

2017

INFORMATION BOOKLET



Women's Housing Ltd.

Suite 1/21 Cremorne St Richmond Vic 3121

Women's Housing Limited

7/21/2017

INTRODUCTION

Welcome to the Women's Housing Limited information booklet regarding your stay and tenancy.

Hopefully this booklet will provide you with some guidelines in regards to some issues that might come up during your stay. Overall, WHL is committed to ensuring your tenure is as enjoyable as possible. However, as is the nature of shared communal tenancy, certain issues will arise from time to time. By providing you with this booklet WHL are hoping to assist you in dealing with these issues. In the interest of avoiding conflict with other tenants WHL hope that this booklet will provide you with some basic do's and don'ts. If – should this be your first time in a rooming house there can be / will be times you find yourself in new- different- confronting situations

Most women find that the security of finally being housed can relieve a lot of stress and anxiety. As some WHL properties are fairly large and have a diverse group of people living in them, it's only natural to meet and make friends. However, you need to be aware that in certain situations you could expose yourself to being taken advantage of. Please bear in mind when meeting new people, the general exchange of phone numbers can occur however it is advisable not to give out your phone number until you feel comfortable with people.

CIGARETTES AND MONEY

Issues that could arise are the giving and asking for either cigarettes or money, the general rule is to not give or ask for these things as they are fraught with problems and often do cause disputes and distress between affected parties- even possibly leading to breakdowns in prospering/possible friendships

If being asked for either cigarettes or money makes you feel uncomfortable or uneasy it's best to avoid doing so in the first instance. Sometimes the issue can also be that you genuinely can't afford to help people out which can also lead to arguments and disputes

MEDICATION

As with cigarettes and money, medication is also another issue that tends to arise from time to time. You should be wary of people who are keen to know what sorts of medication you are on and wanting to swap medications. People are generally looking for opiate based drugs and you need to be aware of what drugs you do have and always maintaining a secure place within your room to store them. Remember the responsibility of your medication lies with you. Your health is important and maintaining the correct amount of your weekly fortnightly medication is important and giving out your medication to other people may leave you short of your regular dosages.

KITCHEN/FOOD

WHL provides communal kitchens for all tenants; please respect other tenants by emptying rubbish bins and cleaning bench tops and stove top surfaces. Your dishes should be washed and put away as soon as possible so as not to inconvenience other tenants. As a rule, it is best to stay in the kitchen whilst cooking your meals so as to avoid possible kitchen fires and also to keep an eye out on your food.

LAUNDRY

As with the kitchen, the laundry is also a communal area and therefore access to using it may mean you sometimes have to wait for the machines to finish being used by other tenants. It also helps others by removing your washing as soon as possible from the machines and also the washing lines. By removing your laundry as quickly as possible you avoid situations where you might return to collect your washing and find it missing.

KEYS/ACCESS PIN CODE

For the safety and security of other tenants it is important to keep your access pin code to yourself to ensure the integrity of the building. It also helps to alleviate anxiety for other tenants, by not having your guests wandering around the building unescorted. By not giving out your access code to family or friends also ensures your safety as well, the same goes for your room key. It may sometimes seem convenient to give your room key to another tenant to get something from your room for you, but this is not advisable.

PERSONAL SAFETY

Your personal safety in a rooming house is important and at times you may find yourself in situations that can be confronting. Remember it is best not to get involved in other tenants personal issues or disputes with other residents. You may also become aware of gossip between tenants and this is best to be avoided as this will also lead to problems amongst other tenants.

CONFLICT/RESOLUTION

WHL have clear guidelines as to their conflict and resolutions processes. These should be laid out in your Welcome booklet and should contain information as to whom you contact at WHL as your first point of contact, and how to proceed further should you feel that your problem/complaint isn't being resolved adequately. As much as possible WHL encourage you to contact the housing worker for your property first should any issues arise during your stay, with the hopes to resolve the matter between yourself and other tenants as speedily as possible. However some matters do not have a quick resolution and it can sometimes seem as though WHL are not doing anything in regards to your situation. Please be patient during this process and hopefully WHL can resolve the matter to the satisfaction of all involved.

HANDY CONTACTS

ASK IZZY

Ask Izzy.org.au is an app that connects people in need with health and wellbeing services, housing, rental assistance, a meal and much more, you need to type in your postcode so you can be directed to services in your area.

BEYOND BLUE www.beyondblue.org.au **1300 224 636**

24hours a day, 7 days a week. The website also contains a lot of useful information about mental health.

1800 RESPECT www.1800respect.org.au **1800 737 732**

National counselling helpline, information and support. Website also offers online counselling 24 hours a day 7 days a week.

JUSTICE CONNECT **1800 606 313**

Justice Connect provides free legal assistance for people who are homeless or at risk of being homeless. They may also be able to represent you if you are required to attend the Victorian Civil and Administrative Tribunal

Pro bono legal assistance for some matters only **(03) 8636 4400**

FINANCIAL COUNSELLING www.financialcounselling.org.au **1800 007 007**

Provides information and support to help with budgeting, expenses and debt (financial counsellors are not financial advisors)

INTERPRETING SERVICE (TIS) **13 14 50**

Access phone interpreters

National Relay service **1300 555 727**