

Tenants Newsletter

Issue 13
Oct - Dec
Previous Issues can be found
on our website

Welcome to our third and final Newsletter for 2024.

What a busy year it has been.

During 2024, Dreamtime Housing had **20** properties transferred to DH management, **6** New AHO properties were built and added to our management agreement.

Funding was received for Dreamtime Housing to purchase **7** properties. 3 in Coonamble, 1 in Coonabarabran, 1 in Gilgandra and 1 in Narromine with 1 more to be purchased.

21 tenancies were commenced in addition to the above, where tenants had exited properties over the year.

Murdi Paaki Regional Housing Corp took back management of their 58 properties in June 2024.

We have worked with Orana support to find a home for one of their clients in the Men's refuge.

We opened an office in Dubbo to better assist tenants in that area.

Funding was received for Warren LALC and Dubbo Koorie Housing properties to have solar systems installed during the year.

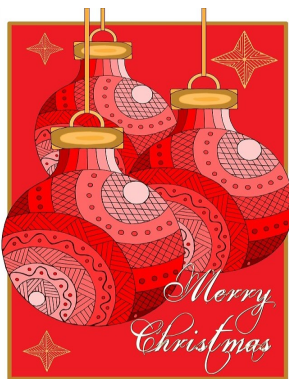
Overall we ended the year with 325 properties managed for 7 property owners with houses based in Baradine, Coonabarabran, Coonamble, Dubbo, Gilgandra, Narromine, Nyngan, Pilliga, Walgett and Warren.

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

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Season's Greetings from the staff and Board of Dreamtime Housing.



**Our office will be closed from
Noon Friday 20th December 2024
Reopening
9am Monday 6th January 2025**

Urgent repairs please call 1800 570 849

If not answered please leave a voice message or send a text.
Please be mindful that trades take time off during this time to be with family.

Public Holidays Coming up

- Wednesday 25 December - Christmas Day
- Thursday 26 December - Boxing Day
- Wednesday 1 January - New Years Day



DUBBO OFFICE
please call

COONAMBLE OFFICE
please call

0455 421 907 or 0487 743 159

CONTACT US

1800 570 849 or 0439 561 501

Shop 4 / 12 Young Street

38 Aberford Street



Email
info@dreamtimehousing.com.au



NEW ENGLAND AND WESTERN



1800 836 268

T 02 6772 4698

F 02 6772 2999

E newtaas@gmail.com

www.tenants.org.au

Tenancy support Services

There are a number of services available to support tenants in NSW.

Three that Dreamtime Housing work with are Murra Mia, TSEP & NEWTAAS

Murra Mia & NEWTAAS cover a wide area whilst TSEP only cover communities in the Murdi Paaki Region.

If you would like support from one of these programs you can contact them on the numbers listed on this page.

These services can assist with understanding your tenancy, rental arrears, maintenance and can also assist with matters at NCAT.

MURRA MIA Tenant Advice Service



PO Box 44
Dubbo NSW 2830

Phone: 02 6881 5700
Freecall: 1800 810 233

Email: mmw@murramia.com



Ashlee Brown

Project
Manager

0428 117 373

Ashlee.brown@mpra.com.au

**Catherine
Cubby**

Project Officer

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Lightning Ridge

Goodooga

Collarenebri

Brewarrina

Walgett

Coonamble

Gulargambone

Weilmoringle

Backyard burning restrictions

Dubbo Regional Council reminds residents to be aware of the restrictions on burning rubbish and vegetation in the open.

The burning of these materials outside in a residential area is prohibited all year round, however recreational fires are permitted subject to only dry clean wood being burned.

Smoke created from 'backyard burning' is a major cause of air pollution which can cause damage to the environment and respiratory complications to residents.

'Backyard burning' is prohibited by the Protection of the Environment Operations (Clean Air) Regulation 2022 which provides regulatory measures for smoke emissions.

Under the Protection of the Environment Operations (Clean Air) Regulation 2022 Dubbo Regional Council officers and the NSW Rural Fire Service (RFS) can take action where they've established that there has been a breach of legislation, including the issuing of on-the-spot fines of \$500.

Instead of burning dead and dry vegetation Council encourages the recycling or re-use of vegetation through methods like composting and mulching. Alternatively, it can be disposed of in Council's garden organics waste collection service by putting the vegetation in the green-lidded bin, collected every week, or dropped off at any of Council's waste management facilities

For AHO leases signed whilst under DCJ Housing, which are still current for these tenants please refer to , section 48

No lighting of fires

48. The tenant shall not light fire on the residential premises to burn household or garden refuse or any other matter at any time.

Smoke Alarm Testing

We have organised for all properties we manage to have smoke alarms tested and replaced if they are found to be missing or damaged.

Electricians will be contacting tenants for access as they work there way through properties.



Are you looking for ways to manage your living expenses and save money?

The NSW Government has a fantastic resource just for you! Check out the Cost of Living Hub to discover a wide range of rebates, savings, and support programs designed to help you reduce your cost of living. Don't miss out on these opportunities to make life a little easier!

Visit the Cost of Living Hub here:

<https://www.nsw.gov.au/money-and-taxes/cost-of-living-hub>



Noise

Noise pollution is sound at a level that is annoying, disturbing or harmful to your health. This noise can come from sources such as other people, vehicles, events or construction. It can affect your enjoyment of the environment as well as native animals in the area.

There are laws that determine what levels of noise are acceptable and when. Reporting the issue will depend on where the noise is coming from. There are different agencies that can help, these may include:

- Environmental Protection Authority (EPA)
- Local Council
- NSW Police Force
- Transport for NSW.

Dealing with neighbourhood noise

Neighbourhood noise – such as noise from animals, power tools and parties – can be very annoying. Here's what you can do.

Talk with your neighbour

If your neighbour's noise is bothering you, first try to have a friendly talk with them. Often people don't realise they are disturbing others and are happy to stop or reduce their noise.

Next steps

If talking with your neighbour doesn't work you can complain to your local council, the police and other authorities. More information on who to report to can be found online at - <https://www.epa.nsw.gov.au/your-environment/noise/neighbourhood-noise/preventing-neighbourhood-noise>

Contact a Community Justice Centre

Community Justice Centres (CJCs) help neighbours settle differences through mediation (talking). You'll meet with the noisy neighbour and someone from the CJC to try to solve the problem. The process is free and has a high success rate. Contact details are at the end of this sheet.

Contact your council

If CJC mediation doesn't work, contact your local council.

What the council can do

A council officer can serve notices on residents and businesspeople requiring them to control 'offensive noise'.

About notices

A **prevention notice** tells a person what they must do to prevent or stop noise.

A **noise control notice** puts a limit on the amount of noise allowed from noisy equipment or a noisy activity.

The notice may restrict noisy activities to certain times of the day or certain days.

If the person who gets the notice doesn't obey it the council can fine them or prosecute.

People who get a notice can appeal against it.

You can also seek a 'noise abatement order' from the local court. But it's usually better if the council does this because it has experience with preparing evidence for court.

Contact the police

For out-of-hours noise such as parties you can contact the police. Police can issue a warning or a **noise abatement direction**. A noise abatement direction:

- tells a person to stop making the noise
- can be issued at any time of day or night
- can stay in force for up to 28 days.

If people don't follow the direction, police can:

- fine them \$300 on the spot (\$600 for corporations)
- seize noise-making equipment such as a sound system.

Authorised officers of a local council can also do these things.



House Inspection / Client Service Visits

The residential tenancy agreement allows for the landlord or the landlord's agent to inspect houses 4 times in any 12 month period if the tenant is given 7 days' notice.

All new tenants start off with 4 inspections in the first year of the lease. This will allow staff to see if tenants are looking after their property or not.

After the 4 inspections are completed, property alerts will be set up for future property inspections based on the Traffic Light System.

Properties not kept up to standard will continue to have quarterly inspections. These tenants will be advised that their property care needs to be improved

Properties meeting the standard will move to half yearly inspections and those properties kept above standard will move to yearly inspections.



Note: If needed for any reason, inspections can be completed up to 4 times a year maximum as per the Residential Tenancy Act 2010.

Notices for House Inspections

Letters are sent to tenants to notify them of the inspection.

It will tell you what day and timeframe the inspection will be completed between.

Tenants are given a timeframe to expect staff not a specific time, as this allow staff to move onto the next inspection if the tenant of one property isn't home.

Tenants that are not home when staff attend will have their inspection rescheduled.

If the day is not suitable for the tenant then they need to call the staff member who sent the letter to reschedule.

Inspections are done in groups. Dubbo, for example staff look at properties that are near other properties so they are not driving all over town.

Towns where we manage a smaller number of properties all inspections may be scheduled in the one day.

Access to all the property is also required. Dogs need to be on chains away from front paths and not locked in a bedroom.

If we continue to not get access to properties an application to NCAT will be made for access to the property.

What to expect at the Inspection?

Staff will go through each room and look at walls, windows, aircons, floor coverings, cupboards, drawers to see what is damaged. They will also look around the yard.

Letters will be sent out if tenants need to address issues in the property eg yard care & tenant damage.

Whilst at your property they may also discuss rent and water arrears and work out repayment plans.



Tenants responsibilities - Split System Air conditioners

Cleaning of filters - We ask that tenants regularly clean their filters of their split systems. Dust can get further into the unit and cause major damage to the unit.

How often should I clean the filters in my air conditioner?

As a general rule, you should clean your air conditioner filters within the indoor unit every two weeks. In more dusty or polluted environments you should clean your filters more regularly.

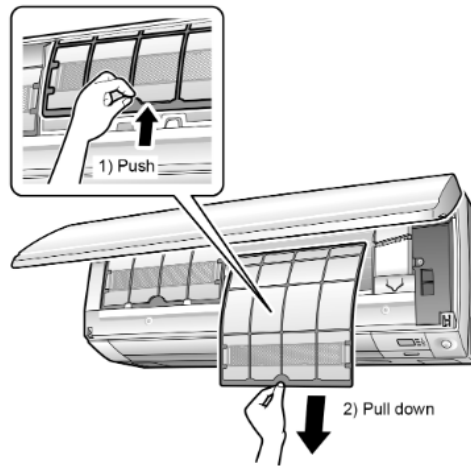
Cleaning your filters is the most important maintenance task you can do to care for your air conditioner.

Blocked filters can reduce a system's efficiency significantly. Replacing a blocked-up filter with a clean one can lower your air conditioner's energy consumption by anywhere from 5% to 15%.

Air Filter

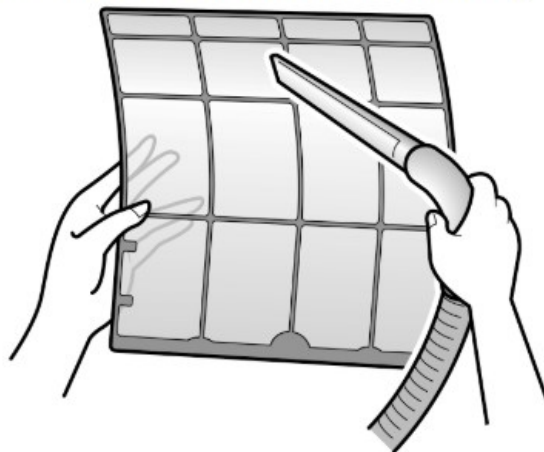
1. Pull out the air filters.

- Open the front panel.
- Push a little upwards the filter tab at the center of each air filter, then pull it down.



2. Wash the air filters with water or clean them with vacuum cleaner.

- It is recommended to clean the air filters every season.



Once cleaned make sure the filters go back in and close the outer cover.

External unit.

Rubbish and grass needs to be kept away from the external unit for airflow.

Leaving rubbish near the unit can also pull the smell of the rubbish through the unit.



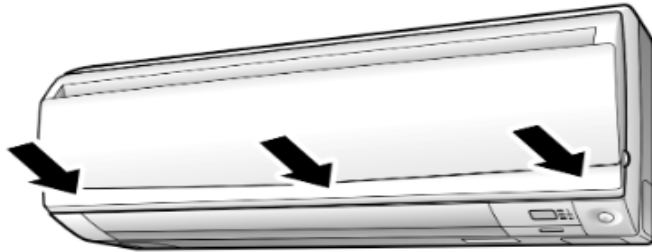
If the dust does not come off easily

- Wash the air filters with neutral detergent thinned with lukewarm water, then dry them up in the shade.
- Be sure to remove the titanium apatite deodorising air-purifying filter.
Refer to "Titanium apatite deodorising air-purifying filter" below



3. Set the filters as they were and close the the front panel.

- Press the front panel at both sides and the central area.

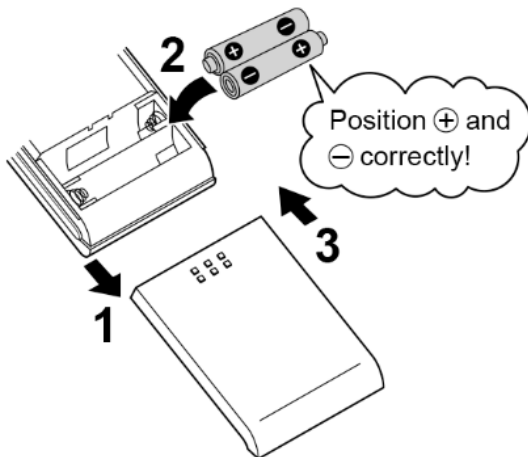


Replacement of batteries

Tenants are also responsible for replacing batteries. Before calling the office to let us know the system isn't working try replacing batteries.

How to replace the batteries of your L-Series, Cora, Zena split system

1. Slide the front cover to take it off.
2. Insert 2 AAA batteries
3. Slide the front cover back in to place.



Lost or damaged remotes

If remotes are lost or damaged the replacement of the remote will be charged back to the tenant.



Swimming Pools

This has been mentioned in a previous newsletter, but with the extreme heat and school holidays about to start families are wanting to set up pools for their children to keep cool.

Installing a large free standing pool permanent in a backyard requires permission and approval from Dreamtime Housing and your local council.

This information has been taken direct from the Department of Fair Trading

Inflatable pools

Owners of premises with swimming pools, including inflatable swimming pools, must ensure their pools comply with fencing laws. If you own or buy an inflatable swimming pools, observe all warning labels attached to the packaging and product. The warning label information may vary according to the pool's height.

Small inflatable pools under 300mm in height

Inflatable pools under 300mm in height should carry the following warning labels:

- Pool owners, parents and carers need to be aware of the potential for drowning even in shallow water. You should always supervise children when they are using these products.
- Ensure that the water is kept pure. Water left in inflatable pools for periods of time can become contaminated and cause illness.
- Empty the pool and store it safely (away from young children) when it is not in use.

Large inflatable pools 300mm or more in height

Inflatable pools 300mm or more in height should carry the following warning labels:

- the same three warnings as for smaller pools (see above) and
- pool fencing laws affect this product. Before you buy this pool you should consult your local council.

For large inflatable pools of 300mm or more in height consult your council on fencing requirements, child-resistant barriers and a warning sign display.

Visit the pool safety checklists page on the NSW Swimming Pool Register for further information <https://www.swimmingpoolregister.nsw.gov.au/checklists>

Pools that are able to be filled to a depth of 300mm or more must be surrounded by a safety barrier separating the swimming pool from any residential building or place adjoining the premises.

Fences surrounding pools must be designed, constructed, installed and maintained to meet Australian standards for swimming pools.



13 YARN
'Our Story, Our Healing'

www.13yarn.org.au



13 92 76

CALL US IF YOU NEED TO YARN 24/7



Tenants wanting to erect Swimming Pools

Tenants are allowed to install an above ground pool, or an inflatable pool only if approval is requested. No inground pools will be approved.

To install any sort of pool tenants must:

- Write to Dreamtime Housing to request approval to install a pool. Providing information on size, where it will be located.
- Dreamtime Housing will then inspect the property to check for any impacts to the property and neighbours.
- If Dreamtime Housing has no objection, the tenant needs to seek council approval for the proposed structure.
- Tenants will be required to then provide Dreamtime Housing with information they receive from their local council.
- Dreamtime Housing will issue a letter approving the installation of the pool
- Once installed, tenants must show they have registered the pool.
- If the Shire Council do not approve then you do not install the pool.

As we cover such a wide area under many different Council's Dreamtime Housing cannot provide information on what each Council's processes are. You will need to investigate this yourself if you want to have a pool approved.

Tenants must maintain the pool and fencing and make sure their water rates are paid for. If a tenant moves out they must return the area to how it was before the pool was installed.

Non Compliant Swimming Pools

Dreamtime Housing has the authority, under the Residential Tenancies Act, to enter tenanted land without notice to remove the risk posed to residents and or visitors by a non-compliant swimming pool.

Upon learning of the existence of a non-compliant pool, Dreamtime Housing officers or contractors will act to ensure the pool is emptied with 24 hours.

Dreamtime Housing will:

- request the offending pool be emptied immediately
- If the request to empty the pool is not complied with within 12 hours, officers or contractors will: take immediate action to empty the pool (to ensure the pool is empty within 24 hours of coming to Dreamtime Housing's attention)
- issue a written notice to the tenants outlining:
 - the dangers of non-compliant pools
 - that if the pool is refilled Dreamtime Housing will re-enter tenanted land to empty the pool
 - that after repeated non-compliance Dreamtime Housing may take action to remove the pool.



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>





Emmanuel Care Centre is a local, not-for-profit Christian welfare organisation operating as part of Emmanuel Care Incorporated, along with: Dubbo Community Kitchen, Dubbo Christian Book Centre

Our Purpose: we believe in everyone's potential to discover and strengthen their personal capacity for change.

Our Vision: To Deliver programs and services that develop sustainable personal growth

Our Goals: Focused on increasing our sustainability and program support, which enables us to achieve our vision

Giving Help for Today - Hope for Tomorrow

Our Mission

To meet human needs and spread the love of God

Our Values

- ✓
Integrity in all that we do
- ✓
Strive for quality and excellence
- ✓
Commitment to our staff, volunteers, customers and clients
- ✓
Initiate a team approach
- ✓
Network with local agencies and services

How To Get Assistance



Call Us Today On:
6882 6755 to book an appointment.
A current Centrelink Income Statement is required.

We Provide Assistance Through



- Food Parcels
- Clothing & Footwear
- Household Items
- Referral to other services
- Facilitate EAPA Vouchers for Electricity & Natural Gas
- Pastoral Care & Prayer support
- Programs such as Alpha Experience,
- Money Mentoring and Self-Start

EAPA APPOINTMENTS

BEFORE WE CAN BOOK AN APPOINTMENT WE REQUIRE THE FOLLOWING:

- » A COPY OF YOUR ELECTRICITY OR NATURAL GAS BILL (NOT DISCONNECTION, LATE OR OVERDUE NOTICES)
- » A CENTRELINK STATEMENT OR CURRENT PAYSリップ

These can be given to the office for copying, emailed to eccdubbo@gmail.com or a clear photo sent by text to 0481 591 861.

Our Op Shop



113 Talbragar Street
Dubbo NSW 2830

Shop Hours:
Monday to Friday 9.30am – 4.00pm
Saturday: 9.30am – 12.30pm

Our Office



177 Brisbane Street
Dubbo NSW 2830

Office Hours:
Monday to Thursday
10:30am – 12:30pm
1:30pm – 3:00pm

6882 6755

