

Social Housing Management Transfer

Frequently Asked Questions (FAQS)

My property

Inspections	What is a PAS?	A Property Assessment Survey (PAS) is a report on the condition of your property to help us to identify any works that may be required. This makes sure that all our properties are in good working order and are up to standard. It is different to your lease condition report. We will be starting our PAS program to assess all properties from 1 July and will be getting them done as quickly as we can. We will visit your home to do a PAS every three years at a minimum. For more information on your responsibilities in taking care of your home please see the Tenant Handbook we sent you, pages 7, and 9 – 12.
	When will works get done if my property needs them?	Information collected from the PAS will allow us to plan our maintenance work across all properties. Properties that are below maintenance standards will need to be completed first with critical and safety items a priority.
	What is an Annual Compliance Inspection (ACA)?	This inspection is to make sure all properties are up to safety standards e.g. smoke detectors, and happens every year. We will contact you to let you know when this will be happening at your property so you can give us access.
Repairs and maintenance	How do I request a repair now?	You should continue to call the contractor on 1800 422 322, select option 1 to speak with an O'Donnell Hanlon representative.
	What about outstanding maintenance work?	If you have some long outstanding issues that haven't been fixed, you can call us on 1800 269 672 and we will look in to this.
	Where and when can I get more information about repairs and maintenance?	There is information in the "Now you're a Tenant with Mission Australia Housing" handbook, from page 10 and on our website or you can call us on 1800 269 672. It is important to know that the current repairs and maintenance contractor you have will remain in place for some time after 1 July 2019. We will work with them to finalise any outstanding issues and address new ones as best we can.
Upgrades and alterations	What are Mission Australia Housing's plans for upgrades to properties?	We are planning to bring forward maintenance and upgrade works which will happen over the next few years, however we won't know what is required until we have completed a PAS inspection of your property. We need your co-operation to carry out the PAS inspection as we will need to get access to your property. We will contact you as we start to work out what will happen and when.
	What do I do if I need any modifications or alterations (e.g. safety, accessibility)?	There are specific steps you need to follow for any modifications or alterations to your property. You need to request these through your Mission Australia Housing, Housing Officer who will take you through the steps. You are not allowed to make any modifications or alterations to your property without permission from Mission Australia Housing.

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My rent	Will my rent change?	No, your rent contribution will not change, even with Commonwealth Rent Assistance (CRA) . Refer to the CRA Fact Sheet mailed to you. This fact sheet is also on our website.
	How is my rent calculated?	Your rent is calculated the same way that FACS currently calculate your rent. The only difference is CRA.
	How can I pay my rent?	We have a number of ways you can pay your rent. These include through Centrepay deductions, direct debit, via internet banking, by using a deposit book or in person at your bank. Refer to your Handbook . If you pay your rent via any method other than Centrepay deduction, please let a Mission Australia Housing representative know at the drop-in session or call 1800 269 672 so we can ensure your payments are updated.
	What happens to my rent and any arrears I have?	All rent details and any arrears transfer over to Mission Australia Housing. You will still need to pay any rent arrears you have. Your Housing Officer will be in contact with you from 1 July to discuss any arrears you may have and how we can set up a payment plan to help pay your debt off.
	When is my next rent review due?	Mission Australia Housing carry out rent reviews every 6 months for tenants . You will be notified within the first 6 months of a rent review and will be provided with information on the Mission Australia Housing rent review process at this time.
	Does my history come across with me?	Yes. FACS will provide us with notes of your rental history, property condition and any other information related to your tenancy. All privacy and confidentiality will be protected as per our Privacy and Confidentiality Policy . You can download a copy of this from our website or you can drop in to our office at 39 Gordon Street, Coffs Harbour for a copy.
	I currently share my weekly rent payments with my child/partner/carer. Can we still pay separately each week?	Yes, you can. Please talk to a Mission Australia Housing representative at drop-in session or call 1800 269 672 and speak to one of our team who can assist you with this.

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CRA	What is CRA and how does it work?	<p>CRA is Commonwealth Rent Assistance which is a Centrelink benefit. If you are eligible for CRA it is paid to you on top of your normal Centrelink or other income. You pay your rent contribution and CRA payment to Mission Australia Housing. It does not change your rent or your Centrelink payments.</p> <p>For more information on the calculation of CRA refer to https://www.dss.gov.au/housing-support/programmes-services/commonwealth-rent-assistance OR see the Mission Australia Housing CRA Fact Sheet.</p>
	If there is no change to my rent, why do I have to apply for CRA?	Your tenancy with FACS was with a Commonwealth funded department so you were not eligible for CRA. Mission Australia Housing is a Community Housing Provider so you are now eligible to receive CRA but this can only be used toward paying your rent . The CRA subsidy will be used by Mission Australia Housing to provide services to tenants and used for property maintenance.
	What will MAH do with my CRA?	The extra funds all Community Housing Providers receive through CRA allows us to provide more services to tenants and communities. It also helps us to ensure we have enough funds to maintain our properties.
	How do you know how much rent assistance I should be getting?	Your rent assistance is based on your household income provided to us by FACS. You need to tell us when your household income changes at any time so we can adjust your rent assistance. There will be a Centrelink representative at the drop in sessions to answer any questions around this. Please see the CRA Fact Sheet we have included in your Information Kit.
My lease	What will change for me, the tenant?	<p>The only changes that will affect you are the location of the office, the phone number you call for housing enquiries (the repairs and maintenance phone number remains the same) and the Housing Officer that will be managing your tenancy with you (see fridge magnets in your Information Kit for phone numbers and address).</p> <p>Your Housing and Asset Officer will also visit you more often, and you will get access to support services through the Housing Services and the Community Development Team. Everything else will remain the same.</p>
	Do I have to sign a new lease?	No, the terms of your current lease with FACS will continue with Mission Australia Housing.
	Does my lease term change in time?	If you are currently on a fixed term lease with a set expiration date, there will be no changes to this arrangement.
	What are my rights and responsibilities as a tenant?	Mission Australia Housing is committed to upholding your rights and responsibilities as a tenant. See your Handbook that we mailed to you. This lists your rights and responsibilities as a tenant and our rights and responsibilities as a Community Housing Provider on page 7 .

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My lease	Do I have a choice to stay with FACS?	No, you don't have a choice. FACS is transferring all management of government properties over to CHPS in various areas across NSW. FACS will not be managing any properties in Coffs Harbour, Bellingen and Urunga anymore.
	Can I still keep my pets?	Yes, however you will need to register any pets with Mission Australia Housing so staff are aware when visiting your property. Keeping pets without permission is a breach of your tenancy. You can download a Keeping Pets Fact Sheet from the Mission Australia Housing website or ask your Housing Officer for a copy.
	How will my water usage charges be calculated?	For now, there will be no changes to the way your water usage is calculated and charged. This will change at the time of your first rent review with Mission Australia Housing. The amount charged will be a fixed weekly charge added to your rent. Please see Page 3 of your Welcome Letter .
	How can I make a Complaint and Appeal a decision?	There are many different ways you can provide feedback to Mission Australia Housing. You can do this by making a complaint about a service we are providing, requesting an appeal on a decision we have made, or telling us what we are doing well or need to improve. You can do this in person, over the phone, in writing or online via our website. You can find more information on this in your Handbook that we mailed to you on page 17 . We will use your feedback to review and improve the services we provide to you.
	When will I receive my first property inspection and who will be doing it?	You will be notified by your Housing Officer within the first 6 months (from July) of when this will happen.
	If I need a transfer can I get one with MAH?	The transfer process will be the same as when you were a tenant with FACS and you will need to apply for a transfer. You will need to give a relevant reason and provide evidence as to why you need a property transfer.
Forms	What forms need to go in, where to and by when?	There are 3 forms that were mailed to you in a pack that need to be filled in and sent back by 14 June 2019 for your chance to go in the daily draw to win a \$100 gift voucher . If you pop in to one of the drop in sessions in your area you also have the chance to win an IPAD . The forms include: 1) Community Housing Transition Rent Certificate, 2) Centrepay Deduction Consent Form, and 3) Centrelink Multiple Consent Form. Please also bring a copy of your Centrelink or other Government Concession Card. The Tenant Assistance Desk at the drop in sessions will be able to print copies of these forms if you have lost them or you can drop in to our office at 39 Gordon St, Coffs Harbour to get copies. It is important that you complete these forms so that Mission Australia Housing can ensure your rent payments are set up correctly and you don't fall into rental arrears.

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Forms	What do the Centrelink consent forms mean?	To check income details, set up rent payments to Mission Australia Housing and make any changes to your payments.
	What is the multiple consent form?	To give Mission Australia Housing the authority to manage any changes to your rent , based on any changes to your income. This means you won't have to advise Centrelink of any changes – we can do that for you!
	What happens if I don't sign a multiple consent authority?	You will be responsible for keeping this information up to date with Centrelink and Mission Australia Housing . If you don't, you may fall in to arrears. Please see the first 2 pages in the pack of these forms that were mailed to you for more information.
	How is my information kept private and confidential?	FACS tenant information will continue to be stored in a protected and secure digital information storage system . All privacy and confidentiality will be protected as per our Privacy and Confidentiality Policy . You can download a copy of this from our website or you can drop in to our office at 39 Gordon Street, Coffs Harbour for a copy.
Contact numbers	Who and how do I contact Mission Australia Housing?	You contact Mission Australia Housing using the 1800 269 672 listed on the magnets in your Information Kit. This is for all housing enquiries. You continue to ring 1800 422 322 number (see fridge magnet in your Information kit) for all repairs and maintenance issues or requests. You can also email Mission Australia Housing via our website.
	What about an emergency, who do I ring?	You always need to ring 000 in an emergency . See your Safety & Security brochure in your Information Kit that gives you other contact numbers and information.

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Other	What do I do if need extra support?	If you would like more information around Mission Australia Housing and changes that affect your tenancy, need help completing forms, want to know more about Mission Australia Housing or would like to talk about any services Mission Australia Housing can help you to connect with, please contact us on 1800 269 672 . You can also email us at housingenquiries@missionaustralia.com.au and/or request a home visit.
	What do I do about problem neighbours or anti-social behaviour?	As of July you will be able to contact your Mission Australia Housing, Housing Officer to talk about any concerns, including anti-social behaviour, you may have. They will be able to provide you with advise on the steps to take. You can also talk to your Community Development or Community Engagement Officer about your concerns as we may be able to address your issues through a community event or program.
	Does Mission Australia Housing have a customer service charter?	Yes. Copies of the Customer Service Charter are available at the Tenant Assistant Desk at the drop in sessions. You can also download a copy from our website or drop in to our office at 39 Gordon Street, Coffs Harbour to pick up a copy.

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My community

Other services	What other services does Mission Australia Housing provide tenants?	<p>In addition to managing your tenancy and property, we have a Community Development Team who will work with you if you want to do a bit extra around your home and in your community. The Community Development Team will work with other services and businesses in the region that you may want to access or become involved in.</p> <p>The Coffs-Bello Housing Connections are a group of tenants who support tenants and who work with Mission Australia Housing to improve services to you. If you are interested in joining the Tenant Committee, please speak to one of our housing team members.</p> <p>Mission Australia also has a variety of local and national support programs and knowledge that we can link you to, including Partners in Recovery, ParentsNext, Family & Carers Mental Health Service and the 360 Outreach program for young people with drug and alcohol problems. These services are all located at the Mission Australia office on First Street in Sawtell.</p> <p>To assist you to link in with right services whether they are Mission Australia Services or another community service, you will also be able to talk with a Tailored Support Coordinator who will be able to link you to other services that you may need.</p>
Getting involved	How can I get involved with Mission Australia Housing and the wider community? I'm interested in meeting new people and getting involved in events and activities, can Mission Australia Housing help with that?	<p>You can speak to Mission Australia Housing staff member about community activities that may be happening in your area. Staff will be able to help you to join existing community groups and activities or help you to start one of your own.</p> <p>You will receive an up to date Community Services Directory in July which we will also display in notice boards in your area. This will have all contact details for these groups and activities that you might want to get involved with. You can also apply to join the Coffs-Bello Housing Connections and play a bigger role in working together to improve the services provided to you and implement ideas and plans that will help improve your community and areas of concern.</p> <p>All these opportunities are a great way to get involved, meet new people, your neighbours and your local community. We also produce a quarterly newsletter advertising community groups, and we really encourage you to submit stories or any information you think other tenants might be interested in. Keep an eye out for this in your letterbox!</p>
Neighbourhood	What can Mission Australia Housing do to improve my community/ neighbourhood?	<p>Mission Australia Housing takes a 'whole of community' approach when tackling the bigger issues in your community and neighbourhood. We work with tenants, services, and local government on ideas and plans that will help improve your community and areas of concern.</p> <p>Your Community Development Officer and Community Engagement Officer will start to work with tenants in your area to develop an improvement plan from July. It all starts with you letting us know what you would like to improve!</p>

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Culture	How will Mission Australia Housing meet the needs of tenants from different cultures?	<p>Mission Australia Housing is a strong advocate for cultural diversity and we recognise the diverse backgrounds of all our tenants. We have a number of Tenant Fact Sheets available provided in other languages, as well as providing interpreter services. We also encourage and work with communities to celebrate our local cultures through events and programs.</p> <p>For example, we can help you to participate in or organise an activity for your community over NAIDOC week to celebrate Aboriginal and Torres Strait Islander culture. Or we can help to set up tai chi classes for tenants who would like to practice or experience an ancient relaxation technique from China.</p> <p>We aim to approach our tenants in a culturally sensitive way through staff training and ongoing learning from our tenants. You can help us too by telling us a bit about yourself!</p>
	What if English is my second language?	<p>Please let us know if you require interpreter services. We are more than happy to organise this for you. We also have our Tenant Fact Sheets available in a number of languages on our website, including Arabic, Chinese, Vietnamese and Filipino.</p>

General questions

Mission Australia Housing	Who is MA/MAH?	<p>Mission Australia (MA) is a national charity organisation. Mission Australia has been helping Australian's in need move towards independence for nearly 160 years. With over 2,800 employees, 1,700 volunteers and 41,500 donors/supporters nation-wide, Mission Australia is dedicated to delivering evidence-based, integrated services that create powerful and sustainable change in people's lives and their communities by focussing on 6 key areas-</p> <ul style="list-style-type: none">• Homelessness & housing• Families, children & early learning• Young people• Disability & mental wellbeing support• Employment skills & training• Alcohol, drugs & dependencies support <p>Mission Australia Housing (MAH) is a leading national Tier 1 Community Housing Provider. Our aim is to deliver better homes in vibrant communities and services that are tailored to individual need so our residents are supported in moving towards independence. Established in 2009 by Mission Australia, Mission Australia Housing has the scale, reach and expertise to transform lives and create thriving, sustainable communities where people want to live.</p>
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General questions

Mission Australia Housing	How is Mission Australia Housing different to Mission Australia?	<p>Mission Australia Housing provides expertise in property and tenancy management. We work closely with Mission Australia who provide capability in social services delivery.</p> <p>As a part of the Transfer we have introduced a Tailored Support Coordinator role. This will help residents – especially those with complex needs – identify goals, develop plans, and connect to education, training, employment and other relevant support services. The Tailored Support Coordination Service for the Mid North Coast will leverage partnerships with private and community organisations to provide wrap-around support services so residents can maintain their tenancies and achieve greater levels of independence on their housing journey away from homelessness.</p> <p>Together, our goal is to reduce homelessness and strengthen communities across Australia.</p>
	Where can I get more info on the team, contact details and the office?	<p>You can find more information on the team and contact details via the website or you can call 1800 269 672 or you drop in and see us at 39 Gordon St, Coffs Harbour.</p>
SHMTP	What is the SHMTP?	<p>SHMTP stands for Social Housing Management Transfer Program. In 2018 we received the pleasing news from NSW Family and Community Services (FACS) that we were one of nine successful Community Housing Providers taking on the tenancy management of around 14,000 social housing tenancies across NSW.</p> <p>Over the past year we have been working closely with NSW Family and Community Services (FACS) in preparation of the transfer of tenancy and property management for 1,040 social housing properties across Coffs Harbour, Bellingen and Urunga.</p>
	What is the Government trying to achieve with Future Directions?	<p>The SMHT program is a part of the Future Directions for Social Housing policy which sets out the Government's vision for social housing over the next 10 years, aiming to transform the current social housing system to break the cycle of disadvantage.</p> <p>Future Directions aims to reduce homelessness, provide more housing and support for those needing social housing and provide more support to help people divert from or successfully transition out of the social housing system.</p>
	When does all this start?	<p>We have been working closely with FACS over the past 18 months to make sure the transfer is as seamless as possible for you. The office in Coffs Harbour opens 11 March 2019 and the transfer will be official from 1 July 2019.</p>