

Toolangi Resident Handbook

Through our services we are there for people in times of need, to make a positive difference, across the lifespan.



Introduction

Our commitment to quality services

- MCCG is a **Registered Tier 3 Housing Provider** with the National Regulatory Service for Community Housing.
- We are a **client focused** and service orientated organisation. Our **social landlord approach** holistically combines resident and tenancy management, property maintenance, resident support and social inclusion activities.
- Our **highly skilled property management team** provides expertise in managing all aspects of housing including sourcing and head leasing properties, eligibility, selection and allocation, tenant agreements, coordinating inspections and maintenance.
- More information about our **mission and values** is available on our website www.mccg.org.au.

Our commitment to affordable housing

MCCG Affordable Housing aims to establish **fair and non-discriminatory** access to housing, and the eligibility criteria is structured to provide housing opportunities for those on low to moderate incomes using a banded rent setting policy that sets a discount to market rent,

but also ensures low to moderate income residents do not pay more than 30% of their income on rent.

Where to find information about your tenancy

- Your lease (Residential Tenancy Agreement) sets out your rights, responsibilities, and information that can help you as a tenant in line with the *Residential Tenancies Act 1997*.
- We will provide you with a copy of 'The Renting Book' at the start of your tenancy. It can also be found on the Justice and Community Safety Directorate website. [Renting Book - May 2024](#)



Starting your tenancy

Eligibility for affordable housing

To be eligible for Toolangi Affordable Housing, the following criteria must be met:

- Your gross household income must fall between \$47,278.41 and \$114,720.00 per annum
- You must be 18 years of age or older
- You must be an Australian Citizen or hold a permanent residency
- You must have been residing in the ACT for 6 months or longer
- You must not own or part own property within or outside Australia

Be assessed as being able to

- Pay rent
- Look after the property
- Live well with neighbours
- Live independently with or without support

MCCG may also consider other factors when assessing eligibility.

Rental bonds

Affordable Housing Tenants must pay a rental bond. A bond is a financial deposit paid by you, the tenant, to MCCG as your landlord. MCCG sends your bond to ACT Revenue Office where it is held until the end of your tenancy. It may be used at that time to claim for tenancy-related charges. The amount of bond required depends on your tenancy is the same as four weeks rent.

Need Help with Rental Bond?

Housing ACT offer rental bond help for the private market. Rental bond help is interest free financial help that covers up to 100% of your rental bond. The bond amount is then repaid to Housing ACT in small instalments. For information or to apply please visit the Rental Bond Help website.

Property condition report

When you sign your lease, you will also receive a Property Condition Report. This forms part of your lease. You will need to:

- Check carefully that you agree with the completed condition report
- Add an additional comment if you think something is missing
- Sign and date the condition report in the spaces provided
- Return one copy to our office within 14 working days of the commencement date on the lease
- Retain a copy in a safe place with your lease

If you need any help in filling out the report, please contact your Housing Officer.

Keys & fobs

You are responsible for your keys and fobs and must not share these with other people who are not on the signed tenancy agreement. It's a good idea to have a copy of your keys cut and leave them with a trusted friend or neighbour. If you lose your keys or if you lock yourself out of your home, you will need to organise and pay for a locksmith. Replacements for garage remotes that are lost or damaged will have to be paid for by you. Never attach your address to your house keys!

Home contents insurance

We suggest that you take out a Home Contents Insurance Policy. This is to ensure your personal belongings (clothes, books, and toys), furniture and furnishings (curtains, bed linen, pictures) are covered against damage or loss due to water, fire or burglary. Care of resident's belongings is a tenant's responsibility.



Orientation to the Toolangi Affordable Housing complex

Utilities

- You are responsible for establishing your own electricity account. Toolangi has solar panels installed which means that you will receive a discount to your electricity bills when you notify your provider of this.

Rubbish disposal

- Large skips are located in the enclosed buildings at either end of the visitor parking area and you should always place any rubbish you have in the bins provided. Please do not leave rubbish in the shared areas or in the underground parking area.
- If you have bulky waste items that you want to throw away, contact Access Canberra to find out how you can dispose of these items responsibly. Dumping of bulky items will be treated seriously in line with Tenancy Agreements and ACT legislation.

Parking

- Numbered car parking space is allocated to each unit in the underground secure basement car parks. Numbers are painted on the car spaces that correspond with your unit number. You are not permitted to park in any other underground parking space other than the one allocated to your unit.
- Car parking spaces in the shared areas of site are for the benefit of all residents. Please note you must not park on shared driveways or in disability parking spaces unless your vehicle displays a current disability parking permit.

Storage cages

Each unit is allocated one storage cage which is located underground in the secure basement car parks. Numbers are attached to the cages and correspond with your unit number. Please do not store any flammable chemicals or items that could attract pests to the site.

Communal and shared areas

It is one of the conditions of your tenancy that you and other people living in your property keep the shared areas clean and free from obstruction. The shared areas include:

- The entrance hall, stairways and landings
- Bin areas and the picnic area
- Parking spaces, paths and driveway

During your tenancy: Rent

How to pay your rent

- You are required to pay your rent two weeks in advance in accordance with your lease. Property & Housing Services provides a range of payment options for tenants to pay their rent.
- Please mark all payments made to MCCG with your name so we can allocate the payment to you.
- You can pay rent via direct debit (a form will be provided), Electronic Funds Transfer or Centrepay. If you are paying via Centrepay (regular deductions from your Centrelink payment), more details can be given at your lease-sign up or please contact your Housing Officer to discuss this option further.

If you get behind in your rent

It is important that you pay your rent on time. MCCG uses the term 'rent arrears' when you get behind in your rent payments. Getting behind in your rent can put you at risk of losing your tenancy so it is important to try and pay your rent on time and not get behind.

If you get behind in your rent, make sure you phone your Housing Officer who will organise a repayment plan for you. MCCG will also contact you if it appears that you are behind with your payments. Please communicate with us soon as you can so that your Housing Officer can:

- Talk to you about your rent or non-rent arrears
- Organise a repayment plan and agreement
- Refer you to a professional financial counselling service if you think it would be helpful

If necessary, MCCG will use processes set out in the *Residential Tenancies Act 1997* to recover arrears, including possible termination of your tenancy.

Changes in household circumstances and ensuring ongoing eligibility for Affordable Housing

If people move in or out of your home or a child turns 18, this will change the amount of income for your household. If this happens, you need to let us know within 28 days. If there



is an increase in your household income or your income changes you must also let MCCG know within 28 days, for us to review your rent.

MCCG will review the market rent amount of the property annually. We will also review your rent rebate (discount to market rent) annually. To remain in affordable housing, you will need to provide us with your income documents each year. You must also let us know when your income changes throughout the year.



During your tenancy: Care for your property

Your Rights and Responsibilities

As a tenant, you are required to:

- Keep your home in a reasonable state of cleanliness
- Notify us of any damage to the premises
- Cause no damage either by you or your visitors/family/friends that is intentional or a result of your negligence
- Return the property at the end of your lease in a similar condition to when you received it
- Keep areas affected by mould well ventilated

As a landlord, MCCG will:

- Provide the property to you in a reasonable state of cleanliness
- Provide and maintain the property in a reasonable state of repair taking into consideration the age and condition of your home (fair wear and tear), including pest control where this has not been contributed to by the condition the property is kept in by the tenant
- Maintain the common areas at Toolangi

Inspections

- In accordance with the *Residential Tenancy Act 2007*, we will inspect your property at least once every year while you are a tenant.
- We will also inspect the property:
 - During the first month of your tenancy
 - Whenever the tenancy is finished
 - If there are emergency repairs that are needed to conduct inspections for electrical and fire safety
 - If you ask us to visit
- The inspections are to make sure that everything is in good working order, and that you are looking after your home as set out in your lease.



When cleaning your home in preparation for property condition inspections, you might want to keep in mind:

- Walls & ceilings
- Carpet, tiles & floorboards
- Windows, screens, blinds & curtains
- Light fittings, fans & ceilings
- All components of the kitchen and bathroom

Your Housing Officer can provide you with more detailed guidance on what should be cleaned/attended to before an inspection.

Repairs & maintenance

- *Programmed Facilities Management* is available 24 hours a day, 7 days a week. To report any maintenance issues please call 1300 760 322.
- Please note that residents are responsible for paying for tenant responsible maintenance (property damage caused by the tenant/visitors and day-to-day maintenance such as lightbulbs and cleaning). These payments will be made by MCCG invoicing tenants directly.
- You can also report maintenance issues to your Housing Officer who can liaise with Programmed for you.

An urgent repair includes any of the following maintenance problems:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Dangerous electrical fault
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of any essential service on the premises e.g. hot water, cooking and heating
- Fault or damage that cause the premises to be unsafe or not secure.

In the event of any of the above events, it might be necessary for Programmed Facility Management to access your property, without notice, to limit any damage. However, for

emergencies involving gas leaks, flooding or serious flood damage or serious storm or fire damage please phone 000.

When Programmed Facilities Management is responsible for undertaking repairs the aim is to respond within:

Urgent repairs (UP)

To be completed within four (4) hours

Priority Next Day (PND)	To be completed by 6:00pm the next calendar day
Priority (D5)	To be completed within five (5) calendar days
Normal Repairs (D20)	To be completed within twenty (20) calendar days
Planned Maintenance	To be completed in line with Planned Maintenance Audit and Schedule

Applications for modifications to the property and pets

- If you would like to apply for a modification for your property, please complete the property modifications request form on MCCG's website or made available by your Housing Officer.
- You will be required to provide as much information about the modification as possible, including assurances it will be completed by a qualified tradesperson, and indicate your understanding that you may be required to remove the modification when you leave the property.
- We recognise that pets can be important in people's lives. If you would like to have a pet at Toolangi please complete the pet application form and if the pet is approved, you will be asked to sign a pet keeping agreement to make sure the condition of the property and the safety of other residents is protected.

Ending your tenancy: Vacating your property

- You are required to give at least 3 weeks' notice to vacate your property
- Please return your property to the same condition it was provided to you in
- A final property condition inspection will be organised

- Your bond will be returned if there are no rent arrears or tenant responsible maintenance
- Please remember to re-direct your mail

Resident security and safety tips

Security

We want residents to be safe in their homes. It's always a good idea to check who visitors are before you let them in. If you are not sure who they are or you feel suspicious don't let them in and call the organisation that they claim to represent. Ask the person what organisation they come from and then call the organisation to check who the person is.

Fire safety

Fire safety is very important. You can make your home safer and limit the risk of fire by taking some basic precautions:

- Don't leave pans unattended while cooking on the stove
 - Take care when cooking with oil
 - Never put water on fire which involves cooking oil
 - Turn off power points when not using them
 - Remember to turn heaters off at night
 - Don't put anything too close to a heater
 - Make sure that everyone is aware of all fire exits and that you have a family escape plan
 - Please phone 000 and leave your home if there is a serious fire threat
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- To protect you from fires, all our properties have smoke alarms. Please do not damage or remove these from the ceiling.
 - You should test your smoke alarm at least once per month by pressing the test button. You must report any faulty or broken smoke alarms. We recommend changing your batteries annually, at the end of daylight savings.
 - The law requires MCCG to make sure the fire alarms work. We arrange for all smoke alarms to be checked once every year.

Smoke alarms

Electrical safety

Using electricity is something we take for granted, but using it safely is very important. Most electrical accidents and fires can be prevented by taking simple safety precautions.

- Keep liquids away from electrical items such as TVs, video game consoles, and computers. Liquids could spill and cause dangerous shocks or fires.
- Never play with electrical cords, light sockets, or electrical outlets. Report all broken switches, plugs and light fittings to Programmed Facility Management. Never try to repair it.
- Do not overload outlets with too many plugs and switch off appliances when not in use.
- Never yank on the cord to unplug an appliance. Turn the power point off and hold on to the plug itself.
- Keep sockets safe from children by fitting socket covers.
- Clean the lint filter of your drier after every use.
- Do not use an electrical appliance near water.

Pests

To help prevent pests in your home such as cockroaches, silverfish and mice make sure that you:

- Keep all food wrapped up where possible, preferably in an airtight container.
- Keep bench tops, cupboards and floors clean and free of food items.
- Do not bring soft furnishings that you find on the street into your home as this can cause bed bugs.

If you have pests, please consider trying a shop bought product before contacting the office.

Balconies

All units at Toolangi have private balconies, and it is important that you ensure that your outdoor furniture and other items located on the balconies are secured and won't cause damage to your property or someone else's during a storm or windy weather.

Speed limit

In the interests of safety, please drive slowly at Toolangi and keep your speed to 5km per hour.

Your privacy and providing feedback

Privacy

MCCG takes your privacy seriously. We protect your privacy and store personal and sensitive information safely. We may need to ask questions to identify you before we give out information. MCCG may also contact you from time to time to promote a service or event. You can choose not to receive information on events or programs if you wish, just let us know.

Feedback, complaints & appeals

At MCCG our goal is to provide an excellent service but if things do not go as well as we planned you can give us feedback. Your feedback helps us make our services better for everyone. If there is a problem, a mistake or something that we have failed to do let us know. Complaints can be made anonymously. You can provide feedback in the following ways:

- Fill in the online form on our website
- Call us and speak to your Housing Officer or the Housing Manager
- Drop into our Head Office in Braddon at 51 Cooyong Street
- Write to us at PO Box 3167 Manuka ACT 2603
- Email us at info@mccg.org.au
- Take part in our annual resident satisfaction survey

You can find out more information about give feedback or making a complaint on our website.



The Social Impact Program: Your community at Toolangi

SIPs Vision

The MCCG Social Impact Program (SIP) aims to:

- Build inclusive communities through a holistic approach to wellbeing that enables social change.
- Co-contribute to the growth of vibrant and hopeful communities that value the dignity and worth of each person, SIP works alongside residents and members of the communities we serve to co-create individual and community wellbeing.
- Work across seven interconnected areas of individual and community life that together influence wellbeing. These include Housing, Safety, Health, Economics, Education, Community Engagement and Spirituality.
- Provide community engagement, connection, and tenancy support and wellbeing referrals for all residents.

SIP at Toolangi

Toolangi is a purpose-built site for community engagement. There is a hope that tenants participate in community life and activities held at Toolangi as part of their tenancy. It is a diverse and vibrant community focusing on belonging, acceptance, tolerance, connection, safety and wellbeing of all residents. The Toolangi Social Impact Program (SIP) Engagement & Tenancy Support Manager works onsite to:

- Build community life at Toolangi, together with you and all the residents
- Learn from you and discover your unique talents and gifts that can help build community
- Connect you with other services you may require for daily living
- Listen to you
- Develop initiatives and activities that will enhance community life
- Connect people, build friendships and have fun together

The Toolangi Community Hub (Unit 5, Block A) is open 9am – 5pm and is a dedicated space for residents to drop in; have a cuppa and a chat; get support or referrals; hold gatherings and BBQs; attend trainings/workshops; access the book library, toy library, games... and so many possibilities for what we can do because the ideas come from the community!!

Tenant participation and how to get involved

Tenant participation is about tenants getting involved in your housing and communities. It's about tenants taking part in the decision-making process, planning of programs and activities, and making suggestions for improvements to how we operate and much more.

We love your participation and input to build community at Toolangi, to achieve our goals and make the right choices through Toolangi Community Forums.

The Forums are held quarterly and comprise of Property representatives from both MCCG and Housing ACT, the SIP Engagement & Tenancy Support Manager, and tenants of the Toolangi community. Participation includes discussing tenancy issues such as repairs and maintenance, providing feedback on policies which have an impact on tenants, advising on how we communicate with tenants, assisting with planning community programs, activities and events, and providing advice on how tenants can participate e.g. surveys or workshops.

Tenant support services

We can connect you to a range of tenant support services, including:

- ACT Civil and Administrative Tribunal
- Legal Aid ACT
- Canberra Community Law
- CARE Financial Counselling
- Housing ACT
- Other wellbeing, education, and community services



Contact us

How to contact us

Phone 61 62 6100

Post PO Box 3167 Manuka ACT 2603

Website <https://mccg.org.au/>

Email property.management@mccg.org.au

Feedback info@mccg.org.au

Our offices

Our Head Office is Located in Braddon

Favier House

51 Cooyong Street

Monday to Friday 9:00am – 5:00pm

Parking – We have limited visitor parking at the rear of the building, just press the intercom system and you will be asked the reason for the visit and allowed through the drop gate.

Do you need an interpreter, or are you hearing impaired?

If you would like assistance to speak with us, you can ring the Telephone Interpreter Service (TIS) on 131 450. While you are on hold, the TIS will ring the MCCG office and they will interpret for you. This service is free of charge.

TTY (for hearing impaired): 133 677

National Relay Service Helpdesk (hearing impaired) 1800 555 660

Emergency Services

Police, Fire Brigade or Ambulance: 000

Police Assistance: 131 444

SES (for assistance in storms or floods): 132 500

Canberra Connect: 131 281

Utilities

ActewAGL: 13 14 93 (between 8.00 am and 6.00 pm Monday to Friday)

Energy Australia: 133 466 (8:00am to 8:00pm AEDT)

Origin Energy: 1300 139 088 (7am - 9pm, Monday to Friday AEDT)
(9am - 5pm, Saturday and Sunday AEDT)