

Tenants Newsletter

Welcome to our First Newsletter for 2024

To better serve our 311 tenants across the region, we've implemented a more proactive and personalised approach by dividing our communities into two offices, each with a dedicated Client Services Officer.

In our Coonamble Office, Joy will be overseeing communities including Wee Waa, Pilliga, Baradine, Coonabarabran, Coonamble, Gulargambone, Nyngan, Warren, Collarenebri, and Walgett. Meanwhile, Irene in our Dubbo Office will focus on Dubbo, Wellington, and Narromine.

Starting March 4th, 2024, Joy and Irene will proactively reach out to tenants via phone to discuss various issues, ranging from rent and water arrears to repairs and maintenance needs.

This division ensures that our tenants receive prompt and personalized support tailored to their specific needs and locations.

Phone: 0487 743 159
Email: irene@dreamtimehousing.com.au

Irene Brown

Joy Astill
0439 561 501
joy@dreamtimehousing.com.au



Good News Story

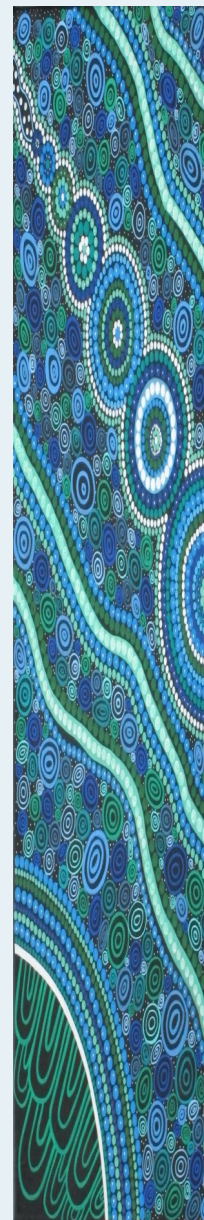
Dave had been residing at Sturt House Men's Refuge and recently moved into his new home with Dreamtime Housing in January.

With support from Jamie, Troy and Beau from Orana Support they helped Dave secure furniture and transported it to his new property and helped him get set up.

Dave is very thankful for all the assistance Sturt House has given him and to those who helped with donations.



Issue 11
January -
March 2024
Previous Issues can be found
on our website



Public Holidays Coming up
Friday 29th March Good Friday
Saturday 30th March Easter Saturday
Sunday 31st March Easter Sunday
Monday 1st April Easter Monday
Thursday 25th April ANZAC Day





Dubbo Office Open

Our new office in Dubbo, located at Shop 4 / 12 Young Street, commenced operations on Monday, January 8th, 2024.

Our staff will be available at the office from Monday to Friday, from 9:00 am to 12:00 pm, and from 1:00 pm to 5:00 pm by appointment only.

Tenants are welcome to drop by during these hours to speak directly with our staff about rent, repairs and maintenance, as well as to receive assistance with filling out forms for subsidies and Centrepay deductions.

Shop 4 / 12 Young Street



Dubbo staff are available on mobile
Irene 0487 743 159 or Suze 0455 421 907

Split Systems

Tenants are requested not to interfere with any mechanical parts of their split system.

- If the unit isn't working, **do not to dismantle any part** of the unit, inside or out, in an attempt to conduct their own repairs, as this may cause further damage to the system.
- If it is discovered that damage has been caused by tenants attempting their own maintenance on these systems, they will be held responsible and charged for the repairs or replacement. **These systems can be costly to repair or replace.**
- Tenants with dogs are reminded to keep them away from the external unit, as there have been instances where **dogs have chewed the wiring** on the external unit.
- Tenants are encouraged to **regularly clean the inside filters**. Dirt buildup occurs naturally on air conditioners over time, and neglecting to clean the air filter can accelerate this process. When the filter becomes clogged, dirt and debris in the air can circulate and accumulate on the air conditioner's cooling coils.
- Excessive buildup can lead to issues with the machine, necessitating a coil cleaning.
- External units should be kept **clear of dirt**; ensure that plants do not obstruct the air outlet.



Ashlee Brown 0428 117 373
Project Manager Ashlee.brown@mpra.com.au

Lightning Ridge
Goodooga
Collarenebri

Seاون Stanley 0428 505 993
Project Officer Seاون.Stanley@mpra.com.au

Brewarrina
Walgett
Coonamble
Gulgambone
Weilmoringle

Complaints

We are addressing ongoing complaints from neighbors and local councils regarding certain properties under our management. These complaints encompass various issues, including prolonged periods of loud music, litter scattered around the yard, neglected lawns, and disturbances caused by noisy or wandering dogs.

To address noise complaints, we encourage neighbors to report incidents to the police and local councils, obtaining event numbers for documentation. Additionally, we notify tenants when complaints are received.

If complaints persist, we may request further information from the authorities and escalate the matter to NCAT if necessary.

Regarding yard maintenance complaints, local councils have the authority to issue tenants with Orders or Notices under the Local Government Act. Non-compliance with such directives can result in penalties, including fines or court proceedings, directly imposed on the tenant. Typically, council rangers initially engage with tenants, followed by formal letters outlining the issue and a deadline for resolution.

Failure to meet this deadline may lead to fines being issued.

Tenants are reminded of their responsibility to maintain the property, including lawn mowing and proper waste disposal.



DUBBO AREA YOUR CLIENT SERVICES OFFICER IS

IRENE BROWN

Email

irene@dreamtimehousing.com.au

Mobile

0487 743 159

**Covering Dubbo, Narromine and Wellington
Tenants**

Irene can help you complete subsidy applications,
centrepay forms, rent certificates.



Dubbo Office
4/12 Young Street
Dubbo NSW 2830
Next door to ASF Clothing
Open from 9am to 1pm
After 1pm by appointment



Rent Subsidy Reviews

Tenants can request a rent review at any time throughout the year if their circumstances have changed.

If, You or household member have stopped working or started a job, Family member moved in or out

You will need to provide information like separation certificates and payslips

Complete a new application form which can be obtained by

- Asking for one to be mail out
- Picking one up from any of our offices
- Or downloading one from our website

<https://www.dreamtimehousing.com.au/aboriginal-housing-office>

We **do not back date subsidies** so we advise tenants to make contact as soon as they can to complete the subsidy application.

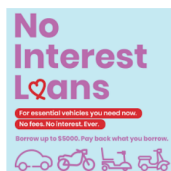
Dreamtime Housing will do subsidy reviews twice a year around March/April and September/October to pick up any changes that have not been reported.

Review paperwork will be sent out to tenants in March for our first review this year.

If you need help to complete these, staff from the Dubbo Office will be available at the office.

No Interest Loan (NILS)

Unexpected expenses are bound to pop up from time to time. Don't choose an option that might get you in trouble later. With NILs, you only pay back what you borrow, nothing more.



How does it work?

Submit your invoice with your application and NILS will pay it straight to the supplier/vendor. Loans cannot be used for cash, bills or debts.

How much can I borrow?

Borrow up to \$2000 for essentials such as appliances or furniture, car repairs or rego, a new phone or laptop or medical, dental or vet expenses.
Borrow up to \$3000 for housing-related expenses such as bond or rent in advance or for recovery from natural disaster.

For more information and to find a provider go to www.goodshep.org.au/services/bills

**MAKE A POSITIVE START TO 2024!
GET AHEAD IN YOUR RENT**

Did you know that by paying a little more rent throughout the year, you can get ahead financially and be ready for the end of year holiday season.

The Christmas holiday time can be expensive but, if you've paid a little more rent in advance you'll be ahead of the game.

A little extra each week can provide a financial safety net, helping you and your family get through the Christmas holidays without breaking the bank!

ADRA Community Food Hamper
Located at the Seventh Day Adventist Hall
Cnr Cobra and Stirling Street Dubbo

Every 2nd Friday 10.30am to 12pm

\$10 a bag, bring your own bags

Dreamtime Housing staff attended recently and purchased 2 bags and later compared costs with other supermarkets.

This would normally cost you over \$150.00



Checking your mail on a regular basis

We have been receiving a number of "Return to Sender" letters. It is important that you regularly check your mail for important information / forms that we may send out to you.

If you have a PO Box that we aren't aware of please let us know, we can change your mailing address to this box.

We can send letters to tenants via email if you give us permission to do so.

Please check the contents of the envelope
To save on postage where possible, we will send out
bulk information to tenants



COONAMBLE AREA YOUR CLIENT SERVICES OFFICER IS

Joy Astill

Email

joy@dreamtimehousing.com.au

Phone

0439 561 501 or 1800 570 849

Covering Coonabarabran, Baradine, Wee Waa, Pilliga,
Coonamble, Gular, Nyngan, Warren, Collarenebri, & Walgett

Joy can help you complete subsidy applications,
Centrepay forms, rent certificates.



Joy can be found at our
Coonamble Office located at
38 Aberford Street
Coonamble NSW 2830
Across from the Court House
Open Monday to Friday 9am to 5pm



Who do we help?

CatholicCare Wilcannia-Forbes is driven by a simple yet powerful mission: Empowering Individuals, families and communities of western NSW, by enhancing their social, economic and emotional well being and strengthening their networks of support.

We offer a range of services across five major programs:

- Mental Health
- Families & Relationships
- Homelessness & Domestic Violence
- Parents & Children
- Financial Counselling.

Services are offered across our diocese at one of our 15 offices or through outreach programs and initiatives. You can find services specifically for your location using our Services Provider which can be found on there website

Website: <https://ccwf.org.au/our-services/service-finder/>

There services are designed to help as many in our community as possible—particularly our most vulnerable community members and those experiencing hardship.

If you, or someone you know, needs help or could benefit from our services please contact their team today.

Contact

Dubbo
2C/113 Darling Street
Dubbo NSW 2830
PO Box 1157
Ph: 026883 4600

Narromine
12 Dandaloo Street
Narromine NSW 2821
PO Box 411
Ph: 026889 4932

Warren
5 Burton Street
Warren NSW 2824
Ph: 0429 403 810

