

Tenants Newsletter

Welcome to our 8th and second newsletter for 2023.

We are now half way through the year and what a busy year it has been.

Staff have been busy with house inspections, checking on property maintenance being completed, attending training, workshops and meetings with the property owners.

Beginning of June we welcomed tenants from Baradine Local Aboriginal Land Council to our portfolio.

We now have houses in Wee Waa, Pilliga, Baradine, Coonamble, Walgett, Collarenebri, Gulargambone, Warren, Narromine, Dubbo and Wellington.



Orana Support Service house two clients with Dreamtime Housing

Recently we were able to help two clients from Orana Support Service's Sturt House find a home.

We had two vacant one bedroom units that we were having trouble finding tenants for through the Housing Pathways waiting list so approached OSS to see if they had any clients suitable for these properties.

Kurt, above and Arthur below receiving the keys to their new units.



For all enquiries please call
1800 570 849
and follow the prompts

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Previous Issues can be found on
our website





SMOKE ALARMS

What is the law? The law overview

Under Division 7A of Part 9 of the Environmental Planning and Assessment Regulation 2000, smoke alarms must be installed in all buildings in NSW where people sleep. The smoke alarms must meet the requirements of Australian Standard AS 3786, Smoke Alarms. These provisions came into effect on 1 May 2006.

NSW legislation provides for a minimum level of protection; however, Fire and Rescue NSW recommends owners and occupants consider higher levels of protection.

For homeowners

NSW legislation stipulates that smoke alarms must be installed on every level of your home.

This includes owner occupied homes, rental properties, relocatable homes, caravans and camper-vans or any other residential building where people sleep.

These alarms must be placed in hallways near bedrooms; however, if bedrooms are in different parts of the house, you must have alarms installed in each of these locations. If there are no hallways associated with the bedrooms, alarms must be installed between the part of the home containing the bedroom and the rest of the house. You must have smoke alarms on all levels of your home even if there are no bedrooms located on that level.

For tenants

NSW legislation mandates that your landlord is responsible for ensuring your residence meets the minimal requirements of having at least one working smoke alarm installed on every level of your home.

Tenants must notify their landlord or agent if they discover that a smoke alarm is not working (this includes when the battery needs to be changed).

Tenants must notify their landlord when they change a battery in a smoke alarm or engage a licensed electrician to repair or replace an alarm. The different circumstances where a tenant can change a battery or engage a licensed electrician are provided by the Department of Fair Trading.

This does not apply to social housing tenants.

For landlords

From 23 March 2020, NSW landlords and agents need to ensure that smoke alarms installed in rented properties are in working order.

Where a smoke alarm is not in working order, landlords and agents must ensure the alarm is repaired (this includes replacing a battery) within 2 business days.

Landlords and agents must check smoke alarms every year to ensure they are working.

Landlords and agents must ensure:

- smoke alarms are replaced within 10 years of manufacture, or earlier if specified by the manufacturer
- batteries are installed or replaced every year (or for lithium batteries, in the period specified by the manufacturer).
- Landlords and agents must give at least 2 business days' notice to inspect or assess the need for smoke alarm repair or replacement, and at least 1 hour notice to carry out repair or replacement of a smoke alarm.

Further information to help landlords and agents understand their responsibilities for different types of smoke alarms, and the situations where a tenant can change a battery in a smoke alarm or arrange for a repair can be found at the Department of Fair Trading NSW's website

How should residents maintain their smoke alarms (testing / batteries etc)?

Fire and Rescue NSW recommends the following maintenance:

- **Every month:** Smoke alarms should be tested (by pressing the test button) to ensure the battery and the alarm work.
- **Every six months:** Smoke alarms should be cleaned with a vacuum cleaner. This will remove any dust or particles that could prevent the smoke alarm from working properly.
- **Once a year:** If your smoke alarm has a battery, you should replace it annually. A good way to remember is to change it when you change your clocks at the end of Daylight Saving. If your smoke alarm uses a lithium battery, it is inbuilt into the alarm and cannot be replaced. The entire unit needs to be replaced every 10 years.
- **Every 10 years:** Replace your smoke alarm. Smoke alarms do not last forever and the sensitivity in all smoke alarms will reduce over time. All types of smoke alarms should be removed, replaced and disposed of at least every 10 years.

Dreamtime Housing will be organizing smoke alarm testing shortly for properties in Dubbo, Wellington and Narromine.

Smoke alarms can go off even without smoke for any of the following reasons:

- Batteries need replacing
- High humidity in the room
- Dust or dirt buildup
- Bugs in the alarm
- Use of strong chemicals
- Oversensitivity
- Malfunction or breakage



Please do not knock the smoke alarm off the ceiling for any reason. Pressing the centre button should hush it.

Call the office and report any malfunctions with smoke alarms





Rent Subsidy Reviews

Rent subsidy reviews are to be undertaken at least every 6 months on all social housing properties.

The purpose of a rent subsidy review is to;

- ensure tenants are still eligible to receive a rental subsidy
- take into account any changes in the CPI
- ensure any changes to a tenant household or income are reflected in their rent

Tenants are given 28 days to return their application, failure to return a rent subsidy application will result in market rent being charged.

It is the responsibility of the tenant to return their paperwork on time. If you need assistance with completing this please ask our office staff.

Letters have been posted out to tenants during May to be returned before the 30th June 2023. Those who haven't returned their forms have been sent a reminder letter and staff have started to go out to see tenants.

If you misplace your forms, they can be downloaded from our website, you can request them to be sent again or emailed to you.

This review will only apply to those in AHO properties.

We are getting complaints from neighbours and councils about properties we manage. Some of the issues are rubbish sitting around shared fences, overflowing garbage bins not being put out for collection, furniture piled up in yard and on gutters, overgrown lawns, and rats coming from the properties into neighbouring yards.

You must look after your home and keep it and the yard clean.

Tenants must keep the property in a reasonable state of cleanliness, considering the condition of the property at the start of the tenancy.

Tenants are responsible for minor maintenance including replacing light bulbs, pest control, removing rubbish from their homes and yards, putting the otto bin out regularly, cleaning windows (inside and out), dusting, removing cobwebs and routine garden maintenance such as watering, mowing and weeding.

By keeping the property clean this will also reduce cockroach and mice infestations which can cause damage to the wiring in your home.

Tell us about things that are broken so that we can fix them.

Report them to **180 570 849** as early as possible.

Damages to your home caused by you, your partner, children, your pets and any visitors you allow at your home are considered **TENANT DAMAGES**. You will be expected to meet the cost of the repairs to these damages.

We can arrange for the repairs to be completed, however you will be responsible to pay the cost.

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 number.



Quick thinking tenants stop fire from engulfing house

The crew from Coonamble Fire and Rescue responded to a house fire recently, upon arrival they found the front bedroom of the house was alight and crews quickly extinguished the fire.

The fire was contained to the front bedroom due to the quick thinking of the resident to close the door and get everyone out. The fire was found to be an item of clothing being accidentally knocked onto an electric heater. In this cooler weather please be mindful of anything being placed too close to heaters. A good rule of thumb keep at least 1 mtr from the heater



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.





100% Indigenous Owned
MJR TRADES
Home Maintenance Service

Dreamtime Housing engaged MJR Trades in September 2022 to assist with its property management transfer inspections of over 180 AHO properties in Wellington, Dubbo and Narromine. We continue to use Max and his boys for our day to day repairs and maintenance on our properties.

MJR Trades was founded by proud Wiradjuri man Max Ryan, who has 20 years experience working in communities supporting Indigenous housing needs.

He started his Indigenous business to put his skills to work for the best outcomes for communities he works in, and to create a sustainable family business.

MJR Trades is more than a property maintenance business, it's a legacy.

He has helped Indigenous communities with property maintenance and repairs, training, and project management throughout Western NSW, and understands all aspects of property refurbishments.

MJR Trades is dedicated to helping Indigenous communities through great service and reliable carpentry and handyman services. Let our mob help your mob by dealing with the process and getting the work done right, with assurance of cultural awareness by our Indigenous team.



Maintenance

Anything you need to maintain your property - we have the skills and the team to do the work. We can also find other trades and manage the project



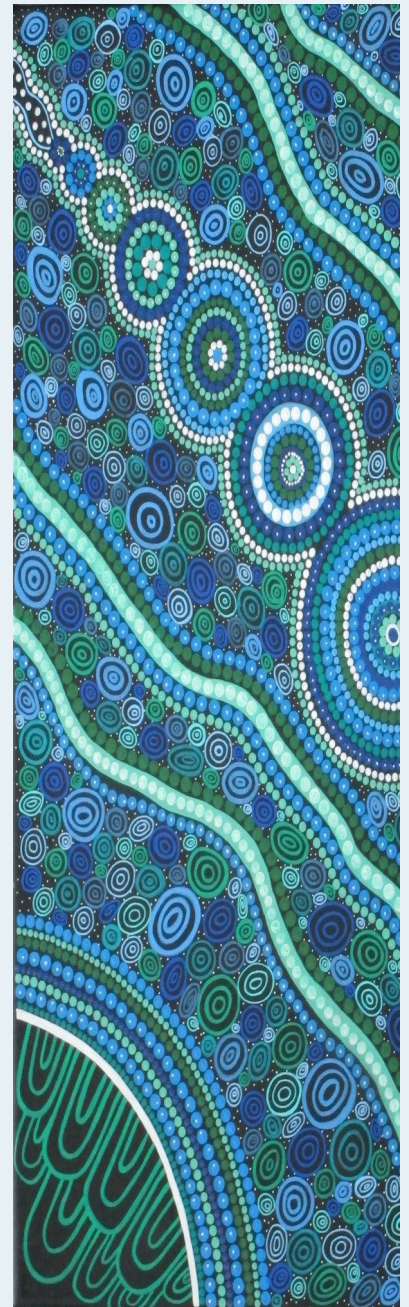
Repairs

Repairs inside and outside the home, from big jobs to small repairs. We're here to help and can do the job or coordinate a team to help get the work done



Modifications

Making modifications that are done to building standards, and to make the home more liveable is our aim. Get in touch for any property needs



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

For more information please visit their website mjrtrades.com.au or email Max and his team info@mjrtrades.com.au