

RHHCH NEWSLETTER

Ryde-Hunters Hill Community Housing Co-operative Ltd
Tel (02) 9808 3545 Fax (02) 9807 2103 Email inquiries@housing.org.au
38 Church Street, Ryde 2112 PO Box 361, Ryde 1680

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REPORT ON SPECIAL GENERAL MEETING

A strong representation of members attended the Special Meeting held on 23rd May 2007. RHHCH's Chairperson, Alex Maitland, chaired the meeting.

- A) The election of a Director to fill a casual vacancy on the Board lapsed as no nominations for the position were received.
- B) Special Resolution 1 – A resolution to change the Rules to allow the Board to fill future casual vacancies that arise between AGMs.
 - This resolution was passed by members at the meeting.
- C) Special Resolution 2 – A resolution to remove the Rule limiting the period that a Director can serve on the Board.
 - This resolution was also passed by members at the meeting.

An application to register the Special Resolutions 1 and 2 was submitted by RHHCH to the Registry of Co-operatives and Associations. These resolutions have subsequently been approved by the Registry.

We would like to thank all members who attended the Special Meeting together with the contributions that were made.

TIPS ON KEEPING WARM THIS WINTER

Winter is upon us again and the weather is getting cold. Here are some great tips for keeping both you and your home warm this winter.

- "Let the sun shine in". During the day, open your blinds and curtains if possible, to allow the warmth of the sun into the room. At night, close up your curtains to keep the warmth in.
- Rug up. If you are cold, instead of putting on a heater, put on a jumper.
- Put another blanket on your bed, pop on some socks and heat up the "hot water bottle".
- If your garage has internal access, make sure the door is closed and the edges are sealed to prevent a draft.
- Put draft stoppers in front of your front/back doors to prevent the cold air coming inside.
- Enjoy nice hot soup to warm you up from the inside.



HOW TO MAKE A COMPLAINT

The questioning of decisions and the formal process of making a complaint are a legitimate part of our co-operative. This includes querying staff and Board of Directors decisions as well as the action of other tenants or staff.

All tenants should be aware of our dispute procedure and feel safe about accessing it if they need to.

Who can make a complaint?

- Any individual member/tenant of RHHCH
- Any member of the general public
- The organisation

Who can a dispute be brought against?

- Any individual/group of individuals or tenant/s of RHHCH
- Any member of staff or the Board of Directors
- Member of the public

How do you start the procedure?

- All complaints must be made in writing. (Complaint forms are available from the office)
- Full details must be noted of the situation including the persons involved, dates and times of the situation/event and any supporting information.

What happens next?

- The complaint will be managed with best practise in accordance with RHHCH policy and procedure ensuring a fair and just decision is reached.

What happens if you are not happy with the outcome of a complaint?

- If dissatisfied with the outcome of a dispute resolution process, an appeal may be lodged. This appeal may be firstly internal followed by an external appeal process.

Important facts to note:

1. All complaints will be treated in the strictest confidence
2. All person(s) making a complaint will be treated fairly and without discrimination.
3. All person(s) involved in the complaint have the right to an advocate.
4. Full information on complaints, rights and procedures, can be found in the RHHCH "Information Guide for Tenants" and on RHHCH website www.housing.org.au

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2007 TENANT SURVEY

In May/June this year, RHHCH conducted a Tenant Survey in order to assess the levels of satisfaction experienced by tenants with respect to tenancy and housing services as well as tenant participation. The following findings were drawn from the data contained in the completed surveys returned by tenants.

1 Please indicate the type of housing you are currently living in.

A total of 70 tenants returned completed survey forms. Of these 33% were housed in Capital properties, 59% were housed in Leasehold properties, 4% were housed in other housing programs while 4% gave no response.

2 Taking all things into consideration, how would you rate the tenancy and housing services provided by RHHCH?

In response to this general question, 96% of tenants expressed satisfaction with existing tenancy and housing services.

Response	No. Respondents	% Respondents
Satisfactory	67	96%
Unsatisfactory	0	0%
No opinion	3	4%
Total	70	100%

3 How would you rate the condition of your home / town house / unit?

In response to rating the condition of properties, 96% on respondents indicated that they were satisfied with the condition of their housing.

4 With regard to multi-unit properties, how would you rate the condition and cleanliness of the property, including public areas such as stairs?

In relation to the condition and cleanliness of multi-unit properties, of those tenants (53) that answered this question, 80% indicated satisfaction, 8% dissatisfaction, and 12% had no comment.

5 How would you rate the repairs and maintenance service provided by RHHCH?

a) For minor or "responsive" repairs and maintenance.

Of all tenants (69) that answered this question on responsive repairs, 87% expressed satisfaction, 9% expressed dissatisfaction, while 4% offered no comment.

b) For major or "planned" maintenance.

Only tenants living in capital properties responded to this question on planned maintenance. Of these tenants that responded (35), a total of 83% expressed satisfaction while 6% expressed dissatisfaction with the 'planned' maintenance program. A total of 11% declined to comment.

c) The quality of work done by a contractor.

In relation to the question on the quality of work performed by a contractor, 81% of all tenants (63) that responded indicated satisfaction while 5% indicated dissatisfaction with work performed by contractors. A total of 14% had no opinion.

d) How the people treat you who come to fix problems.

In relation to the treatment of tenants by tradespeople, of all tenants (63) that responded to this question, 95% expressed satisfaction, while no tenants expressed dissatisfaction.

e) The time it takes to get a problem fixed.

Of all tenants (63) who answered this question related to maintenance response times, 83% indicated satisfaction of

while 10% indicated dissatisfaction with services. A total of 8% respondents indicated no comment.

6 How would you rate the following aspects of paying your rent?

Of all the tenants (69) who responded to this question, 93% expressed satisfaction while 4% expressed dissatisfaction with current aspects of the rent payment system.

a) The ability of the staff to answer questions you may have about rental payment options and rent in general.

Of all the tenants (69) who answered the question on staff responsiveness to rental queries, 93% expressed satisfaction while only 4% indicated dissatisfaction.

b) The convenience of the way you pay your rent.

Of all the tenants (69) who answered the question on the convenience of paying rent, 93% indicated satisfaction while only 4% expressed dissatisfaction.

c) The way the office staff respond if you are late with your rent.

In relation to the way staff manage rent arrears, 14 or 24% of respondents offered no opinion. A total of 43 tenants or 74% expressed satisfaction while only 1 tenant or 2% expressed dissatisfaction.

7 Are you satisfied with the current forms of tenant participation and consultation in RHHCH?

A total of 57 or 84% of tenants expressed satisfaction with existing forms of tenant participation and consultation within RHHCH. Only 2 tenants or 3% of respondents expressed any dissatisfaction. A total of 9 or 13% of tenants offered no comment.

Response	No. Respondents	% Respondents
Satisfactory	57	84%
Unsatisfactory	2	3%
No opinion	9	13%
Total	68	100%

8 What forms of tenant participation should be encouraged within RHHCH?

A relatively high response rate was received with respect to this question. Of all suggestions received (141), the following three forms of participation were identified as being particularly important to tenants.

- Provision and exchange of information
- Involvement in decision-making e.g. Special Meetings and AGMs
- Participation in a consultative forum (improving services)

Concluding Remarks

As the above analysis shows, tenants tended to express a relatively high rate of satisfaction with both (1) tenancy and housing services and (2) forms tenant participation and consultation within the co-operative.

A comparison of Capital and Leasehold responses in relation to repair and maintenance services is still to be made by staff. This will also add to our understanding of the survey's data.

The survey's responses – both positive and negative – will enable staff to adjust our housing services so that they more adequately meet the needs of tenants in the future.

We would like to thank all tenants who participated in this year's Tenant Survey. It should be noted however, that we welcome tenant feedback on RHHCH's housing services at any time during the year, not just at the time of the survey. ■