



# Ainslie Village

## General Information

<h3>Ainslie Village</h3>	<p>Ainslie Village is located at 23 Quick Street, Campbell ACT 2612. Ainslie Village provides accommodation for men and women aged 18 years and older, who may be homeless or at risk of homelessness.</p> <p>Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.</p> <p>Ainslie Village is managed on behalf of the ACT Department of Disability, Housing and Community Services by Argyle Community Housing Ltd.</p> <p>Telephone enquiries, Ainslie Village Reception: ph. 6162 6800</p>
<h3>Houses</h3>	<p>Ainslie Village has 172 rooms arranged in 4, 8 and 12-room residential houses. Two houses are reserved for women, and the balance for men.</p> <p>Individual rooms are occupied under Occupancy Agreements, and occupants are also entitled to use the common areas of the House in which their room is located.</p>
<h3>Applications for residency</h3>	<p>Application forms can be obtained from the reception counter in the Administration Building (nearest the main entrance). An appointment must be made for an interview and assessment.</p>
<h3>Occupancy Agreement</h3>	<p>Those accepted for residency sign a binding agreement setting out the conditions of residency.</p>
<h3>Ainslie Village (AV) Rules</h3>	<p>These Rules govern how occupants in Ainslie Village live together.</p> <p>The Ainslie Village Rules are attached to the Occupancy Agreement and may be amended in accordance with the Occupancy Agreement Terms. You agree to observe them under the terms of your Occupancy Agreement.</p>
<h3>House Rules</h3>	<p>Additional written rules may be applicable to individual houses where a occupant's room is located. The House Rules apply in addition to this General Information and the AV Rules.</p>
<h3>Access to external support services</h3>	<p>There are a number of services available, such as ASSIST, Day To Day Living, Schizophrenia Fellowship NSW and Red Cross. Ainslie Village Reception can provide referral forms. There are also notice boards in the Reception hall with more information.</p>
<h3>Income Related Rent</h3>	<p>Rent must be paid two weeks in advance, unless otherwise arranged with management. Occupants pay 25% of gross income as Income Related Rent, plus a utilities Contribution Levy, which covers electricity, water and other services not in the name of the individual occupant. The Utilities charge is reviewed from time to time. Information in regard to the current utilities charge is available from Ainslie Village Reception.</p>
<h3>Income Related Rent</h3>	<p>If the Income Related Rent exceeds the Maximum Rent, only the Maximum Rent is payable. If the Income Related Rent is less than the Minimum Rent, the occupant must pay the Minimum Rent.</p> <p>Maximum Rent and Minimum Rent are specified in the Occupancy Agreement, and may be reviewed from time to time in accordance with the Occupancy Agreement Terms.</p> <p>Rent reviews are conducted every six months in January and July.</p>

<p>Payment for lost keys or damaged locks</p>	<p>You are required to pay a fee for lost key(s) or damaged locks, each time they are lost or damaged, regardless of the key type, subject to the Schedule of Supplementary Charges (See AV Rules) applying on that date</p>
<p>Reception</p>	<p>The reception counter in the Administration Building (nearest the main entrance) is where residents may pay rent; receive and send mail, and make general enquiries.</p> <p>Reception is open during the following times:-  Mon, Wed, Thurs, Fri: 9.30 am – 12.30 pm  and 1.30 pm – 4.30 pm.  Tuesday morning only: 9.30 am – 12.30 pm.</p>
<p>Facilities and services</p>	<p>An internet café, second-hand shop and art room are run by occupants. Notices in the Reception hall give opening times.</p> <p>Pool, snooker and table-tennis tables are situated in the Facilities Building (located in the middle of the Village). Access to facilities is for residents only and equipment is available from Reception.</p> <p>Laundries (for occupant use only) are located at the end of E, F, K and T houses. They are open between 7.30 am and 9.00 pm.</p> <p>Soft-drink and snack machines and two public telephones are located in the covered porch at the rear of the Administration Building.</p>
<p>Ainslie Village Community Meetings</p>	<p>Ainslie Village Community Meetings are held at on the first Wednesday of every month at 3:00pm in the Board Room of the Administration building. All residents are welcome.</p>
<p>Cooking and food services</p>	<p>Each house has a kitchen where its occupants may cook meals. There are locked cupboards available for occupants to store utensils, pots etc. (which are not supplied). Enquire at Reception for a cupboard key.</p> <p>Refrigerators, electric kettles, microwave ovens and toasters are permitted in rooms, but all cooking must be done in the kitchen areas. Occupants are expected to close hallway doors and switch on extractor fans when cooking. Note that charges may be levied against the occupants of a house for an unnecessary Fire Brigade call-out.</p> <p>Cooking and food services: The Blue Door drop-in centre, also in the Facilities Building, serves a snack, light lunch and provides other support. No charge.  Open: 9.00 am – 2.30 pm Mon – Fri, 12.00 pm – 3.00 pm Sunday, and 7.30 pm – 9.00 pm Wednesday evenings.</p> <p>A list of free-meal providers in the ACT is posted in the Administration Building.</p>
<p>Cleaning services</p>	<p>Common areas, corridors, bathrooms and toilets are cleaned by a cleaning service. Self-managing Houses are cleaned by their occupants. Rooms and en-suites are the responsibility of the occupant.</p> <p>Occupants using kitchen areas are required to clean work surfaces, stove tops, grillers and ovens immediately after use.</p> <p>Note that charges may be levied against the residents of a house for an unnecessary Fire Brigade call-out due to inadequate cleaning of stoves or other WHS issues.</p>
<p>Loss of property</p>	<p>Management takes no responsibility for belongings left anywhere in Ainslie Village. Occupants should report thefts to police, then to Reception so attending officers can be directed to your room or location of the loss.</p>

Maintenance	<p>Occupants requiring maintenance in their room or house must complete a Maintenance Request and submit the form to Reception. Urgent repairs will be given priority; other repairs will be made within four weeks. Request forms are held at Reception.</p>
Guests	<p>Occupants may have a guest stay in their room for no more than three nights per month, if the guest is aged 18 years or older. Permission from the Senior Manager ACT in writing is necessary beyond this.</p> <p>Your guest will be site-banned and you will be in breach of your Occupancy Agreement if you are found exceeding these limits without written permission from the Senior Manager ACT.</p>
Complaints	<p>Occupants wishing to make a complaint regarding other occupants, staff or visitors, must do so in writing using the appropriate Complaint form available from Reception. Assistance in completing the form, if required, will be given by Reception staff. All complaints are confidential, unless investigated and further administrative action is required.</p> <p>A complaint against you may result in a review of your Occupancy Agreement</p>
Residency Review Panel (RRP)	<p>The Residency Review Panel is established for the purposes of reviewing breaches of an Occupancy Agreement by an occupant and assessing appeals against termination of an Occupancy Agreement.</p> <p>Occupants can bring a friend or support worker to participate in the Residency Review Panel. The Panel reports to the General Operations Manager, outlining whether a breach has occurred in an Occupancy Agreement, and how seriously, or not.</p> <p>The Residency Review Panel may make directions to an occupant about how they must remedy a breach and if it can be remedied. The occupant must comply with that determination.</p> <p>Management reserves the right to use information divulged to a Residency Review Panel and to discuss the content during appropriate conflict resolution.</p>
Senior Manager, ACT	<p>The Senior Manager, ACT, is a person employed as a representative of the Grantor who is authorised to act on behalf of, and make decisions on behalf of the Grantor in relation to the operation of Ainslie Village.</p> <p>The Senior Manager ACT can be contacted through Reception.</p>
Offensive Weapons Explanatory note	<p>This note is to assist occupants in understanding what can be and would not be classed as an offensive weapon (this is not an actual list but only some examples );</p> <ul style="list-style-type: none"> <li>• As stated at #4 above a firearm or a knife are regarded as Offensive Weapons (OWs)</li> <li>• Any other item that when used to inflict pain, injury or malicious damage may be classed as a weapon; examples could include; <ul style="list-style-type: none"> <li>• A book used to strike someone becomes an OW</li> <li>• A screwdriver if used to threaten someone or that you use to strike and inflict a woundwith becomes an OW</li> <li>• Alternatively a book or a screwdriver used for more normal purposed (inserting or removing screws) or a book being read or on a bookshelf – is obviously not a OW [at that time]</li> </ul> </li> </ul> <p>This explanation is provided as concerns have been raised as to what constitutes an offensive weapon, it is not a legal opinion or definition from the crimes Act 1900 (ACT) but is provided to assist occupants /future occupants understand this aspect of the law.</p>
Site-bans	<p>Management may declare a visitor or an evicted occupant Site-banned for breach of the Occupancy Agreement or the Ainslie Village Rules. If they are then found to be anywhere in Ainslie Village, security services and the police may be summoned to remove them.</p> <p>If it is believed that a Site-ban should be lifted, a request can be made for an appointment through Reception to see the Senior Manager ACT who has complete discretion.</p>

Forwarding address	Occupants are requested to leave a forwarding address when vacating Ainslie Village. Mail will be forwarded for four weeks and afterwards returned to sender.
Access to file	<p>Occupants may view their individual file having submitted a written request to Reception. Access will be arranged in accordance with the Freedom of Information Act and Privacy Legislation, and will be during working hours unless prior arrangement is made with the Senior Manager ACT.</p> <p>Access to certain parts of a file may be withheld where the information: may pose a risk to the resident or other person; is given in-confidence by another person; or, does not relate to the occupant making the request.</p>
ACAT	<p>The ACT Civil and Administrative Tribunal has the power to consider any applications under the Residential Tenancies Act 1997.</p> <p>The ACAT is located at the ACT Magistrates Court at Knowles Place, Canberra City. Further information about making an application to the ACAT can be obtained from the Registry of the ACAT, or on their website at: <a href="http://www.acat.act.gov.au">www.acat.act.gov.au</a></p>
Residential Tenancies Act 1997	<p>The Residential Tenancies Act 1997 (the Act) applies to the Occupancy Agreement, particularly Part 5A which is relevant to Occupancy Agreements.</p> <p>Occupants should be aware that the Occupancy Agreement is not considered to be a Residential Tenancy Agreement under the Act and as a consequence the rights and obligations imposed by the Act to Residential Tenancy Agreements do not apply to this Occupancy Agreement.</p>

Updated 01 November 2013

Occupant's signature:  Date:

Grantor's signature:  Date: