



TANDAROOK HOUSE

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Information Booklet for Prospective Tenants of Tandarook House



**Operated by:
Cobden District Health Services Inc
5 Victoria Street, Cobden**

1. Purpose of Tandarook Community House

Tandarook House has been established to provide older persons with an opportunity to retain independence and at the same time, enjoy the companionship of others.

The aim is to create a 'family atmosphere' similar to that which prevails in an ordinary household. It is anticipated the tenants will create a peaceful and happy community with due concern for the rights and well being of all residents.

2. General Description of Tandarook House

Tandarook House is a 50 square brick veneer building situated in Victoria Street, Cobden, opposite the Cobden District Health Service (CDHS) and in close proximity to the Senior Citizens Centre and Shopping Centre. It is built on a concrete slab and is all under the one roof.

It comprises ten carpeted bedroom units (approximately 4.2 metres square) each with built-in wardrobe and ensuite with shower, toilet, and washbasin. There are five units either side of the central communal lounge, dining, kitchen and laundry. There is a guestroom for visitors and an office for the Housekeeper.

Tandarook House is insulated and floor slab heating has been installed to all areas with individual thermostat controls located in each unit. A gas heater and air conditioning is provided in the communal lounge. Telephone and television connections are available to each unit. Outdoors is a car park for resident's private cars and a communal clothesline.

3. House Administration

- 3.1 House Committee: Discusses day-to-day matters such as meals and menus, use of common areas or any concerns that affect the residents as a whole. The House Committee consists of residents (optional), the main Housekeeper and CDHS' Clinical Manager. Informal meetings are held each month.
- 3.2 Tenancy Committee: Responsible for making decisions on all tenancy applications. This committee consists of CDHS's Clinical Manager, a HACC Services Representative from Timboon District Healthcare Services, the prospective resident and a family member.

4. Housekeepers

Residents are encouraged to assist with household duties within their capabilities.

Housekeepers are on duty each day including Saturday and Sunday. On weekdays, the Housekeeper is on duty between 9am and 2pm. The weekend Housekeeper is on duty between 9am and 1:30pm.

The Housekeeper will prepare the midday meal, purchase groceries and clean the common areas of the House including the passageways.

5. Meals

Residents will be expected to make their own breakfast and evening meal and are encouraged to assist with the preparation of the midday meal and tidying up afterwards.

6. Cleaning

It is the Residents responsibility to clean their own unit. The Housekeeper will clean the common areas. Residents are encouraged to assist in keeping the common areas neat and tidy. Assistance may be available via HACC services (*refer to item 8 below*).

Unplanned absences: Should a resident be absent for a period of time due to illness or hospitalisation, and their room requires a special clean, it is the responsibility of the resident or their family to liaise with the CDHS Housekeeper and/or the HACC Services Coordinator to arrange such. All special cleaning will be carried out during the housekeepers working hours; i.e. 9am-2pm whilst they are present. The Housekeeper must be notified in advance.

7. Laundry

Residents are responsible for their own laundry; facilities have been provided for this.

8. Home and Community Care (HACC) Services

Residents will continue to be eligible for Home and Community Care Services where required, under the same conditions as is presently available if persons reside in a private home; e.g. Home Care (laundry & cleaning), Personal Care (assistance with meal preparation, showering and supervision of medications), Home Maintenance (gardening), Community Transport, District Nursing, Planned Activity Group (Day Centre Tues and Wed at Senior Citizens) and MePacs (Personal Alarm Vic).

9. Furniture

The common areas of Tandarook House are fully furnished. This includes the kitchen, dining and lounge areas, the laundry and Guestroom. Residents are responsible for providing all the furniture for their own unit.

10. Telephone

A telephone connection point is available to each room and if connection is required, a connection fee will be payable to Telstra. The connection fee and annual rental is payable by the tenant.

11. Pets

Pets are not permitted in Tandarook House.

12. Gardens and Surrounds

CDHS and Corangamite Shire Council shall be responsible for upkeep of the lawns and surrounding gardens. Residents are responsible for the upkeep of the individual garden areas adjacent to their unit. Assistance may be available via HACC services (*refer to item 8 above*).

13. Insurance

CDHS will cover the premises for Public Liability, Fire, Storm and Tempest. This includes building and contents of the common areas.

Residents are required to insure their personal property – this cover will **not** be included in the CDHS's policy.

14. Medical Services

Residents are free to choose their own General Practitioner. The resident is responsible for checking whether their Doctor is willing to visit the House.

There is no nursing care provided at the House. HACC services are available when necessary (*refer to item 8 above*).

15. Guests and Visitors

A guestroom is provided for short stay periods of residence. This allows residents to have a friend or relative stay.

A reasonable overnight fee is applicable in such circumstances. These arrangements should be made through the Housekeeper.

Residents are encouraged to receive visitors during the day and evening as they would if living in their own homes. Should visitors require a midday or evening meal, then prior arrangements should be made with the Housekeeper. A set reasonable charge for meals applies.

16. Probationary Period

A probationary period of three months is provided to enable the resident and the Tenancy Committee to review suitability for residence.

17. Absences from Tandarook House

Where residents are absent from the House for a period of between one and four weeks through sickness, holidays, etc. their rooms will be retained for that period at 80% of the weekly rental rate. Residents are asked to complete the relevant form, available from the Housekeeper.

Should the absence be for a longer period, then an application should be made to CDHS's Clinical Manager.

18. Resident Responsibilities

It is expected that the resident's family will be responsible for the care of the resident in case of illness. This may mean that the resident is cared for by family, and return to Tandarook House only when able to maintain independence.

Should a resident subsequently become medically unsuitable to reside in the House, ie: requires nursing care or a high level of personal assistance, arrangements then need to be made to seek suitable alternative accommodation. This is the responsibility of the resident and his/her family to arrange, with assistance being available from CDHS's Clinical Manager.

19. Vacating the Premises

A resident who desires to vacate the premises shall give at least one month's notice of intention to do so. Should a resident subsequently become medically unsuitable to reside in the House, then arrangements should be made to seek suitable alternative accommodation. This is the responsibility of the resident and his/her family to arrange.

20. Room Allocation

Residents will be invited to state a preference for a particular room if more than one room is available at the time. However, no guarantee can be given that a prospective resident will be allocated that preference. The Tenancy Committee shall make the final decision.

21. Rental

The rental payable per week is determined by CDHS's Board of Management, and is generally within the range of 65 – 75% of the full Aged Pension (not including Rental supplement).

The rental covers accommodation, food for all meals, Housekeeper's wages, electricity, rates, insurance (except the personal property of tenants) and maintenance of the House.

Rental increases will occur on 20th March and 20th September each year and will be adjusted accordingly with CPI and Pension increases.

The rental will be payable once per fortnight in advance.

22. Inspection

Prospective tenants are strongly advised to inspect the premises before making an application. They should contact Kate Rafferty, CDHS' Clinical Manager, on (03) 5595 3100.

23. Smoking

Tandarook House is subject to a "No Smoking" Policy. Smoking is only permitted in designated external areas.

24. Application for Tenancy

- 24.1 A form titled 'Application for Tenancy' has been provided and this must be completed for submission to the Tenancy Committee.
- 24.2 The information required includes details of your medical condition and financial position. These details are essential to the decision making process.
- 24.3 Ownership of property and income level will not exclude any applicant.
- 24.4 The Medical Report will be supplied by the Doctor direct to the Tenancy Committee. Applicants will need to authorise their Doctors to supply this information. A form for this purpose will be provided.
- 24.5 Applicants must be prepared to be interviewed by the Tenancy Committee.
- 24.6 The Tenancy Committee will have complete responsibility for decisions relating to applications and tenancy.
- 24.7 Applicants accepted for tenancy are required to sign a Residential Tenancy Agreement, which has been prepared having regard to the Residential Tenancy Act 1997.
- 24.8 **DETAILS SUPPLIED IN THE APPLICATION WILL REMAIN STRICTLY CONFIDENTIAL**