

Tenants Newsletter

Welcome to our 7th and first newsletter for 2023.

Happy New Year

We wish to welcome our new tenants from Wee Waa and Pilliga to renting with Dreamtime Housing, who came on board in January and February.

We now manage 328 properties across 10 communities.

Our staff have been busy out and about in the communities, signing up the new tenants, completing house inspection in Collarenebri, Walgett and Warren, checking on work being completed in Narromine, Wellington and Dubbo, attending meetings in Dubbo and Walgett.

NEW PHONE NUMBER

For all enquiries please call

1800 570 849

and follow the prompts

Happy Easter

Our office will be closed

Friday 7th April and Monday 10th April

During this time trades may also be taking time off.

If you have an urgent repair needed please call

0458 525 270



Future office closures coming up

ANZAC Day - Tuesday 25th April 2023

King's Birthday - Monday 12th June 2023



Issue 7
January - March
2023

Previous Issues can be found on
our website





Updating Information

Tenants in AHO properties are required to update their household details when they change.



For example

- If someone that lives with you moves out for any reason
- If someone moves in that isn't already recorded
- If a baby is born
- If children have come back into your care.
- If someone's income changes, example started or finished working, changes in Centrelink benefits
- When someone turns 18

You are to notify the office by completing a Housing Statement and/or a new subsidy application which can be found on our website or by call the office and requesting the form to be mailed out or dropped off.

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.



PHONE NUMBER



HAVE YOU CHANGED YOUR PHONE NUMBER?

Please call or email Dreamtime Housing if you have changed your phone number.

This is **IMPORTANT** so we can update your details.

We also provide your contact number to trades people to organise access. Having correct contact numbers may help get work completed quicker.

DO YOU HAVE AN EMAIL ADDRESS?

We are looking at decreasing the amount of paper used in the office.

If you would like to receive all correspondence via email please let the office know by emailing us admin@dreamtimehousing.com.au

This will include rent statements, newsletters, rent reminder letters etc

Calls to the office and mobiles numbers

We are getting calls to the 1800 number and mobile numbers with no caller ID.

There are times when the phones cannot be answered:

- Staff are already on a call,
- Staff are in meetings or
- Staff with mobiles are travelling.

We cannot return the calls if messages are not left with a return name or number.

If you have called either one of the mobile numbers and they haven't answered, staff are unable to answer, please do not keep calling them, please call the office on 1800 570 849.

Staff in the office can see tenant rent records, look at repairs and maintenance sent, where staff on the road cannot until they get back into the office which might not be until the next business day.

Access to properties for Repairs and Maintenance

It is important that you allow our trades into your property to complete work that you have asked us to complete.

We have asked all tradespeople we use to make contact with the tenant first to organise access. If you haven't provided a contact number, or have changed numbers this may hold up work on your property. If you also don't answer unknown numbers you may also be holding up work on your property.

We have had a few occasions where trades have organised access, gone to the property to then be refused access. This costs Dreamtime Housing money and time, the tradesperson time in having to reschedule the work and you will wait longer for the work to be done.

Some trades will leave cards at your property to let you know they have attended. Please call the number provided and reschedule the work.

Also when you know a tradesperson is coming we ask that your dogs are chained up away from where the tradesperson will be working.



ADRA COMMUNITY FOOD PANTRY Sharing food for life

151 Cobra Street Dubbo
Seventh-day Adventist Church
10.30am to 12pm every second Friday

Everyone is welcome.
No need to show HCC or Pension Card.
\$10 per bag. EFTPOS available
Check out the FB page for updates.





Swimming Pools

Tenants are allowed to install an above ground pool, or an inflatable pool only if they comply with Dreamtime Housing Swimming Pool Policy. 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:
 - ◆ Dreamtime Housing's policy
 - ◆ 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.



Contents Insurance

All Dreamtime Housing properties are insured in case of fire or other major damages. This insurance does not cover any tenants contents.

If your property is destroyed in a fire or if the house is flooded in a storm and damage occurs to your contents you won't be compensated for the lose or damage.

We encourage tenants to talk to an insurance company or broker and look at purchasing renters contents insurance.

Some insurance policies also cover temporary accommodation if your contents are damaged by an insured event to such an extent that your home can't be lived in.

Please do your research and find what suits your needs and your budget.

Transfers

We often get asked by tenants about transferring to another property as their needs have changed since they were originally housed.

To apply for a transfer please ask the office to send out the application form or download one from the FACs website - <https://www.facs.nsw.gov.au/download?file=329230> or google Application for Transfer Community Housing Tenants Only - CH3003. We have also added it to our website.

Completed form and supporting documents are then returned to Dreamtime Housing for assessment and if you are eligible for transfer, the application will be forwarded through to Housing to be added to the Transfer list.

The waiting time will depend on the reason you are seeking transfer and the number of suitable properties that become vacant in the required location.

Future of WATAAS

The Western Aboriginal Tenants Advice and Advocacy Service (WATAAS) will cease operating on the 30th June 2023.

Murra Mia Tenant Advice and Advocacy Service has been awarded the contract to support Aboriginal tenants in Western NSW starting from 1st July 2023.

The WATAAS Team will continue to support their clients to wrap up open matters or transfer them to Murra Mia before 30th June.

The office had not closed yet and the staff are still there is assist you with any questions or concerns.

You can reach the WATAAS team on 1800 810 233 or 0268815700 from 9am to 5pm Monday to Friday.





Orana Support Service

Orana Support Service is the Specialist Homeless Service in Dubbo, Wellington and Narromine. Supporting Adults and families and children who are experiencing, or are at risk of, homelessness. Our role is to work with clients to help them secure permanent long term accommodation, assisting with transport to and from private rental inspections and offering support with completing private rental applications. We work closely with local real estates and housing providers.

We provide a Trauma Informed Case Management model with a Holistic Case management approach. Our role is to work with client to address their issues and work towards eliminating barriers that may cause issues with sustaining and maintaining a tenancy.

Our team are multi skilled and qualified personnel client focused, trauma informed, collaborative, respectful and inclusive of diversity. We are particularly conscious about lived cultural awareness – especially for local Aboriginal culture and rural towns.

Services Offered

Case management and coordination

- Outreach support to Narromine and Wellington
- Advocacy and liaison on behalf of clients
- Tenancy support
- Crisis and transitional accommodation
- Immediate interventions to support clients who are experiencing domestic and family Violence
- Early intervention
- Men's refuge
- Women's refuge
- Boarding house
- Transitional housing
- Domestic and family violence support
- Multicultural services
- Men's support group

Who can access the service

- Adults and families at risk of homelessness. Early intervention clients will be identified and supported in their existing housing or to secure housing
- Adults and families who are re-housed after an episode of homelessness
- Adults and families experiencing homelessness
- Adults and families in crisis

Contact: 1800 353 199

After hours on call: 0447 232 060

Address: Suit 1, Floor 1, 168-172 Brisbane Street Dubbo NSW 2830

Email: admin@oranasupport.com.au



We encourage you to provide us with feedback and ideas on what you would like us to include in future editions of the newsletter.

Please text or email us on:
admin@dreamtimehousing.com.au
0458 525 270