

Tenants Newsletter

Welcome to our second Newsletter for 2024.

We try to get our newsletter out every 3 months, but this one has taken a bit longer to get completed as we have been busy over the last few months.

Staff have been busy completing house inspections, attending handovers on newly built AHO properties in Walgett, Coonabarabran, Nyngan and Narromine.

We have a couple of properties vacant being repaired for new tenants, staff regular check on work being completed and to make sure the properties are not being broken into.

We took over management of 18 AHO properties at the end of July in Wee Waa, Pilliga, Baradine, Nyngan and Dubbo that were managed by another smaller provider.

In June Murdi Paaki Housing's management agreement ended and properties went back under Murdi Paaki management.

In this issue of our newsletter we highlight a number of items that we deal with on a regular basis that we wanted to make all tenants aware of

- Contacting the office — page 2
- Market Rent / Subsidised Rent - Page 3
- Repairs - When to call it in, what is tenant damage - Page 4
- Tenant responsibilities in the garden - Page 5
- Water Rates - Page 6
- Funding awarded to Dreamtime Housing - Page 7
- New Builds for AHO - Page 8

Also included is information on Tenancy support programs - Murra Mia and NEWTAAS which cover all areas and TSEP which cover the Murdi Paaki Region. If tenants have issues that they can't resolve with staff they can speak to these services for more support.

*Dreamtime Housing successful
in obtaining funding to
purchase seven properties
Full story page 7*

*Dreamtime Housing successful
in obtaining funding to install
solar systems to 54 properties
in Warren and Dubbo*

Issue 12
April - Sept
2024

Previous Issues can be found
on our website



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**PUBLIC
HOLIDAY**

Public Holidays Coming up

- Monday 7 October - Labour Day
- Wednesday 25 December - Christmas Day
- Thursday 26 December - Boxing Day

DUBBO OFFICE
please call

0455 421 907 or 0487 743 159

Shop 4 / 12 Young Street



COONAMBLE OFFICE
please call

1800 570 849 or 0439 561 501

38 Aberford Street



CONTACT US

Email
info@dreamtimehousing.com.au

Calls to Dreamtime Housing

When calling the 1800 number or the mobiles, and you **do not** get through please **leave a message**.

**We have provided tenants with all contact numbers
Please do not keep calling the same number repeatedly.**

If you are calling from a mobile you can send a text with your question or your repairs needed and staff can get back to you.

You can also email your questions or repairs to staff
info@dreamtimehousing.com.au
All staff can see this email and respond to your query.

There are times when staff cannot answer the call straight away, or at all. They maybe

- ◇ On another call or talking to a tenant in person
- ◇ Driving
- ◇ Doing house inspections, starting tenancies or completing exits
- ◇ Attending training, meetings or NCAT
- ◇ At lunch or off work sick

There are many other reasons why staff may not be able to answer.

After the office is closed from 5pm to 9am the 1800 is diverted to a mobile number, if you have **URGENT repairs** needed you can still call the 1800 number. If not answered leave a message and staff will get back to you.

Blocked numbers / NO CALLER ID

You will need to leave a message with your contact number



**MURRA MIA
Tenant Advice Service**

PO Box 44
Dubbo NSW 2830

**Phone: 02 6881 5700
Freecall: 1800 810 233**

Email: mmw@murramia.com

NEW ENGLAND AND WESTERN



**TENANTS
ADVICE
AND ADVOCACY
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Incorporated

1800 836 268

T 02 6772 4698

F 02 6772 2999

Enewtaas@gmail.com

www.tenants.org.au



Market Rent / Subsidised Rent

All AHO tenants are charged market rent on their properties and then they can apply for a subsidy to pay lower rent. Market rent is set by the AHO and information is provided to providers through a program called Ngamuru.

To determine the subsidised rent, tenants income is assessed by entering all income the tenant and their household members over 18 receive from Centrelink and or wages or a combination of both.

Subsidy eligibility is reviewed twice a year by the housing provider through a Rent Subsidy Review or when a tenant requests a review.

Dreamtime Housing initiated Rent Subsidy Reviews

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.

For us to complete this review paperwork needs to be completed by the tenant and adult household members and returned to the office by the due date provided. We do not run this automatically.

Review paperwork for our second review this year has been sent out and is due back to the office by 18th October 2024

What if my circumstances have changed?

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

If, you or a household member have stopped working or started a job, family member moved in or out you can request a review of your rent.

You will need to provide information like separation certificates and payslips.
Evidence for when someone has left the property.

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.

If you need help to complete a subsidy application please ask.

If you would like more information to understand rent subsidies you can find more information on our website or from our Dubbo Office. <https://www.dreamtimehousing.com.au/aboriginal-housing-office>

If you think there has been a mistake made with the calculation of the subsidy you need to let us know and we can rerun it. If the result doesn't change, staff can explain and show tenants how the calculation works.



Ashlee Brown Project Manager	0428 117 373 Ashlee.brown@mpra.com.au	Lightning Ridge Goodooga Collarenebri
Seاون Stanley Project Officer	0428 505 993 Seاون.Stanley@mpra.com.au	Brewarrina Walgett Coonamble Gulargambone Weilmoringle

Repairs - When to call it in

We ask that tenants report repairs as soon as they notice them.

Please do not wait for a house inspection and give us a big list of work to be completed as we had some tenants do recently.

Please do not leave it to 5pm or the weekend to call it in when you have known during the week it has been an issue.

Please report it direct to our staff not to a trade that is doing work at your property.

They have been sent for a specific job and it is not their responsibility to remember to call us with your requests.

Not all repairs require them to be completed straight away, but knowing what needs to be done will allow us to plan ahead.

If you are unhappy with work that has been completed please let us know, we can send the trade back to rectify the issues.

Trades are **not working exclusively** for Dreamtime Housing so this means there will be a wait if their days are booked out. It is up to each tradesperson if they can 'slip' a job into their schedule. Sometimes they are out of town and can't get to your job that day.

Some towns we manage properties in do not have all trades based locally or trades at all, so they travel from surrounding towns. If they can build up a few jobs before travelling they will.

We are also getting feedback from trades that they cannot get access, as there are dogs, or tenants are not answering the phones to organize the access. Trades are leaving call notes in doors. If you see one of these notes please call the trade to organise access to have your repairs completed.

We do not make bookings for you, trades will contact you to gain access. If you have changed your contact number please let us know.

What is tenant damage?

Is any damage caused by tenants, their family members, their pets, and visitors they invite in. This type of damage needs to be paid by the tenant accident or not.

We will use the information you provide and information from the trade to determine if it is tenant damage or not and let tenants know.

Broken windows

Will be boarded up and we will get quotes and tenants will need to accept the quote before work will be completed. Tenants will also pay for the boarding up to make safe.

Misplaced/lost keys

Tenants who misplace their keys and have locks changed will be charged for all locks that are needing to be replaced. If you keep all keys together, this could include window and security doors,

Tenants will then be sent a copy of the invoice and will need to increase their payment to cover this cost

Tenants can find their own trades to repair any tenant related damages and pay for the work themselves.



Tenants responsibilities in the yard

What am I responsible for maintaining in my garden?

Its your responsibility to look after the lawn and garden of your home which includes

- Mowing lawns, watering, weeding and maintaining any garden beds
- Regularly trimming trees and shrubs that are less than 3m high to allow light into windows and let air circulate around buildings
- Clearing leaves from gutters in single story homes that are less than 3m high.

Do not leave rubbish piling up in your yards. When the piles become to big we often find tenants cannot remove it as they have no way to do so or the money to pay someone else.

We do not provide skip bins or rubbish removal services for tenants unless they are paying us for it.

Leaving rubbish piled up in yard can attract mice and rats to the property and is often a reason we receive complaints from neighbours about.

Can I plant in my garden and where can I plant it?

- You can plant trees that will grow up to 3m high, but if you don't know how tall a tree will grow it would be best not to plant it in your garden.
- Trees are shrubs must be planted at least 3m from any building, paths or fences.
- If you build a garden bed make sure its more than 1m from any building
- Raised beds must not be placed directly against structures such as building and fences as they can cause damage and prevent access for maintenance

Don't plant any tree or climbers that have invasive roots or stems, is a noxious weed or has toxic leaves or sap.

What will Dreamtime Housing maintain

Dreamtime Housing will only maintain trees higher than 3m that are posing risk to existing structures, over hanging fences and other properties. We will clean gutters once a year.



UPDATE YOUR CONTACT DETAILS

HAVE YOU RECENTLY CHANGED YOUR PHONE NUMBER OR EMAIL?

Please contact Dreamtime Housing
To update your details

Phone: 1800 570 849
Email: info@dreamtimehousing.com.au
<https://www.dreamtimehousing.com.au/update-contact-information/>



DREAMTIME HOUSING

RENT ASSISTANCE

Tenants receiving Centrelink benefits are entitled to rent assistance whilst renting a property managed by Dreamtime Housing.

If you are not sure you are receiving this benefit or the correct amount check with Centrelink.

You may need to request a Rent Certificate that our staff will need to sign before you send it back to Centrelink.

This extra benefit is paid to the tenant not to Dreamtime Housing.



Water Rate Notices

Water rates have been received and paid by Dreamtime Housing, charges have been added to tenants rental accounts and a statement with a copy of the rates notice has been sent out.

We charge tenants what we are charged. Users pay for all water used.

If you are not paying anything or enough towards water you will need to make an arrangement to increase your weekly or fortnightly rent payment to include more.

We do not increase your centrepay payments for water unless you instruct us to.

Water Meters and water leaks

All water meters should have a tap or lever that allows for the water going into the premises to be cut off. If you have a **major** water leak you can turn the water off at the main found in your front yard until a plumber can attend.

Tenants need to look around their properties if they think there water charges are too high. Look for greener grass, wet patches, look around the hot water system and report the leak to the office.

Whilst the water is turned off and you are waiting for the plumber and you need to refill the toilet, have a shower, turn it back on, let the toilet fill up or take your shower and turn it back off.



ACCESS TO PROPERTIES

Tenants with dogs are asked to secure them when trades are attending the property.

We are getting feedback from trades that they have organised access with the tenant but can't get into the property due to dogs not being restrained.

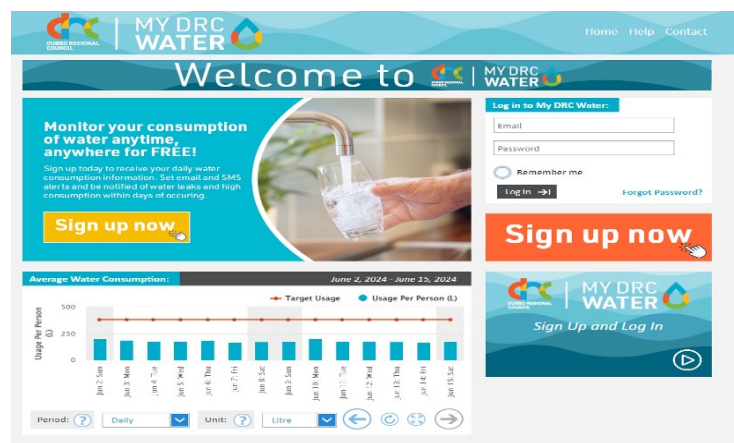
Putting them in a bedroom or holding onto them is not sufficient restraint.

Dubbo Regional Council - MYDRC Water

Tenants living in Dubbo and Wellington can sign up with MYDRC water and receive notifications on your phone for possible water leaks.

You can also see what your using before the water rate notices are sent out.

<https://mydrcwater.dubbo.nsw.gov.au/>



The screenshot shows the MYDRC Water website interface. At the top, there's a navigation bar with 'Home', 'Help', and 'Contact'. Below that, a 'Welcome to MY DRC WATER' banner is visible. A central section titled 'Monitor your consumption of water anytime, anywhere for FREE!' includes a 'Sign up now' button. To the right is a login form with fields for 'Email' and 'Password', and a 'Remember me' checkbox. Below the login form is another 'Sign up now' button. At the bottom, there's a 'Sign Up and Log In' button. A water consumption chart is displayed, showing 'Average Water Consumption' for the period 'June 2, 2024 - June 15, 2024'. The chart compares 'Target Usage' (a red horizontal line) with 'Usage Per Person (3)' (blue bars). The y-axis is labeled 'Usage per Person' and ranges from 0 to 500. The x-axis shows dates from Jun 2 to Jun 15. Below the chart, there are controls for 'Period' (set to Daily) and 'Unit' (set to Litre).



www.13yarn.org.au



13 92 76



CALL US IF YOU NEED TO YARN 24/7

Dreamtime Housing successful in obtaining funding

Funding received to purchase properties off the open market.

Dreamtime Housing were successful in receiving funding through the Social Housing Accelerator Fund (SHAF) for Aboriginal Community Housing Providers recently.



This funding will allow Dreamtime Housing to purchase seven properties that are for sale through local real estates to be used for social housing.

Our CEO, COO and board have selected properties within the communities we operate in to purchase and will be working on finalising the sales, getting properties ready to be tenanted over the next couple of months.

These seven properties will kick off Dreamtime Housing's own portfolio of properties.

Solar System funded for 54 properties in Warren and Dubbo.

Dreamtime Housing were successful in receiving funding through the Aboriginal Community Housing Provider - Energy Efficiency Program to install solar systems on properties managed for Dubbo Koorie Housing Aboriginal Corporation and Warren Macquarie Local Aboriginal Land Council.

Darren Jackson Electrical and Solar have been selected to complete the work on both Dubbo and Warren properties with work being completed by the end of July 2024.



Keep an eye on our Facebook page for up to date information on Dreamtime Housing.

Changes to office hours and office closures
If staff are out office, visiting other communities or away for meetings

We can post on the go, keeping tenants fully up to date on what is happening within our offices as well as what may be happening around the communities that may benefit you.

<https://www.facebook.com/dreamtimehousing>

The Aboriginal Housing Office recently completed three new builds in Nyngan, a five bedroom house and 2 x 2 bedroom houses for elders.

New builds for Nyngan



New build for Walgett



New build for Coonabarabran

They also completed three, five bedroom houses in Coonabarabran, Walgett and Narromine.



New build for Narromine



AHO and DH staff at latest handover

