



YWCA CANBERRA

Affordable Housing Occupant Information Handbook

YWCA Canberra Housing Support Unit
Level 2, 71 Northbourne Avenue Canberra City
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www.ywca-canberra.org.au

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YWCA Canberra

As a feminist, not-for-profit organisation, YWCA Canberra has a rich history of supporting women and girls in our nation's capital since 1929.

Today we provide innovative and leading services to women and the broader Canberra community. We deliver 30 quality programs across 20 locations, in the areas of children's services, community development, housing, youth services, women's leadership, advocacy and training. Through our programs and services, we work with women, men, girls and boys, in the ACT and beyond.

YWCA Canberra is inclusive and strengthened by diversity. We are non-religious and encourage the participation of women or all cultures, beliefs and ages. We draw together members who are committed to recognising and celebrating the value of every human being.

Local, National, International

In Australia you can find YWCAs in New South Wales, Queensland, Northern Territory, Western Australia, South Australia, Victoria and the Australian Capital Territory. Together, we deliver services to more than a quarter of a million women, men and children, through over 100 sites across rural, regional and metropolitan areas.

Internationally, the YWCA is one of the world's largest women's organisations with representation in 125 countries, and a global outreach of 25 million women and girls. As part of the international movement, YWCA Canberra seeks to play its part in working for a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

YWCA Canberra Housing Support Unit

YWCA Canberra has a long history in providing accommodation options to women and their families. We currently provide supported accommodation services on behalf of the ACT Government and are a registered community housing provider. As a service within the homelessness sector, we have become increasingly aware about the decrease in affordable housing within the Territory, and the impact of this on homelessness. As a result of this, YWCA Canberra has developed its own affordable housing program.

YWCA Canberra currently has affordable housing tenancies available in three locations:

- **Bruce – Eclipse Apartments**

YWCA Canberra provides two tenancies to women within the Eclipse Apartments. Each tenancy is a one bedroom self contained apartment within a larger apartment complex. The complex offers shared facilities, including a BBQ area and guest parking.

- **Spence – Lady Heydon House**

Lady Heydon House provides five tenancies to women within a shared accommodation arrangement. Most women have their own private bedroom, ensuite, kitchenette and

living room with external access, and all women share a larger kitchen, dining room and two living spaces.

Lady Heydon House was named after Naomi Heydon, past President and significant contributor to YWCA Canberra in the 1960s and 1970s.

- **Weston Creek – Betty Searle House**

Betty Searle House provides eight tenancies to women within a shared accommodation arrangement. Each woman has their own private bedroom, and ensuite. All women share an adjoining kitchen, three living spaces, a courtyard, garden, and laundry. There is also a guest bedroom with a bathroom. Residents do not have allocated parking.

About this Handbook

This handbook contains important information about your occupancy and useful contacts. This handbook should be kept in a convenient place so that you can refer to it when you need to.

YWCA Canberra Housing Support Unit (HSU) staff will inform you of any changes to the information or contact details.

Visiting our Office

The HSU staff is dedicated to providing you with a quality service. Please phone the HSU to make an appointment to see a staff member.

Our contact details are:

YWCA Canberra Housing Support Unit
Level 2, 71 Northbourne Avenue Canberra City
Phone: 6185 2000
www.ywca-canberra.org.au
Opening hours: Weekdays: 9:00am – 5:00pm

Emergency contacts are provided within this information handbook for occupants to use outside of these hours.

Confidentiality

YWCA Canberra respects and protects privacy of all individuals. In certain circumstances, the HSU may need to disclose your personal information to statutory organisations. In these instances, the HSU will inform you of what information was disclosed.

Personal Information

It is important to remember to update your address details with people and businesses you engage with. Some examples are:

- Bank
- Insurance Companies (contents/car etc.)
- Centrelink
- Dentist
- Doctor
- Department of Transport (licence and registration)
- Electoral Commission
- Medicare
- Health Fund
- Post Office
- The Australian Taxation Office

Conditions of Occupancy

The condition of the property and inspections: Your property will have been thoroughly cleaned before you moved in. The property will have had a thorough inspection to establish its condition. You will be provided with a Condition Report on your property upon sign up. Please make sure you look over this document and keep the property in the same condition. A HSO will inspect the property every six months to see if there are any damages. You will be notified verbally and in writing seven days before inspections. Please make sure you clean the property regularly. You need to clean any spills and stains on the carpets, floors, curtains etc. Please refer to the cleaning contacts under the useful contacts page of this handbook. If you are unable to remove any stains, please contact the HSU immediately. Please contact the HSU of any maintenance requests.

Changes to the property: The HSU encourages you to feel a sense of belonging in the properties and understand that you will want to individualise your property. There is however instances where you cannot make changes to the property. Please contact the HSU for advice on what changes are allowed.

Pets: Pets, except fish, are not allowed without permission from the HSU. Please contact the HSU before introducing a pet into the property.

Absence: If you will be away from the property for more than three weeks, you must let the HSU know. Please use the Unoccupied Premises Form.

Keys to the Property

You are not allowed to make copies of the keys to your property under any circumstances.

If you have misplaced, lost, or believe your keys have ben stolen within office hours:

- Contact the HSU

If you have misplaced, lost, or believe your keys have ben stolen out of office hours:

- Betty Searle: Contact a Spotless locksmith on 6207 1500
- Lady Heydon and Eclipse: Contact any locksmith at own cost
- It is very important that you ask the locksmith for a job number

You will need to pay for replacing the lock and the keys. The approximate cost of getting a new lock and keys is between \$80.00 and \$400.00.

Rent

Rent is calculated at 74.9% of market rent plus utility costs and charges. Your rent and your income will be reviewed every 12 months. You need to contact the HSU within two weeks if your income changes.

A bond equal to four weeks rent must be paid as per your Occupancy Agreement Terms. The full payment of this bond will be returned if the property is clean and there are no serious damages to the property that need repair, and if you vacate the property without arrears.

Payment of rent is to be made by one of the following methods:

- Electronic Funds Transfer (EFT)
- Direct debit
- Centre pay deduction

For EFT payments, YWCA Canberra bank account details are:

Account Name	YWCA Canberra
Bank	Westpac
BSB	032719
Account	451116

As the reference, please put the first three letters of your last name, followed by the first three letters of your first name.

If you don't put this as the reference the HSU will not be able to identify that you made the payment. This will make the HSU think you are in rental arrears.

If you have rental arrears, it will be pursued as per the Residential Tenancy Act 1997, and the HSU Occupancy Agreement Terms, as endorsed by the Residential Tenancy Tribunal.

This is the process for rental arrears:

1. You have not paid the full amount of rent by the due date
2. You will be given a Notice to Remedy
3. You will be asked to start a Repayment Schedule

If you break the Repayment Schedule:

4. You will be given a second Notice to Remedy
5. You will need to repay your debt within seven days

If you don't repay your debt:

6. You will be given a Notice to Vacate
7. You will have seven days to move out of the property
8. Your debt will be followed up by the Residential Tenancy Tribunal.

The HSU aims to avoid rental arrears. **Please call the HSU if you think you won't be able to make a rent payment.** By doing this a HSU staff can work with you to prevent rental arrears.

Utility Bills – Electricity, Gas, and Water

- **Eclipse Apartments**

You will need to arrange for your utilities to be changed into your name. Please make sure you cancel any utilities when you leave the property, otherwise you will need to pay any charges.

Please call ActewAGL to help you with this:

Electricity: 13 14 93

Water: 6248 3111

Gas: 13 18 86

- **Lady Heydon House**

A utilities charge of \$30.00 every two weeks will be added to your rent. This is for gas, electricity, and water. Your gas, electricity and water bills will be sent to YWCA Canberra every 3 months. The costs will be divided equally between you and the other Occupants. YWCA Canberra will provide you a copy of each bill, their calculations and a receipt of payment to you. YWCA will refund you if you paid too much for gas, electricity, and water.

- **Betty Searle House**

Utility costs are included in the rent. Copies of all utility bills will be provided to you every three months. The HSU will review these costs every 12 months.

Telephone

- **Eclipse Apartments**

If you want to have your own phone, you will need to buy one and set up an account in your name.

- **Lady Heydon House**

YWCA Canberra has provided a phone that can only receive calls. This is in the common area of the house. The only number that can be called from this phone is 000.

If you want to have your own phone, you will need to buy one and set up an account in your name.

- **Betty Searle House**

If you want to have your own phone, you will need to buy one and set up an account in your name.

Repairs and Maintenance

If something is broken or damaged and it needs to be fixed, please contact the HSU. The HSU will replace tap washers and gutter cleaning, however you will need to pay for replacing minor things, such as light globes and lost drain plugs.

For repairs and maintenance:

Within office hours:

- Call the HSU and we will arrange the repair for you.

By an external service without calling the HSU:

- You will have to pay for the service.

Emergency Repairs:

- Use the following contacts:

ActewAGL	Faults, emergencies and outages	131093
ActewAGL	Gas	131493
Plumber	Running Plumbing	0433 820 693
Electrical	AD Dorman Electrical	0418 488 220

Examples of an emergency are:

- A burst water pipe
- A burst hot water system
- An overflowing toilet
- Serious roof leaks
- A gas leak
- Dangerous electrical fault
- Flooding
- Fire damage
- Anything else that causes or risks immediate danger or harm to either the Occupants, or the building/property itself.

If you, or your guest, damage YWCA Canberra property, you are required to notify the HSU as soon as possible. You and/or your guests are responsible for paying for these damages.

If you suspect damages to your property are caused by criminal activity, please phone the police on 131 444. You must ask for a reference number and notify the HSU.

Rubbish Collection

Residential household garbage bins (green bin) are collected every week. Residential household recycling bins (yellow bin) are collected every two weeks.

All bins must be out by seven am on your scheduled collection day. You need to remove your bin from the collection point as soon as possible after it is emptied.

- **Bruce - Eclipse Apartments**
Your rubbish will be collected weekly on a Thursday
- **Spence – Lady Heydon Hosue**
Your rubbish will be collected weekly on a Wednesday
- **Weston Creek – Betty Searle House**
Your rubbish will be collected weekly on a Monday

The collection for recycling bins for both **Bruce** and **Spence** will fall on these days:
5 January, 19 January, 2 February, 16 February, 2 March, 16 March, 30 March, 13 April, 27 April, 11 May, 25 May, 8 June, 22 June, 6 July, 20 July, 3 August, 17 August, 31 August, 14 September, 28 September, 12 October and 26 October.

The collection for recycling bins for **Weston Creek** will fall on these days:
12 January, 26 January, 9 February, 23 February, 9 March, 23 March, 6 April, 20 April, 4 May, 18 May, 1 June, 15 June, 29 June, 13 July, 27 July, 10 August, 24 August, 7 September, 21 September, 5 October and 19 October.

For enquiries or further information about waste collection services, contact SITA: 6260 1547

Guests

Please consider your neighbours and/or the other women sharing the property when having guests come to visit. Guests are not to park in spaces allocated for residents of the property.

Betty Searle has a guest bedroom. If you want a guest to stay in this bedroom you must give the other residents and the HSU two days notice. This guest can only stay for two nights. Please see the House Rules for more information.

Safety of Residents and Termination of Occupancy

To make certain that other residents can use the facilities safely, please ensure that all communal areas are left clean and tidy after use.

YWCA Canberra believes that all people have the right to be safe at all times. YWCA Canberra asks that you be tolerant and accepting of other Occupants' religious and cultural beliefs and customs. Please also be tolerant of residents' race, and sexual orientation.

Occupants' safety is YWCA Canberra's upmost concern. Because of this, your occupancy will be at risk of termination if you;

- Use violence against another Occupant (verbally, physically, emotionally, financially, or spiritually).

- Cause significant damage to the property
- Engage in illegal activity (fire arms, weapons, explosives, drugs)
- Smoke inside the premises
- Invade another Occupant's privacy

Please see your House Rules for more information.

Your occupancy will be routinely reviewed for eligibility every 12 months.

Insurance

YWCA Canberra only has contents insurance for the property that belongs to the organisation. You will need to take out your own contents insurance if you want your personal belongings to be covered.

Feedback and Complaints

YWCA Canberra values the feedback of our service users. This helps us to provide a quality service to members the Canberra Community.

In the event that you wish to give feedback or make a complaint, please refer to the relevant complaints procedure provided upon sign up. Further information is available on our website: <https://ywca-canberra.org.au/community-services/housing-support-unit/>

Leaving HSU Accommodation

If you choose to leave a YWCA Canberra property permanently, you are required to give the HSU two weeks notice of your intention to leave.

It is very important that you return your keys to the HSU and finalise any rent payments. You must remove all personal belongings and thoroughly clean the property.

Useful Contacts

24 hour emergency contacts

Police, Fire, Ambulance	000
Police Attendance	131 444
Poisons Information	13 11 26
Lifeline	13 11 14
Canberra Rape Crisis Centre	6247 2525
Domestic Violence Crisis Service	6280 0900

Mental Health Crisis Team 6205 1065
City Health Centre - Alcohol and Drug Services 6207 9977

1800 629 354

Healthfirst (registered nurses) 6207 7777

1800 022 222

Community Services

Belconnen Community Services 6264 0200

Northside Community Services 6257 2255

Kippax Uniting Care 62541733

13 10 08

TAXI

Health Services

6244 2222

Canberra Hospital

6201 6111

Calvary Hospital

6201 6030

Maternity (Public)

6247 3077

Sexual health & Family Planning ACT

6257 2855

AIDS Action Council

6284 6222

Winnunga Nimmityjah Aboriginal Health Service

6290 2166

Women's Centre for Health Matters

1800 100 500

National Dementia Helpline

First Aid Fact Sheet

<http://stjohn.org.au/first-aid-facts>

Cleaning

Vanish Stain Removal tips

1800 022 046

<http://www.vanishstains.com.au/>

Legal Services

Welfare Rights and Legal Centre

6247 2177

Legal Aid

6243 3471

The ACT office of Fair Trading

6207 0400

Financial

CARE Credit and Debt Counselling

6257 1788

Gambling Help Online

1800 858 858

Information Services

Tenants Advice Service

6247 2011

Public Transportation

Action Bus

13 17 10

<http://www.action.act.gov.au/>

Locksmith

Programed

6207 1500

Rubbish Collection

SITA

13 13 35

Emergency Utilities

ActewAGL Faults, emergencies and outages

131093

ActewAGL Gas

131493

Running Plumbing

0433 820 693

Dorman Electrical

0418 488 220

Forms given to you upon sign up:

These forms were given to you upon sign up, and should be read alongside this handbook for more information.

- Occupancy Agreement Terms
- Occupancy Agreement
- House rules (Lady Heydon House and Betty Searle House only)
- Privacy Information Card for Specialist Homelessness Services
- Consent to Provide Information for the SHS Client Management System
- Condition report
- Calculation of rent
- Centrelink deduction and confirmation services consent form (including Income verification, Electronic Verification of Rent (EVoR) and Centrepay deduction (applicable Occupants only)
- Commonwealth Rent Assistance and Centrepay Deduction fact sheet (applicable Occupants only)
- Handbook
- Complaints procedure
- Feedback Form
- Map of nearby bus stops



Services in the area you live

	Doctors	Chemists	Dentists
Bruce Eclipse Apartments	Belconnen Medical Centre Shop 106 Level 1 Westfield Shoppingtown (inside the mall) Benjamin Way Belconnen ACT 6251 8898	Terry White Chemist Shop 1 & 2 Level 2, Westfield Belconnen mall Benjamin Way Belconnen ACT 62514767 Weekdays: 9:00am – 6:00pm Saturday –Sunday 9:30am – 5:00pm	Dr Rick & Dr Sue Worboys Dentists 108 Northpoint Plz, 8 Chandler St Belconnen, ACT 6251 2530
Spence Lady Heydon House	National Health Co-op Charnwood 20 Cartwright St, Charnwood ACT 6178 0400	Spence Local Chemist 14 Glassey Place Spence ACT 6258 8295 Weekdays: 9:00am- 6:00pm Saturday 9:00am- 2:00pm	Kaleen Dental Care 149 Maribyrnong Ave Kaleen ACT 2617 6241 6718
Weston Creek Betty Searle House	Weston Creek Medical Practice 11/16 Brierly St Weston ACT 2611 6145 2458	Cooleman Court Pharmacy Shop 5015 Cooleman Court 24 Brierly Street Weston ACT 6288 1867 Week days: 8:30am - 6:00pm Saturday: 8:30am – 12:30pm	Weston Dentistry 15, 41 – 43 Liardet Street Weston ACT 6287 2889