

# Brisbane Common Ground Tenant Handbook



15 Hope Street  
South Brisbane



**common  
ground**

QUEENSLAND

ending homelessness

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# Welcome

## Welcome to your new home

Common Ground Queensland (CGQ) welcomes you to your new home at Brisbane Common Ground (BCG). We understand that the importance of having a place to call home should never be underestimated because there is no substitute for a door that locks, a warm bed, a comfortable chair – somewhere to call your own.

CGQ wants your home to be a safe and stable place where you can be yourself. In your home you should feel comfortable, have your privacy and have the freedom to bring friends and family to visit.

## What is supportive housing?

Brisbane Common Ground is Queensland's first supportive housing initiative. Supportive housing is the close collaboration between housing and social support services. The 24/7 Concierge service is also an integral part of supportive housing at Brisbane Common Ground. The aim of supportive housing is to support eligible tenants to stay housed as well as providing opportunities to access health, employment, training and activities. If you would like to know more about supportive housing please refer to the Common Ground Queensland website:

[www.commongroundqld.org.au](http://www.commongroundqld.org.au)



## About CGQ

CGQ is a specialist supportive housing provider focused on delivering quality tenant outcomes for people who have experienced long term homelessness and people who require access to affordable housing.

CGQ provides tenancy and property management, 24/7 security trained Concierge services and function room management at Brisbane Common Ground.

## About Micah Projects

Micah Projects is a community-based not for profit organisation, working within a social justice framework.

Micah Projects provides on-site support at Brisbane Common Ground. The multi-disciplinary team works with tenants to sustain their tenancy. The team provides or arranges personal services, events and group activities to facilitate tenants with their quality of life.

## Brisbane Common Ground

Brisbane Common Ground provides a mix of residential units, commercial spaces and offices, function rooms and tenant amenities including:

- Common area decks on residential levels
- Tenant lounge
- Pool table
- Reading room
- Art studio
- Computer room
- Backyard
- Rooftop garden
- Gym
- DVD library

A 24 hour Concierge service is located in the foyer.

Tenants can also make use of the Inclusive Health Clinic's medical, dental and wellness services and the Hope St Cafe, both located on the ground level.

### Contact details

**Phone:** 07 3370 8320 (CGQ Office)  
07 3370 8000 (Concierge)

**Address:** PO Box 3180  
South Brisbane BC  
QLD 4101

**Email:** [admin@commongroundqld.org.au](mailto:admin@commongroundqld.org.au)

**Website:** [www.commongroundqld.org.au](http://www.commongroundqld.org.au)

**Office Hours:** Monday to Friday  
8:30am – 4:30pm

### Concierge

CGQ security trained staff and Micah Projects' Tenant Service Workers are stationed at the Concierge desk on ground level 24 hours a day.



# Working Together

## Our commitment to you

CGQ recognises that moving into a new home can be exciting, but also challenging so we will do our best to make the process as simple as possible. To do this we recognise that we need to agree on how we can best work together. It's a two way process.

## Our service

CGQ 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
- Maintain appropriate confidentiality

## 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 with feedback anytime by filling in a **Tenant Issues Form**.

**Tenant Issue Forms** can be accessed:

- Online through the BCG App
- In person at the Concierge desk
- From the CGQ website (download and print)

## 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 the **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
- Providing comments and feedback on the service we provide

## Privacy and confidentiality

CGQ collects, stores, uses and discloses personal information in accordance with the *Australian Privacy Principles* contained in the *Privacy Act 1988* (Cwth) and *Information Privacy Principles* contained in the *Information Privacy Act 2019* (Qld).

CGQ will respect your right to privacy. Personal information is shared with other agencies only where written consent has been provided and only when information sharing is essential for effective service provision. You can withdraw or modify consent at any time. A copy of the **CGQ Privacy and Confidentiality Policy and Procedure** can be provided on request.

## When renting...

Before moving in, you will receive a copy of the **Pocket Guide for Tenants – houses and units (Form 17a)** published by the Residential Tenancies Authority (RTA).

This guide covers the basics of renting and provides a summary of the property owner/manager's and tenant's rights and responsibilities covered by the *Residential Tenancies and Rooming Accommodation Act 2008*. CGQ manages tenancies in accordance with this Act.

## As a tenant you must

- Pay your rent on time;
- Keep the property clean and undamaged and leave it in the same condition it was in when you moved in (fair wear and tear excepted);
- Abide by the terms of your tenancy agreement; and
- Respect your neighbour's right to peace and quiet.

## As the property and tenancy manager we must

- Ensure the property is vacant, clean and in good repair at the start of your tenancy;
- Respect your privacy and comply with entry requirements;
- Carry out repairs and maintenance;
- Meet all health and safety laws; and
- Lodge your bond with the RTA.

## Being a good neighbour

An apartment complex is a community – treating others with consideration and respect makes a big difference. The CGQ **Good Neighbour Charter** outlines ways to act as a responsible neighbour in a high density environment. This includes keeping noise levels to a minimum and respecting the privacy and comfort of others.

You can access the **Good Neighbour Charter** on our website: [www.commongroundqld.org.au](http://www.commongroundqld.org.au).



## Your tenancy agreement

When you accept an offer of tenancy, you must sign a **General Tenancy Agreement (RTA Form 18a)** before you can move into the property. The tenancy agreement is a legal contract between CGQ (your landlord or lessor) and you as a tenant. When you sign your tenancy agreement you are also agreeing to abide by CGQ's **Special Terms** and **Good Neighbour Charter**.

You will receive a copy of the tenancy agreement to read prior to signing. Your Tenancy Manager will also explain your rights and responsibilities in detail to ensure that all items are understood and provide you with a signed copy of the agreement.

CGQ offers a fixed term lease for the first 12 months. Your lease can be renewed as long as you remain eligible and abide by your tenancy agreement.

## Rent

The rent you pay is set according to a formula that is determined by the Queensland Department of Housing and Public Works. Any tenant in receipt of a Centrelink benefit will be eligible for rent assistance - this will be factored into the calculation. All units are fully furnished. There is a component within the rental charge to cover furniture costs.

All details of rent amounts, due dates and periods of tenancy are outlined in your tenancy agreement and will be fully explained to you before you sign your lease.

Tenants must pay two weeks rent before moving in and remain in advance for the duration of the tenancy. A rental statement can be provided upon request, showing rent charged, payments made and account balance.

## Rent assessment

CGQ will require proof of income to carry out a rent assessment. You will need to provide:

- Centrelink income statement; and/or
- Proof of income such as payslips, tax returns, employer statement, bank statements, etc.

## Rental bond

Tenants are required to pay CGQ a bond which is equal to 4 weeks rent. CGQ will lodge your bond with the RTA.

## Other costs

A utilities charge is also required to cover the actual costs of water and electricity in your unit. A Tenancy Manager will let you know how much this charge is during your sign up. Should there be a shortfall at the end of the quarter (every three months) you will be notified and invoiced accordingly.

## Paying rent

There are several ways that you can pay your rent to CGQ:

**Centrepay** is a free bill-paying service for Centrelink customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can start or change a deduction any time.

**Direct deposit** means that you can pay your rent directly into CGQ's bank account. We will give you CGQ's bank account details and a reference number if you choose this option.

**EFTPOS** payments are available. If you would like to pay with this method please see Concierge.

**Payroll deduction** can be set up with your employer.

CGQ also accepts cash payments.

## Entry condition report

When you sign your tenancy agreement you will receive an **Entry Condition Report (RTA Form 1a)**. A Tenancy Manager has already inspected the property thoroughly and filled in the report. You are then responsible for:

- Carefully checking through the condition report and adding any further comments (if required);
- Signing and dating the report in the spaces provided; and
- Returning the copy to our office within 3 working days of the commencement date on the lease.

## Keys, swipes and CCTV

You will be given a swipe card for your unit's front door, a key for your unit's balcony screen door and a key for your mailbox. Your swipe card will also allow you access onto the rooftop communal area (Level 13).

Access to the building is restricted to tenants using a swipe card system and there is CCTV (closed circuit TV) and security lighting throughout the building. Keys and swipe cards are not to be given to any other person. This would be a serious breach of your tenancy. CCTV cameras are monitored by the Concierge. Video images will be kept for a reasonable time and be accessible to relevant authorities.

You are encouraged to leave your mailbox and balcony door keys in your unit. You can also leave your swipe card with Concierge when you go out and collect it when you return to the building.

Tenants will be charged a replacement fee for lost swipe cards and keys.



## Parking

There is no on-site parking available to tenants at Brisbane Common Ground. If you own a vehicle, you must park it on the street in the designated parking areas.

You can apply for a Resident Parking Permit from Brisbane City Council. Residents' and their visitors' vehicles that have a valid permit are exempt from signed parking restrictions which indicate 'RESIDENT PERMIT EXCEPTED'. For more information about Brisbane's parking areas and permits, please visit [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au) or phone Council's Contact Centre on 3403 8888.

## Pets

Tenants must have CGQ's permission to keep pets in their unit. Applications should be made by filling in a **Pet Application Form**. All applications will be considered in accordance with our **Pet Policy** and **Procedure**. Pets must not disturb your neighbours' quiet enjoyment of the building.

## Smoking

Smoking at the front of the Brisbane Common Ground building, in the Crossblock Link area and in any indoor common area is strictly prohibited. Smoking is allowed in the following designated areas:

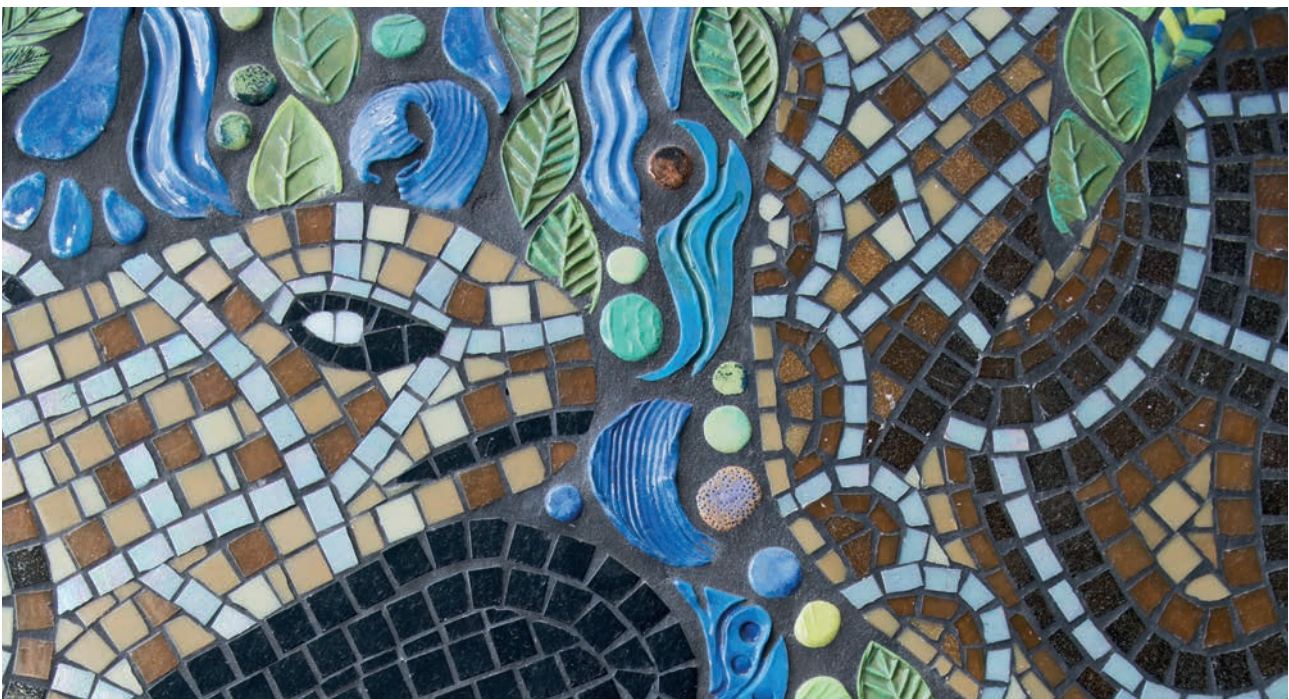
- In your unit or if you prefer, on your balcony as this will help keep your unit clean;
- The communal seating areas located on each residential level;
- The designated smoking area in the rooftop garden; and
- The designated smoking area balcony off the tenant lounge on Level 13.

## Alcohol use

Alcohol is not to be consumed in any public or communal area at Brisbane Common Ground.

## Dress code

Tenants and visitors are expected to dress appropriately when using or moving through the common areas of the building.



## Rent reviews

CGQ undertakes income reviews once a year to ensure that tenants are paying the correct rent. You will be informed of any changes and given plenty of notice about any rent increase.

## Ongoing eligibility

As part of the rent review process, tenants living in community housing properties are assessed against the following 'ongoing' eligibility criteria:

- Gross assessable household income must not exceed \$80,000 per annum;
- A household member cannot own or partly own a property within Australia or overseas; and
- Your household's ongoing match and need for the property you are living in.

If you are no longer eligible for housing assistance due to a change in your circumstances, we will work with you to support your transition to an alternative, more appropriate housing option.

## Changes to your household income

If there are any significant changes to your household income, it is important that you tell CGQ and provide confirmation from employers or Centrelink within 14 days of the change taking place.

Some examples of what these changes might look like include:

- You or someone else in your household starts or stops working;
- A change in wages; or
- A change in the type of benefit or pension received.

## Rent arrears

When you signed your tenancy agreement, you agreed to pay your rent when it is due and in advance. It is our aim to help you to maintain your tenancy so if you can't pay your rent on time, for whatever reason, please contact a Tenancy Manager to discuss the situation and find a solution.

If you haven't paid your rent by the due date you are in breach of your tenancy agreement. If you fall into arrears by more than 7 days, especially if you have not contacted us, we will issue you a **Notice to Remedy Breach (RTA Form 11)**. If you do not remedy the breach within 7 days, we will issue you with a **Notice to Leave (RTA Form 12)**.

## Non-rent debts

As part of your tenancy agreement you are responsible for:

- Paying for the electricity that you use;
- Paying for the water that you use;
- Any damage that you or your visitors cause to the property (including furniture);
- The cost of key/swipe card replacements; and
- Any costs associated with extra requests outside of normal maintenance (i.e. install shelving, etc.).

Tenants do not have to pay for fair wear and tear (e.g. faded paint, normal wear of vinyl, etc.).

## Visitors

All visitors must present a form of photo identification and sign in at the Concierge desk (on the ground level). Tenants must be home to receive visitors. No visitor may be in the building unescorted.

Tenants may not have more visitors than allowed for their unit size. More information is provided in the **Good Neighbour Charter**. Visitors are required to observe the **Visitor Rules**. If any guest does not follow the **Visitor Rules**, creates a nuisance or is considered to be breaking the law, CGQ may ask the visitor to leave or call the police. To prevent such circumstances from recurring, Building Management may also deny the visitor access to the building in the future.

## Mail

Australia Post delivers mail to the building. Concierge will place mail into your mailbox. Concierge will also accept and hold larger parcels that do not require signing by you. With your consent, Micah Projects can sign for parcels on your behalf.

Concierge will contact you via the intercom to let you know if you have received a parcel. It is your responsibility to collect the parcels from Concierge and to sign the **Parcels Received Register** at collection.

## Tenant Notices

From time to time, CGQ and Micah Projects will distribute information and building updates via tenant notices through the BCG App or directly to your mailbox.

## Common areas

There are a number of common areas and facilities within the building for you to access and enjoy:

Ground Floor	Residential Levels	Level 13 Rooftop	Backyard	Rise Gym
Open Hours are 24/7	Open Hours are 24/7	Open Hours are 24/7	5am to 10pm	10am to 11am and 3pm to 4pm
<ul style="list-style-type: none"><li>Art Room</li><li>Computer Room</li></ul>	<ul style="list-style-type: none"><li>Communal seating area</li></ul>	<ul style="list-style-type: none"><li>Tenant lounge with television and vending machine (milk, drinks and snacks)</li><li>Pool Room with pool table</li><li>Reading Room with library</li><li>Garden area and barbeque</li></ul>	<ul style="list-style-type: none"><li>Garden area and outdoor seating</li></ul>	<ul style="list-style-type: none"><li>Monday</li><li>Wednesday</li><li>Thursday</li><li>Friday</li></ul>

## Barbeques

The barbeque on Level 13 is available to all tenants.

If you would like to make use of this facility, please be considerate and clean it after use.

## Going away?

If you are taking a vacation or will be away from your home for any other reason for more than one (1) week, please contact Concierge to let them know.

If you have a pet you must make arrangements for someone to take care of it while you are away.

If you plan to be away from your home for more than 8 weeks at a time or a total of 8 weeks in any 12 month period, you will need prior approval from CGQ.

## WiFi service

CGQ provides a free wireless internet (WiFi) service to tenants who agree to the terms and conditions of its use. You will need to attend a sign up session with a CGQ staff member to gain access to this service. Instructions on how to access the service will be provided to you during your sign up and if you need further assistance to connect to the service this can be arranged anytime by contacting the CGQ office.

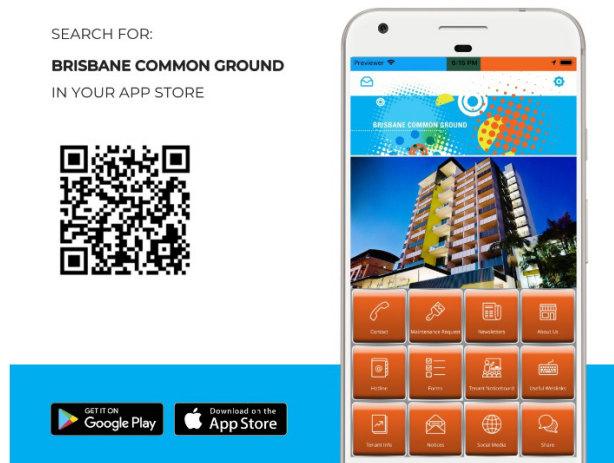
Signal strength varies within the building. If you require a consistent service, we suggest you make arrangements to set up your own plan with an external provider.

## BCG App

You can use the BCG App to log a maintenance request, send us some feedback and stay up to date with building news. Key features include:

- Online tenancy forms including maintenance requests;
- Tenant information;
- Important contact details and useful links; and
- Newsletters, Tenant Noticeboard and building notices.

You can download the BCG App to your mobile phone or tablet. If you need help please contact the CGQ office.



## Concierge

Brisbane Common Ground is designed with the safety and security of tenants a major priority. The Concierge service provides 24 hour support and controlled access to the property, as well as monitoring security within the building.

## Public access

Tenants must not block or leave anything in or on fire exits, footpaths, entrances, driveways, elevators, stairways or halls. Public access thoroughfares are to be used only for entering and leaving your unit or building.

Bikes, prams or other property are not allowed to stand in the halls, passageways or common areas of the building, other than in designated areas (e.g. bike racks).

Building Management will remove any items from these areas.

## Smoke alarms

Smoke detectors are provided in all units and are hard-wired to the electrical system. Tenants must not tamper with or remove the smoke detectors. If your smoke alarm starts chirping, this means it needs a new battery. Please submit a **Maintenance Request Form** urgently or contact the Concierge desk. Do not switch it off or remove it from the ceiling. Sprinklers and heat detectors are also installed in each unit.

Back to Base smoke alarms, sprinklers and heat detectors are located throughout the common areas of the building. Tenants must not interfere with the operation of this equipment. This is against the law and would be a serious breach of your tenancy which impacts the whole building.

## Portable barbeques

Portable barbeques are not allowed to be kept in units due to the fire safety system. An electric barbeque is located on Level 13 for tenant use.



## Fire safety equipment

Fire hose reels, fire extinguishers and fire blankets are located on every floor in the fire cupboards adjacent to the fire escape stairs (northern and southern end of the corridors). The southern end cupboard also houses the Warden Intercommunication Phone (WIP). If you become aware that any other item of firefighting equipment is not working, has been damaged or is missing please contact Building Management.

## Evacuation coordination procedure

You should familiarise yourself with the Emergency Exits located on the Evacuation Diagrams in the corridor and besides the lifts on every level.





In the event of a fire or other emergency the alarm for the building will activate automatically. The emergency alarm for the building is:

Alert Tone – “BEEP...BEEP...BEEP”

Evacuation Tone – “WHOOOP...WHOOOP...WHOOOP”

Should it be necessary to undertake an emergency exit from the building, please do so via the fire stairs only. Lifts should NOT be used under any circumstances in the case of an emergency exit. Please obey the directions of the Fire Warden and/or officers from the Queensland Fire and Emergency Services.

Refer to the diagram below in the event of an emergency.

IF YOU HEAR THE FOLLOWING ALARMS:	EVACUATION PROCEDURE	KNOW YOUR EXITS
<p><b>ALERT ALARM</b></p>  <p><b>Action:</b> Check immediate area for signs of danger and stand by. (Outside normal operating hours immediately evacuate on sounding of the Alert Alarm)</p>	<p><b>EVACUATION ALARM</b></p>  <p><b>IF IN IMMEDIATE DANGER, or on hearing the evacuation alarm, or on being instructed to evacuate:</b></p> <p>If smoke is not evident in the corridor make your way to the emergency exit.</p> <p>Should you be unable to exit your unit because of dense smoke in the corridor, remain in your unit and notify the emergency services on 000 to let them know you are in your unit (provide your unit number and street address). Please await attendance from the fire officers or the all-clear from the fire system.</p>	 <p><b>FOR YOUR SAFETY MAKE SURE YOU KNOW THE LOCATION OF THE NEAREST EMERGENCY EXIT</b></p>
<p><b>EVACUATION ALARM</b></p>  <p><b>Action:</b> All occupants evacuate via the nearest exit and proceed to the nearest assembly area.</p>	<p>Once outside the building, do not enter the building unless advised that it is safe to do so by the Chief Fire Warden or the Officer in Charge of the responding emergency service.</p>	

## Property inspections

CGQ will carry out property inspections every 3 months. You will be given a minimum of 7 days written notice of the intended inspection, in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008*. The inspections are to make sure that everything is working and in good order. It is also an opportunity for you to let us know about any maintenance issues you may have.

Items requiring attention by CGQ will be attended to as per the **Maintenance Response Timeframes**. You will be advised of any matters that you may be required to remedy. Tenants are given a reasonable timeframe to rectify the matters requiring attention by them.

## Pest control

Pest control will be carried out frequently (at least every 3 months). However, if there is evidence of infestation by insects or vermin it may need to occur more frequently. You will be given a minimum of 7 days written notice prior to scheduled treatments. All tenants must provide access for pest control services at the designated time.

You are also responsible for ensuring you do not do anything that will encourage cockroaches, fleas, ants and mice/rats such as leaving food out and not keeping your unit clean and tidy. Please submit a **Maintenance Request Form** if you are having a particular problem with insects or vermin.

## Maintenance & repairs

If you notice something in your unit or around the building that needs to be fixed you can fill out a **Maintenance Request Form** online via the BCG App or through your web browser: <http://mex.commongroundqld.org.au/MEXData/Ops/#/Login>. If the matter is non-urgent and you need help to submit your maintenance request, please see Concierge.

If you discover a major problem which may be considered an emergency, please contact the Concierge desk immediately via your intercom phone.

Examples of emergency repairs include:

- No lights in property or electric shocks or sparks visible;
- Stove not working and no other cooking facility available;
- Blocked toilet or drains;
- Burst water pipes (water needs turning off);
- Damage which threatens the security of the property e.g. broken door; and
- No hot water

## Unit alterations

If you wish to alter your unit (e.g. install shelving), please submit a **Maintenance Request Form**. You will be advised in writing if permission has been granted or not.

Please be aware that you will be responsible for returning the unit to its original condition when you leave Brisbane Common Ground.

## Maintenance response timeframes

RESPONSE TIMEFRAME	EXAMPLE
<p><b>IMMEDIATE</b></p> <p>→ <b>Respond: Immediately (within 1 hour)</b></p> <p>→ <b>Complete: 24 hrs</b></p> <p><i>Any fault which could lead to death or injury to persons or serious damage to the property</i></p>	<ul style="list-style-type: none"> <li>• Fire/Smoke</li> <li>• Exposed live electrical wires in an accessible location</li> <li>• Fire Safety System malfunction (activated smoke alarm)</li> <li>• Lock-out of tenants – night time hours</li> <li>• Burst pipes within the building</li> </ul>
<p><b>URGENT</b></p> <p>→ <b>Respond: 4 hrs</b></p> <p>→ <b>Complete: 24 hrs</b></p> <p><i>Any fault which could endanger health or could result in extensive damage to the property</i></p>	<ul style="list-style-type: none"> <li>• No lights or power</li> <li>• Serious storm damage</li> <li>• Serious water penetration</li> <li>• Burst water pipes outside the building</li> <li>• Fully blocked sewerage/overflowing grates</li> <li>• Full stove not working</li> <li>• Lock-out of tenants – daylight hours</li> <li>• Smoke alarm continually activating</li> <li>• Lift travel fault</li> <li>• Making building secure after forced entry</li> <li>• Major structural damage endangering occupants</li> </ul>
<p><b>PRIORITY</b></p> <p>→ <b>Respond: 24 hrs</b></p> <p>→ <b>Complete: 7 days</b></p> <p><i>Faults which cause serious inconvenience to tenants</i></p>	<ul style="list-style-type: none"> <li>• Partially blocked drains/sewerage not overflowing</li> <li>• Toilet cistern not working or overflowing</li> <li>• Broken locks (external doors)</li> <li>• Smoke alarm missing or inactive</li> <li>• Broken windows</li> <li>• No hot water</li> <li>• No power to multiple power points/multiple lights</li> <li>• Security lights not working</li> <li>• Essential whitegood appliances – washing machine and fridge</li> </ul>
<p><b>NORMAL / NON-URGENT</b></p> <p>→ <b>Respond: 72hrs</b></p> <p>→ <b>Complete: within 12 weeks</b></p> <p><i>Faults which cause inconvenience to the tenant or may in the long term affect the value of the building</i></p> <p><i>Maintenance of a non-urgent nature that is planned or less urgent</i></p>	<ul style="list-style-type: none"> <li>• Dripping taps</li> <li>• Element on stove not working</li> <li>• Water hammer (noisy pipes when you turn taps on)</li> <li>• Doors jamming</li> <li>• Uneven/unsafe walkway pavement</li> <li>• Tree lopping/removal of unsafe trees</li> <li>• Leaking gutters or downpipes</li> <li>• Individual power point or light not working</li> <li>• Faulty internal door locks</li> <li>• Tenant reports possible vermin infestation</li> <li>• Cupboard doors not closing</li> <li>• Partially loose joinery</li> <li>• Non-essential appliances – TV and microwave</li> </ul>



## Tenant damages

If you or your visitors break or damage any fixture, fitting or other parts of the property you are responsible for its repair or replacement and the cost associated with it.

### Your unit

**Ashtray on the balcony** - please empty your ashtray into a plastic bag held underneath it before you twist the handle on the bottom so that everything falls into the plastic bag.

**Clothesline** - pull it up and towards you until you hear it click once. To release it, lift the rack up slowly till it clicks again and then gently lower it.

**Lights and fan** - to operate the lights and fan in your apartment, you must flick the grey switch on the wall just beside your front door. It is your responsibility to clean your fan. If you require assistance, please contact a Tenant Service Worker from Micah Projects at the Concierge desk.

**Fridge** - the switch with the red light located near the stove needs to remain switched on for the fridge to work. The power point where the fridge is plugged into must also be left on.

**Intercom** - the intercom is located on the wall next to the bathroom. The bottom button calls the Concierge desk.

**Sprinklers** - please do not hang anything from the sprinklers as they are very sensitive – you may be charged if they are set off.

**Stove hot plates** - there is a master switch near the hotplates. This must be on for the hotplates to function.

**Telephone** - all units are ready to be connected to phone or internet by your chosen provider.

**Unit ventilation** - the ventilation system works when you have your balcony door and/or windows open and the vent above your front door open. As you enter the unit there is a handle behind the door. Wind the handle to the right to open, wind it to the left to close.

**Washing Machine** - if you would like assistance on how to use your washing machine, please contact a Micah Projects' Tenant Service Worker at the Concierge desk.

**Clipsal Cent-a-Meter** - this wireless electricity monitor has been set to show you your kilowatt usage in your unit. Usage should be very small due to the design of your unit. If you bump the meter, place it back on the wall and it will reset.

**Curtains** - your curtains can be machine-washed on a normal cycle. Please use cold water to avoid creases. If you require assistance to take down your curtains or put them back up, please contact a Tenant Service Worker from Micah Projects at the Concierge desk.

## Tenant Issues Form – too easy!

One of the easiest ways to let us know if you are satisfied with our service or if you have a concern or a request is by filling in a **Tenant Issues Form**. You can fill out a **Tenant Issues Form** online using the BCG App. Paper forms are also available at the Concierge desk if you prefer this option. Too easy!

You can use a **Tenant Issues Form** to:

- Pay a compliment;
- Make a complaint;
- Provide feedback;
- Make a suggestion;
- Make an appeal; and
- Ask for support.

If you need some help to fill in a **Tenant Issues Form**, Concierge or a Micah Projects' staff member will be able to assist.

CGQ will provide you with written acknowledgement of receipt within 2 business days of receiving your notification.

## Complaints

CGQ acknowledges the right of tenants to make a complaint if they are dissatisfied with the quality of our service. We are committed to providing tenants with responsive procedures that are accessible, prompt and fair.

If you make a complaint you can expect to:

- Be treated with respect and receive fair and non-discriminatory treatment;
- Be able to state your case in person or use an advocate or representative;
- Have the matter dealt with at any time by an external complaint mechanism; and
- Have a right to be kept informed of the progress and outcome of grievance procedures.

If you have a complaint about our service or a decision that we have made that directly affects you, it is important that you let us know as quickly as possible. You can raise a complaint with us in person, by telephone, by email or in writing.

While we will endeavour to help you work through any concern, it's important to know that you will only receive an official response from CGQ if you inform us that it is a formal complaint. That's why using a **Tenant Issues Form** is one of the best ways to let us know that an issue requires attention.

A copy of the **Tenant Compliments, Complaints and Appeals Fact Sheet** has been provided in your Sign Up Pack and is also available on the BCG App and CGQ website:

[www.commongroundqld.org.au](http://www.commongroundqld.org.au).

## Appeals

If you are not satisfied with a decision made by CGQ, you can lodge an appeal in writing and ask that CGQ reconsider the matter. If you do this, you will need to give reasons why you think it should be looked at again. The CGQ Chief Executive Officer or the Chairperson of the CGQ Board will give you a written response to your appeal.

## Compliments

We welcome your compliments! Positive feedback about our staff and services helps us to know we are on the right track.

## Tenant disputes

If you and another tenant are in dispute over something and you cannot work it out between each other, please contact the on-site Support Provider, Micah Projects who can assist you with trying to reach a solution.

If you are unsure about how the matter affects your tenancy, a CGQ Tenancy Manager will be able to explain your rights and responsibilities under the terms of your lease and refer you to other sources of information if you wish.

The RTA dispute resolution service can also assist with general neighbourhood disputes that are outside of CGQ's property and tenancy management responsibility.

## General feedback and suggestions

If you would like to provide us with feedback on any of aspect of our service or would like to offer us a suggestion on how we can improve our service, please let us know by completing a **Tenant Issues Form**.



# Getting Involved

## Creating a community

If you're interested in group activities, volunteer work or generally want to be part of your community, there's a lot on offer at Brisbane Common Ground. Regular activities include art, gardening and cooking. Check out the BCG App for opportunities to get involved or see the Micah Projects' Tenant Service Worker at the Concierge desk. Activity notices are also displayed on the TV monitor near the lifts in the foyer and in the glass cases near the lifts on each floor. You can also pick up a paper copy from the Micah Projects' Tenant Service Worker at the Concierge desk.

## Tenant newsletter and forums

A Tenant Newsletter (The Brisbane Common Ground Bulletin) is distributed 3 times a year to inform tenants of organisational changes and developments, community news and to provide forums for tenants' views and issues to be discussed.

Tenant forums are also held 3 times a year. All are welcome!

## Annual tenant survey

CGQ and Micah Projects conduct an annual tenant survey to seek feedback regarding tenants' satisfaction with the housing and services provided at Brisbane Common Ground. Everyone is invited to participate. Surveys are coordinated by an external facilitator, so whatever you say is confidential!

## Community dinner

Micah Projects hosts a community dinner every Wednesday night at 6:00pm in the Gambaro Room on Level 13. It's a great opportunity to share a meal with others you share a home with. No bookings required!

## Rise Gym

If you'd like to take some simple steps to improve your health and fitness levels, check out the on-site gym next to the backyard. There are 8 free supervised exercise sessions each week:

- Mon, Wed, Thurs and Friday - 10:00-11:00am and 3:00-4:00pm.

All are welcome!



## Leaving Brisbane Common Ground

If you are moving out, let us know and:

- Request a **Notice of Intention to Leave Form (RTA Form 13)** from your Tenancy Manager;
- Ensure the unit is in the same condition as when you moved in;
- Clean everything - please refer to the **Cleaning Checklist** provided with your vacate letter;
- Return a completed **Tenant Exit Survey** (if you would like to provide us with feedback); and
- Make sure we have a forwarding address for you.

## Bond refunds

Bond money is kept by the RTA. Once you have vacated the property and the final inspection has been carried out, CGQ will make an application to the RTA for release of the bond. The bond will be refunded to you less any money which is outstanding to CGQ. e.g. rent arrears, cleaning, damages and utilities.

## Abandoning your unit

If the Tenancy Manager believes you have permanently left your unit, they will establish a case for abandonment. If the Tenancy Manager then believes that a unit is abandoned, they will serve an **Abandonment Termination Notice (RTA Form 15)** to have the unit declared abandoned. CGQ will also deactivate your swipe card at the end of this notice period. Any cleaning or damage is recouped from the bond and new locks may be fitted to all external doors.

## Abandoned goods

If you leave personal items behind after you have left the property, they will be dealt with or disposed of in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008*. It is best not to leave any items behind. If you can't take all your items with you when you leave, please talk to your Tenancy Manager who may be able to give you contact details for storage options.

## Final inspection

A Tenancy Manager will contact you to arrange for an inspection. If the unit is damaged, not clean, or there are other outstanding matters, money will be deducted from your bond to cover repairs and cleaning.

Rent is charged until the agreed end date of your lease. Swipe cards and keys must be returned in person and not by mail.

## Exit survey

If you are leaving Brisbane Common Ground, you can help us improve our services for other tenants by giving us feedback either verbally or by completing a **Tenant Exit Survey**.



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