

Our Purpose

- To provide specialised tenancy and property management services for supportive housing and affordable housing tenants.
- To increase the supply of supportive housing to meet the growing needs of individuals and families who are at risk of, or experiencing homelessness.

Our Mission

Common Ground Queensland aims to create supportive housing solutions through effective public, private and community partnerships.

Our Principles

1. Social Inclusion – Everyone has a right to a home. Common Ground Queensland believes the 'Housing First' approach provides the stable platform to foster greater individual security, empowerment and independence.
2. Respect – Everyone has a right to be treated with respect. We will respect you, your lifestyle, your culture, your values and the decisions and choices you make.
3. Safety and Security – We aim to provide housing and services that ensure you feel safe and secure in your home. This may include offering a 24/7 Concierge service.
4. Partnerships – We will work in partnership with professional support providers to ensure your support needs are met and that your tenancy has the best chance of success.
5. Fairness – we will provide services in a fair and equitable way. We will ensure you have easy access to our services and facilities.
6. Quality – we provide 'best practice' services and accommodation and are committed to continuous improvement.
7. Accountability – we are committed to open and clear communication and reporting. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

Our Service

Common Ground Queensland is committed to providing the best possible standard of service to all of our tenants. We will:

- Be honest and ethical;
- Treat you fairly and courteously;
- Act professionally in the execution of our duties;
- Listen to what you tell us;
- Use plain language in our communication;
- Acknowledge and respond to reasonable requests for information in a timely fashion; and
- Maintain appropriate confidentiality.

Your Role

You can help us deliver our service by:

- Treating our staff with courtesy and respect;
- Abiding with the terms and conditions set out in your General Tenancy Agreement, Special Terms and Good Neighbour Charter;
- Providing your queries or requests to us in writing using the relevant forms;
- Giving us sufficient and accurate information to be able to understand your request and to respond appropriately;
- Provide comments and feedback on the service we provide.

Your Feedback

We welcome your suggestions on how we can improve our service. We think it is important to know if you are unhappy with any areas of our service delivery. We would also like to hear about any positive experiences you have had with our service or staff. You can provide us feedback anytime by filling in a Tenant Issues Form which you can obtain from Concierge.