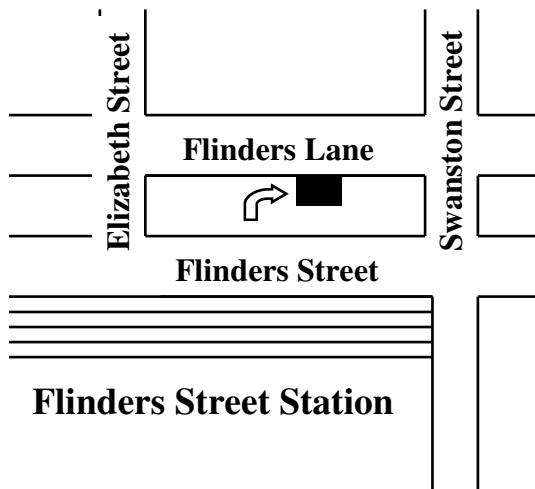


Housing for the Aged Action Group provides telephone and in-person advice to people about their housing.

Call 9654 7389 or come into the office at Ross House in the city. We are close to public transport and our office has good physical access.



2nd Floor Ross House  
247-251 Flinders Lane  
Melbourne Vic 3000  
Phone: (03) 9654 7389

Reg. No. A00171071

7/09

HAAG holds General Meetings of members every three months where we discuss issues affecting older renters.

The HAAG Management Committee meets on the fourth Thursday of each month at: *Ross House, 247-251 Flinders Lane, Melbourne*



Other services that can help with enquiries about renting are:

Consumer Affairs Victoria  
1300 55 81 81 (local call charge)

Tenants Union of Victoria  
(03) 9416 2577

## HOUSING FOR THE AGED ACTION GROUP INC.

2nd Floor, Ross House  
247-251 Flinders Lane  
Melbourne Vic 3000  
Telephone: 03 9654 7389  
Fax: 03 9654 3407

email: [haag@oldertenants.org.au](mailto:haag@oldertenants.org.au)  
web-site: [www.oldertenants.org.au](http://www.oldertenants.org.au)

### Older Persons Housing & Care Service

9654 7389



Country people call  
**1800 637 389**

**10am - 4pm**  
**MONDAY TO FRIDAY**

# What is HAAG?

Housing for the Aged Action Group offers free, confidential and quality advice to older people who need information and support about accommodation issues or who may have a housing problem.

*There are 4 main services offered:*

- Housing Options
- Private Renters Assistance
- Outreach Care & Housing
- Retirement Housing Advice and Support



## *Housing Options*

We provide information on housing options for older people who need to find better, more affordable and secure accommodation. We have a register of housing providers and information on how to access these options such as *Independent Living Units, Retirement Villages, Public Housing, Residential Parks, Movable Units.*

## *Help for Private Renters*

If you rent from a private landlord or real estate agent and are having difficulties such as struggling with your rent, your housing is in poor conditions and needs repair, or you have received a legal notice, then we are here to help.

## *Outreach Care & Housing Service*

This service helps people maintain their independence, linking them to relevant care services, community groups and health services, as well as assisting them to access appropriate housing options where possible.

## *Retirement Housing Advice and Support*

Specialist assistance is available to older people living in retirement villages, rental villages, residential parks and permanent accommodation in caravan parks. We can help you understand the laws that cover your accommodation, help negotiate a problem, or assist you to apply to Consumer Affairs or the tribunal (VCAT).

*HAAG receives funding from Consumer Affairs Victoria (CAV) and the Commonwealth Department of Health & Ageing*

Housing for the Aged Action Group's philosophy is that older people should have access to safe, secure and affordable housing. We also advocate that, based on their wealth of life experiences, older tenants have a right to be involved in the development of ideas, plans and decisions about their housing. To this aim we are a member based group.

Our Management Committee and general members consist of older people who are involved in housing and housing related areas. We work as a group towards fair policies and laws which will provide long term, secure, and affordable housing tenure.

Interested tenants and people working in the areas of older persons' housing issues are encouraged to join Housing for the Aged Action Group.

Membership fees are:

- |   |           |
|---|-----------|
| • Pensioners                              | No Charge |
| • Individuals                             | \$5       |
| • Organisations<br>(funded under \$25000) | \$25      |
| • Organisations<br>(funded over \$25000)  | \$50      |

Members receive our quarterly newsletter and can attend our Housing Forums on the issues affecting older tenants and residents. Members can also be nominated for the Management Committee. Throughout the year, HAAG members are invited to participate in our many other activities and events.