



Metro Community Housing Newsletter

Summer edition, December 2011

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T 9560 5331

So we are here already, at that time of year that everyone either loves or hates. Yes folks, this is Xmas. We will be closing from midday Friday December 23rd and re-opening on January 3rd 2012, with our normal opening hours. Please see the table below for who you should contact if you require urgent repairs.

You will soon be receiving tenant surveys. These will be available online as well as via post. If you would like us to email yours please contact us with your email address by December 31st. Tenant surveys are a great way of having your say about your tenancy and the services you receive.



We are aiming to reduce our impact on the environment by using less paper. If you have an email account please send it to us as we'd love to correspond with you via email. Send to: reception@metrohousing.org.au. All the staff at Metro Housing wish you a great holiday season and look forward to working with you in 2012.

IMPORTANT!! \$\$ MONEY... MONEY \$\$

When making deposits at the bank or via the internet
YOU MUST

- put your full name on the slip, or
- tell the teller to enter it into computer, or
- enter it yourself on internet advice.

Previously we advised tenants they must use their bank agent number. Please check your rent statements to be sure we have received all your payments.

There are still many unknown payments coming into our bank account!!

You **MUST** keep all bank receipts of payments and be able to provide these on request to us. Without these we may not be able to allocate it.

Unknown deposits Are they yours?

08/10/09	\$ 23.00
27/11/09	\$ 100.00
09/12/09	\$ 100.00
24/12/09	\$ 100.00
30/12/10	\$ 305.00
06/01/11	\$ 320.00
08/03/11	\$ 397.15
28/04/11	\$ 600.00
09/05/11	\$ 420.00
27/05/11	\$ 400.00
27/05/11	\$ 800.00
15/06/11	\$ 650.00
23/06/11	\$ 200.00
28/07/11	\$ 410.00
25/08/11	\$ 500.00
01/09/11	\$ 620.00
05/10/11	\$ 500.00

Monetary Incentive to pay your rent !!

From February 2012 all tenants who are two weeks in advance go into a monthly draw to win a \$100 Coles/ Myers gift card!

Emergency repairs over Xmas/ New Year Closure

Capital Properties: SR Constructions
0410 417 580

Leaseholds: check your lease under
'emergency repairs'

AFFORDABLE HOUSING

Metro Community Housing has been approached by a number of developers who are undertaking "affordable housing" developments in several locations in the inner west. These properties are expected to be ready for occupancy between March and December 2012. It is a requirement for Council approval that a percentage of the properties in these developments be managed by a community housing provider.

In 2012 Metro is also planning to purchase a small number of properties ourselves which would also be allocated for tenants whose income meets Affordable Housing income guidelines. Affordable Housing is targeted to households who have incomes that are higher than the income limits for social housing. In general this would mean a household income of between \$800.00 and \$1600.00 per week. Rent on affordable housing properties is set at 75% of the market rent.

We are therefore seeking expressions of interest from tenants currently living in leasehold properties who may be interested in transferring to an affordable housing property in future. The advantage for tenants (who currently receive a small or no rental rebate, and pay market or just below market rents), is that affordable housing offers you long term stability (the lease term is generally ten years) in a newly developed or newly renovated property. Most affordable housing properties will be studio units or one and two bedroom apartments. Tenants living in affordable housing would not be eligible for social housing rental rebates but if tenants in an affordable housing property had a change in their circumstances they would be offered a transfer to another property and reinstatement of rental rebates.

If you would be interested in obtaining more information or want to lodge an expression of interest please e-mail reception@metrohousing.org.au.



REMINDER NOTICES

Rent Certificates

When sending your rent certificates for us to fill in please ensure you enclose the self addressed envelope Centrelink sent you. Without this we will return the form to you .

Your contacts

Please advise us when you change your phone number. We need accurate information in case we need to contact you about repairs. If we do not have accurate phone numbers this delays repairs substantially.

Water

Please be mindful of using water wisely. This will not only save our environment, but save you money! Also be mindful of leaking taps. One little leak can really add up, so please report all leaks to us for repairs immediately. Also remember water bills need be paid within 13 weeks of the date you are invoiced. Failure to pay your bills in this time may result in us applying to the CTTT for an order from the tribunal.

Are you looking for work???

You may remember from our previous newsletter we told you ...

Metro Community Housing is starting a tenant employment program in collaboration with Fair Repairs Redfern-Waterloo.

Fair Repairs is a cleaning, maintenance, and repairs business that provides real work opportunities to local people who have been long term unemployed, or otherwise disadvantaged.

All wages are paid at the award. Good conditions. Training and support offered.

Flexible hours to suit your needs.

Fair Repairs are now looking for new employees!

If you are interested please contact Amy on 9560 5331.

NEW POLICY: RENT SURPLUS

From January 1st 2012, any tenant wanting a refund due to rent surplus will be charged the bank processing fee of \$2.50.

This fee will not be charged for end of tenancy money transfers.

Would you like to know more about your Housing Association?

At the Annual General Meeting held on 29 November 2011, Metro provided advice about our intention to ensure that the active membership provisions of our rules are complied with. Sections 10 and 11 of the rules of the co-operative deal with this issue. These state that “a person is not qualified to be admitted to membership of the co-operative unless there are reasonable grounds for believing that the person will be an active member” (Clause 10).

Clause 11b states that “a member shall

- i) have a current residential tenancy agreement with the co-operative; and/or
- ii) actively participate in activities to further the objectives of the co-operative including attending at least one general, board or committee meeting in each financial year”.



We want to ensure the co-operative are

either by attending the Annual General Meeting held in late November every year or at least one board meeting during the year.

Members are also entitled to stand for membership of the Board; elect Board members at the Annual General Meeting; and raise issues of interest or concern at board meetings or at the Annual General Meeting.

that all members of willing to participate

We also want to use our resources effectively by ensuring that we send information about the activities of the co-operative only to those tenants who are interested in receiving this information.

We are therefore requesting that if you wish to be a member of the Metro Community Housing Co-operative you contact us to request an application form to be a member. Forms can also be downloaded from our website.

Members will then be sent information about the dates of all future board meetings and information about the Annual General Meeting and election of board members. For further information please contact reception@metrohousing.org.au or on 9560 5331.