

Prospectus of Housing Management Services

Dreamtime Housing is a newly established business with a vision of working with communities across the West and Far west regions of NSW.

Dreamtime Housing will reach out to your community to engage with discussing barriers with housing and how Dreamtime Housing can work with your community.

The Dreamtime Housing Board and Staff are keen to roll out its new strategic plan with a focus on compliance and working within community protocols.

Dreamtime's Strategic Plan 2021/2024 has been approved by the Board with six key priorities helping us achieve our vision;

1. Obtain and maintain registration under the National Regulatory System for Community Housing
2. Grow and renew housing to better meet demand
3. Establish and implement the systems needed to run the company
4. Skilled and capable workforce
5. Governing and managing effectively
6. Improve social outcomes for our people.

Our vision

Dreamtime Housing aims to create and preserve a pathway for Aboriginal people to have equitable access to culturally safe, affordable homes. We will utilise local decision making to shape culturally informed services which will maintain Aboriginal peoples' personal and cultural wellbeing.

Our purpose

Dreamtime Housing will walk and talk with our people, make connections, understand their needs for access to affordable, sustainable and culturally safe housing, and provide a housing management service which satisfies their aspirations.

Our values

Dreamtime Housing will ensure our values shape and guide our practice:

- *We value everyone and treat everyone with dignity and professionalism in a culturally sensitive way*
- *We strive to honour commitments that we have made.*
- *We are responsible for our words, our actions and results*
- *We ensure that we are honest and open in our interactions and decision making*
- *We act with uncompromising honesty and integrity in everything we do*
- *We commit to collaborating with tenants on an individual basis, instilling hope*
- *We commit to continuous learning and evolving*
- *We use research and data to guide our service development and delivery*



Tier 3

Registration: R8147211202

9th December 2021

Dreamtime Housing will ensure that R.E.S.P.E.C.T is embedded into values by being:

- Responsible** for our actions and words
- Ethical and **accountable**
- Supportive** of our tenants
- Professional and innovative**
- Evidence based**
- Committed to acting with **honesty and integrity**
- Transparent** in all our dealings

Our Board of Directors

Chairperson / Director - Phillip Naden

Company Secretary / Director - David Ryan

Directors:

Natalie Wilcock

Danielle Chapman

Andrew Smith

Michael Cooper

Peter Gibbs



Phillip Naden



David Ryan



Natalie Wilcock



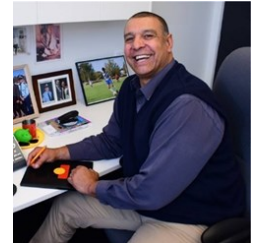
Danielle Chapman



Andrew Smith



Michael Cooper



Peter Gibbs

Our Team

Chief Executive Officer: Brendon Harris

Chief Operations Officer: Taryne Albert

Client Services Manager: Joy Astill

Admin/Accounts Manager: Nicole Jackson

Asset Manager: Suzeann Albert

Client Services Officer: Vacant



Dreamtime Housing is a member of the Murdi Paaki Regional Housing and Business Consortium (MPRHBC) which has been set up by the Regional Aboriginal Housing Leadership Assembly (RAHLA).

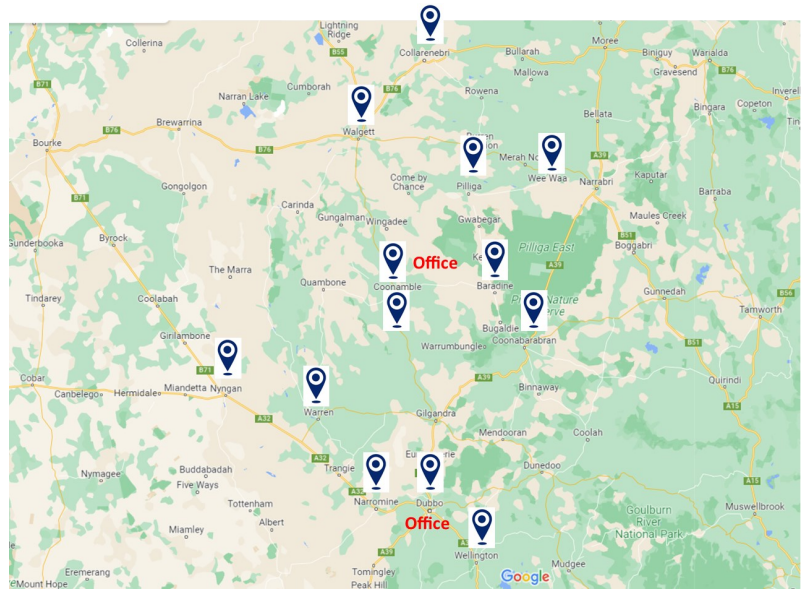
Dreamtime Housing currently manage properties for the following:

Murdi Paaki Regional Housing Corporation - 55

- Gulgambone - 1
- Coonamble - 21
- Walgett - 13
- Collarenebri - 20

Aboriginal Housing Office - 214

- Baradine - 3
- Coonabarabran - 3
- Dubbo - 127
- Narromine - 22
- Nyngan - 3
- Walgett - 14
- Warren - 2
- Wellington - 40



Warren Macquarie Local Aboriginal Land Council - 32

Dubbo Koorie Housing Aboriginal Corporation - 22

Wee Waa Local Aboriginal Land Council - 7

Pilliga Local Aboriginal Land Council - 11

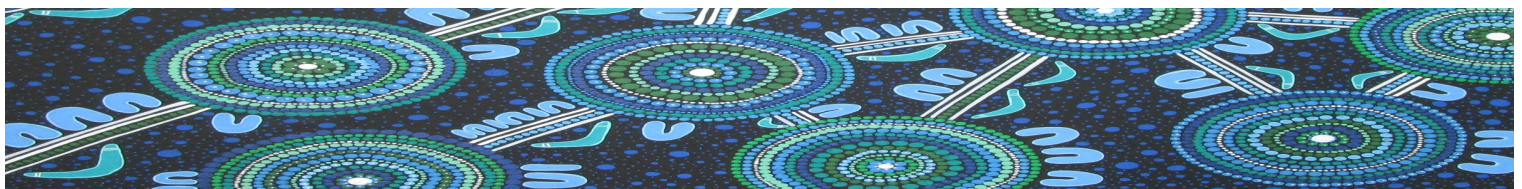
Baradine Local Aboriginal Land Council - 4

Communicating with Owners

We aim to keep the property owners updated as regularly as possible, we will work with them to set this up in their management agreement so we know what information they require and when.

Detailed reports can be provided to the owners for each property, on income and expenditure, issues, etc.

We will be frequently visiting communities, we have a strong belief that a regular process is needed in communities.



Communicating with Tenants

Facebook

We have a Facebook page, which we post regularly on to notify tenants when we are out of the office or in community. For example, if we are in Warren to look at a vacant property, we will post on our FB page that our office may be closed and staff are in Warren. We do this day/s before so tenants have time to see the post and make contact with us.

We encourage tenants to like/follow the page and contact us if they want to meet in person and we can call around when we are in town.

Newsletter

We also have a newsletter that is sent out to tenants every 3 months with their rent statement.

We introduce our board, staff and include tenancy related topics or supporting information including help offered by other organisations which may be relevant. Eg. Services NSW Seniors Travel Card information was recently provided to our age-appropriate tenants.

Website www.dreamtimehousing.com.au

We have an active website that currently gives basic information for Property Owners and our tenants.

We plan to update the website regularly as things change, to include forms and fact sheets for tenants to easily access.



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 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 office as well as what may be happening around the communities that may benefit you.



Repairs and Maintenance

We have a 1800 number for tenants to report Repairs and Maintenance, tenants are also able to call/text Dreamtime mobile numbers

Tenants are also provided with tradespeople contact information for emergency repairs after hours if they are unable to contact one of our staff directly.

Information is provided to Tenants on what is classed as emergency, and staff are working on fact sheets to explain to tenants what the expected timeframes are for different types of repairs.

Tenants damages - We will charge back any damages caused by the tenants, family and visitors to the properties where we believe it was deliberate or through negligence.

We will always ask for local knowledge when building a database of tradespeople and prefer to utilise the same tradespeople that have previously been providing services, particularly for consistency, quality and for the comfort of tenants.

We aim to do this with all communities we take on.



Tenancy Problems and Arrears Management

Tenants are provided their rent statements with each bi-monthly newsletter. Tenants who fall into arrears are sent an initial warning letter to remind them of their arrears amount. We regularly review tenancy records so we can encourage tenants to start working on a repayment plan. This helps tenants to pay down any arrears before the amounts become unmanageable.

We also try and contact the tenant via phone or email if mail is being returned to the office, or will hand deliver letters when we are out in their community. If tenants seem to be struggling, we endeavour to find suitable support services that can be offered to the tenant to assist them in maintaining their tenancy.

We also encourage tenants to pay a bit more each week/fortnight in case they do need to stop rent for any reason.

We include information in our newsletters to remind tenants of different tenancy matters eg Tenant Responsibilities, Rent Arrears, handy homecare tips etc.

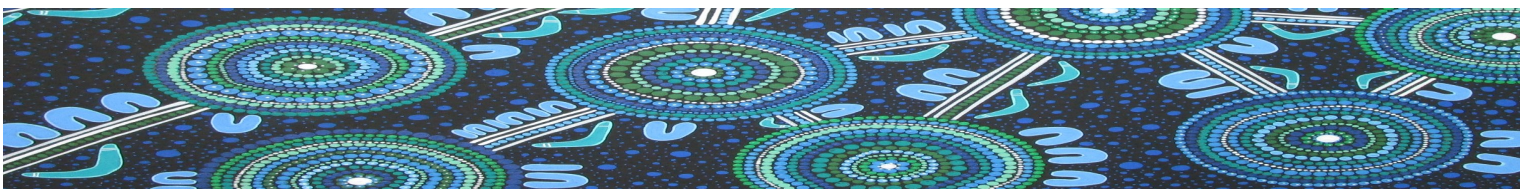
Applying for a property.

The majority of properties managed by Dreamtime Housing are applied for through the online Housing Pathways Application Process. If you wish to follow this pathway, clients can apply for housing as below.

You can apply for Housing Assistance in NSW either online or by phone. To apply online, go to <https://www.facs.nsw.gov.au/housing/help/applying-assistance/assistance>, and click on apply for housing and follow the instructions.

You can also apply over the phone by contacting the Housing Contact Centre on **1800 422 322**, Monday to Friday during business hours to complete your form.

Dreamtime also has some property owners who wish to, or have set up their own method for housing applications and allocations. Dreamtime is able to flexibly work with these landlords to facilitate their application process and allocate properties based on their own requirements.



Contact Us

Office Locations

38 Aberford Street & 4/12 Young Street
Coonamble NSW 2829 Dubbo NSW 2830
Contact: 0439 561 501 0455 421 907 & 0487 743 159

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Joy Astill - Client Services Manager

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Nicole Jackson - Admin/Accounts Manager

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Suzeann Albert - Asset Manager

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Website: www.dreamtimehousing.com.au

