

Thank you for your interest in Connect Community Housing.

Connect Community Housing is social housing managed by Connect Victoria Park, a not-for-profit organisation that has been fostering older people's wellbeing in Vic Park for more than 60 years.

Connect's 70 studio and one-bedroom units are allocated exclusively to people over 60 with **low assets (up to \$80,000)** and receiving a pension or similar **income (up to \$25,353 a year, single income)**. We also manage 11 units within the Hyde Retirement Village in Bassendean.

Connect operates the Village Hub, a membership-based community that facilitates physical activities and social connection for people over 55.

Connect Community Housing is independent of ongoing government funding and operates from the rental income it generates.

### **What to expect from Connect Community Housing**

Social housing is scarce nowadays, and Connect allocates units according to need. We require tenants to regularly advise on their financial situation to ensure we offer housing to the people most in need.

Like in private rentals, Connect tenants are covered by the *Residential Tenancies Act 1987*. 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 charged 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.

Connect Community Housing offers **independent living**, which means tenants need to be able to perform daily tasks at home and care for themselves. Connect does not provide at-home services but we are happy to refer you to appropriate services.

If you feel safe, comfortable, get along with your neighbours, pay rent on time and maintain your unit well, you may live at Connect for as long as you wish. We strive to provide "**forever homes**" to tenants.

Our full-time Maintenance Officer provides timely **maintenance** of units and common areas. Our Housing Officer performs annual **inspections**, which are also an opportunity to check on your wellbeing, and conducts regular **rent reviews**.

Tenants are expected to **contribute** to keeping common areas, in special the laundries in each of our blocks of units, and share regular tasks such as taking bins out for collection and back in.

We also expect tenants to be **courteous and polite** to their neighbours and 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.

## 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 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 acquiring a personal alarm system and keep emergency contact and next of kin information up to date.

Our staff are not trained to deliver services to people who are not able to care for themselves. If you need support with daily tasks, we are happy to make a referral to an appropriate service provider.

Ultimately it is your responsibility to ensure that you have everything in place so that you can continue to live independently for longer.

## Our Village Hub

A great way to live well and independently is to keep yourself active physically, mentally and socially.

Connect runs the Village Hub next door to our Community Housing units, so you have plenty of opportunity to get involved.

The Village Hub is a membership-based community of people who share experiences, activities and form friendships.

At the Village Hub, you will find opportunities to exercise the body and keep the brain sharp, as well as like-minded people to connect with. You are encouraged to suggest and help run new activities, to volunteer and get involved as much as you want.

## Applying for a unit

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

Our Housing Officer will contact you to confirm your details and let you know about availability. If there are no vacancies at the time of your application, you will be added to a wait list.

## 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.