITS

Melville Place consists of a mixture of studios, one-bedroom units and two-bedroom units. Fittings and features have been designed to provide comfortable living conditions for tenants.

Nowell Taylor House has one and two bed room units and houses the administration of YMCA Housing and YMCA Children Services Gold Coast.

Inspection of Units

All properties will be inspected at least twice annually but may be inspected each 3 months.

- We must provide you with 7 days notice to enter your premises.
- You may be able to negotiate a more convenient alternate time with the Housing Manager if the time advised is unsuitable.

Should your premises not be reasonably clean and in good repair we may issue a breach notice. This notice will allow you 7 days to rectify the situation and avoid further action. If you require assistance to remedy any breach, please speak to the Housing Manager.

Railings

No clothing, sheets or towels are to be hung over balconies. This will help to reduce loss of property due to winds and will maintain the standard of your home at Melville Place and Nowell Taylor House.

Balconies

Tenants are asked to take care when watering plants or washing floors on balconies to ensure that water does not flow over onto the tenant space below. Balconies should not be used for storage of household items.

Picture Rails

Picture rails have been fixed in every unit. Please only use this area for the mounting of photos, frames or other displays as nails, screws, tape, hooks or other wall fixing are not permitted. The Housing Manager will show you the best type of hook to use on the picture rails.

Gardens

Ground floor units have garden spaces and other open space is available for tenants to enjoy leisure gardening. It is pleasing that tenants take pride in their garden spaces and planting is encouraged. It would be greatly appreciated if tenants could abide by the non-planting of vines and creepers as they can get out of control by climbing on walls and bricks and damaging fences.

12. VEHICLES

Car Parking

Car parks are limited in the complex. Car parking allocation will be prioritized with spaces allocated as follows:

- Tenants with a disability and who hold a current disabled car parking permit issued by the Gold Coast City Council are eligible to a free off street secure car park allocation.
- Remaining car parks at Melville Place will be allocated to specific tenants on a waitlist and needs basis who have registered vehicles
- Nowell Taylor House residents who do not hold a valid disabled car parking permit may arrange for secure parking for a \$20 week charge.

Whilst on-site parking is limited, generous off-site parking is available and tenants are asked to observe parking legalities, Gold Coast City Council parking restrictions where they might apply and respect the parking spaces for residents of the surrounding streets. Car parks are allocated at the beginning of a tenancy and are subject to available parking. Car parks will be allocated in accordance with need and may be subject to change.

Car Parking Authorisation

Approved vehicle owners will be allocated a Car Park space within their complex; these spaces will be clearly marked and will be sign posted with the registration number plate of their car. Authorisation cannot be transferred or given to another tenant unless expressly approved by the Housing Manager. Visitors are not permitted to park in the complex. Gate entry codes are not to be given out to friends or family members. Car parking spaces are not to be used as storage for undriven, unregistered or unroadworthy vehicles as this denies other tenants use of the vehicle parking space.

Washing of Vehicles

To wash your vehicle, please see the Housing Manager who will indicate to you where you may wash your car. Please ensure rubbish you remove from your vehicle is put into the appropriate rubbish areas. If your vehicle leaks oil or fluids please remove your vehicle from the car park until repaired and advise the Housing Manager.