

IS COMMUNITY HOUSING AT CONNECT HOUSING + HUB FOR YOU?

Connect Housing + Hub offers much more than a roof over your head. Before completing an application to Community Housing with us, please take the time to read a bit about how we operate.

Connect Housing + Hub collaborates with older people to increase wellbeing and to support ageing in community. The Housing + Hub model is an innovative solution to address social isolation, health needs of an ageing population, and the housing crisis for low income older people.

We provide Community Housing – 70 studio apartments and one-bedroom units on Mackie and Cargill Streets in Vic Park, as well as 11 units within the Hyde Retirement Village in Bassendean – to cater for one of most fundamental humans needs: safety and security.

From our community centre on 5 Mackie St, we operate the Village Hub, which offers ways for our tenants and everyone 55+ to pursue other needs – belonging and love, social connection, self-esteem and purpose. Tenants in our housing are automatically members of the Village Hub.

The Village Hub helps people age healthily, maintain independence and keep connected to support each other. It brings people together, reinforcing community bonds and greatly benefitting our Community Housing tenants, who have a hub of activity and connection at their doorstep.

The manager of our Housing + Hub, Connect Victoria Park is a not for profit, charitable organisation that has been supporting older people to live independently for more than 60 years. In 2023, Connect became a registered Tier 3 Community Housing Provider, complying with WA regulations for Community Housing.

Our housing is independent of ongoing government funding and operates from the rental income it generates.

WHAT TO EXPECT FROM OUR COMMUNITY HOUSING

Our Community Housing is highly sought after and we allocate our units according to need.

We abide to government income and asset eligibility limits, we review rents annually and we limit the amount of time tenants can be absent from their properties.

Like in private rentals, our tenants are covered by the *Residential Tenancies Act 1987 (Retirement Villages Act 1992* in Bassendean). Unlike private rental, rent at Connect is kept affordable.

We charge rent at **25% or 30% of tenants' income** plus 100% of the Commonwealth Rent Assistance. We will never charge more than 75% of the market rate for a similar unit in the area.

A refundable **bond** equivalent to 4 weeks' rent is required at the start of your tenancy to cover costs in case of damages to your property. If you need, we can help you access a Commonwealth loan to pay your bond.

Our Community Housing offers **independent living**, which means tenants need to be able to perform daily tasks at home and care for themselves. This does not preclude applicants who have age care support service in place.

If you feel safe, comfortable, get along with your neighbours, maintain your independence, pay rent on time and look after your unit well, you may live in our Community Housing for as long as you wish. We strive to provide **"forever homes"** to tenants.

Our Maintenance Officer provides timely **maintenance** of units and common areas.

Our Housing Officer performs annual **inspections** and regular **rents reviews**. Other informal check-ins are available if required and provide an opportunity to support your wellbeing.

Tenants are expected to **contribute** to keep common areas (for example the laundry in each block of units) clean and tidy, and to share regular tasks such as taking bins out and in on scheduled rubbish collection days.

At the moment, unfortunately, we do not allow pets in our units.

Tenants are expected to be **courteous and polite** to their neighbours, Connect staff, volunteers and contractors. If a dispute with a neighbour arises, we encourage you to work it through with your neighbours.

Connect values tenants' feedback, we run regular tenant meetings and circulate frequent newsletters. If you are not satisfied with our housing service or feel a decision we made affects you negatively, you have the right to lodge a complaint or an appeal.

A Tenant Handbook with detailed information about tenancy requirements will be provided when you move in. Connect's policies, newsletters and other important information can be found at www.connectvictoriapark.org

INDEPENDENT LIVING AND WELLBEING

Connect is a supportive landlord and we will do our best to keep your unit and the common areas safe. We are also interested in tenants' wellbeing, we encourage tenants to keep an eye on each other, and we will visit you if concerns are raised about your welfare.

We require that you nominate a responsible person to whom you will give a copy of your key, so they have access in case of an emergency.

We encourage you to consider a personal alarm system and ask that you keep our Housing Offer up to date on any changes to your emergency contact and next of kin. **In an emergency, we will contact your next of kin.**

Connect is not an aged care at-home services provider, but we are able to support you to request a referral for these or any other services, if required.

The Village Hub community may be able to provide occasional support, for instance with companionship, and we encourage you to participate as much as possible in Hub activities.

Ultimately it is your responsibility to ensure you have everything in place to continue to live independently.

APPLYING FOR A UNIT

If you meet the eligibility criteria and would like to apply for a unit, please fill the attached Application Form and hand in at reception.

Our Housing Officer will contact you to confirm your details and let you know availability. If your application gets considered for Community Housing, **we will contact people you nominate on the form to check references.**

If there are no vacancies at the time of your application, you will be added to a wait list for a period of 12 months. If you would like to stay on the wait list for longer, please contact our Housing Officer (housing@connectvictoriapark.org).

OUR VALUES

- We respect the leadership, lived experience and wisdom of older people.
- We focus on inclusivity so older people of all backgrounds and abilities feel they belong.
- We offer opportunities for older people to develop physical, mental, emotional resilience.
- We exercise compassion, offer support in times of need and care for each other regardless of age or background.
- We are guided by integrity, take full responsibility for our actions and are honest in all our interactions.