

What rent do we charge?

Rents are based on 25% of household income plus Commonwealth Rent Assistance, if eligible. This is capped at a discount of the market rent. Some properties incur service charges.

By charging rents in this way CHVL makes sure there is a suitable housing portfolio for the future, growth in new stock, ongoing maintenance and we can help people who struggle in the private market by providing an affordable home and security of tenure.



(photo by Eleanor Venables and provided courtesy of the Gippsland Times)

Leah Pernu is a CHL tenant and the organization is proud to put a smile on the her face. - "I've never been so happy in my life, I feel more independent in this CHL home".



COMMUNITY HOUSING
(VIC) LIMITED

Registered Office

Community Housing Vic Ltd
26-28 Prospect Street,
Box Hill VIC 3128

CHL's Victorian Offices

**To contact your nearest CHL Office call
1300 CHL HOUSING (1300 245 468)**

26-28 Prospect Street, Box Hill 3128
F: 03 9856 0051

69 Queens Road, Melbourne 3004
F: 03 8530 1901

134a Mollison Street, Bendigo 3550
F: 03 5434 2811

11 Main Road, Bakery Hill, Ballarat 3350
F: 03 5331 7498

14 Church Street, Morwell 3840
F: 03 5120 4811

Shop 4, Riveria Plaza, Bairnsdale 3875
F: 03 5153 1344

**For information on homelessness please
call 1800 825 955 (State wide) at any hour and it
will connect you to the nearest service provider.**

www.chl.org.au

ABN 11 062 802 797 ABN 75 112 324 384

info@chl.org.au



COMMUNITY HOUSING
(VIC) LIMITED

**General
Information
on Tenants
& Tenancies**

General Information on Tenants & Tenancies

Who is Community Housing Limited?

The Community Housing Ltd Group is an international provider of affordable housing. The organisation's mission is to ensure the provision of affordable and sustainable rental housing to those in need and to assist those who are disadvantaged by providing an avenue toward home ownership.

Established in 1994, Community Housing Ltd Group currently manages more than 6,000 homes across Victoria, Queensland, New South Wales, Tasmania, South Australia and Western Australia.

Rents are charged that are capped at 25% of household income plus any Services and Utilities provided.

This allows us to assist people who may be struggling in the private rental market by providing them with an affordable housing option in turn creating security of tenure.

Tenancy Management

CHVL takes a proactive approach to tenancy management. Our goal is to ensure that people will be able to sustain a good quality of life in their community.

Leases offered by CHVL are the same as in the private sector, as prescribed by the Victorian Residential Tenancies Act.

CHVL works with our tenants to ensure they are linked to local services they might need to assist them to settle into their local community.

For more information please visit our website www.chl.org.au.

Tenant Profile and Selection

CHVL provides housing to a broad range of people. People can access CHVL properties by responding to ads on the internet, in local papers or through one of CHVL's many community partners.

Requirements:

- CHVL tenants must have Australian citizenship or permanent residency status.
- Cannot own all or some of a house, flat, or unit.
- Must meet household income eligibility, to be assessed at the registration of interest stage as below.

To become a tenant of a CHVL house involves:

- Completing a registration of interest form.
- Supplying further information for a formal application.
- An interview to ensure all requirements are met.
- If successful, signing a lease with us.



Property Management and Maintenance

CHVL has its own maintenance call centre. This means that you will have one local call number to ring to be connected to a CHVL worker regarding maintenance. The call centre is open 24 hours for emergencies only and CHVL uses its own call centre staff during business hours for maintenance queries.

People are given a 1300 number for maintenance requests at the start of their tenancy.



Community Partners

CHVL works closely with a number of community partner agencies. These partnerships assist our tenants with access to training and employment and help people to connect with their community and maintain their tenancy.

Properties – Design & Construction

CHVL acquires, designs and constructs properties. CHVL has its own team of skilled in-house architects, quantity surveyors and experienced builders. This means we can utilise the profit from development and rental income to provide our services and invest in building new homes for others.

For all general enquiries call us on 1300 CHL HOUSING (1300 245 468).