

Tenants Newsletter

Welcome to our second newsletter

Its been a busy couple of months since our first newsletter. Covid is still around and trades are taking some time getting to all the work organised by Murdi Paaki Regional Housing prior to Dreamtime taking over.

We ask that tenants be patient as they are working on getting these jobs completed.

If you have any repairs that are new please report them to us and we will send an order to the tradespeople.

Our Logo

We have been asked about our Logo and the story it tells. The rainbow serpent is the most popular dreamtime story across all Aboriginal nations. We wanted to use the Rainbow Serpent to represent our journey across various communities to support our mob with housing. Our Artist was able to weave the rainbow serpent into the shape of a house with symbols of tenants inside the house, perfectly depicting Dreamtime Housing.

Our logo was created by staff at the Coonamble Times with input from Dreamtime Staff.

Our Artwork

We recently had some artwork designed for Dreamtime to use on our documents, etc by Tammy Baker, a local Aboriginal women from Coonamble after seeing her artwork at the Coonamble Christmas Markets.

We provided Tammy with some ideas of what we were looking for and she came up with 3 designs.



We decided to go with options 1 and 2 above, and purchased paintings from Tammy that we have displayed in the office and soon to be seen on the DH work shirts.

Office Hours

We recently changed the office hours to Monday to Friday 8.30am to 12pm / 1pm to 5pm to allow a lunch break.

If the office is going to be closed for the full day a notice will be placed on the noticeboard near the window and on our Facebook page.

We are encouraging all tenants with Facebook to like/follow our page to get up to date information on what is happening.

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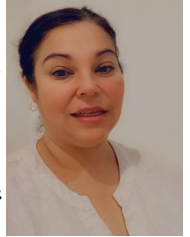
Meet our Board

Each edition we will introduce our Board Members to the tenants.
This issue we introduce Directors Natalie Wilcock and Danielle Chapman

Director Natalie Wilcock

Natalie has heritage links to Angledool Mission Euahlayi Nation from her Grandfather side and her Grandmother Albany Downs Gunggari Nation in QLD. Natalie was born and raised in Coonamble Gomeroi / Weilwan Nation.

Natalie obtained a Bachelor of Education and a Masters of Indigenous Languages in Education. She has an extensive teaching Career with Department of Education and is now the Senior Manager of Aboriginal Education & Engagement with TAFE Digital.



Natalie is passionate about making a difference for our Mob, she attends numerous community meetings and Boards across NSW to understand concerns of our Grassroots Aboriginal Communities.

Director Danielle Chapman

Danielle is currently employed as a Manager of Customer Relations, in the over 55 and aged care sector in Dubbo.



Formerly Danielle was a Senior Project Officer for Department of Communities and Justice and has experience across a number of service streams. Danielle's public service career commenced in social housing in 2001 and was directly involved in a number of reforms and possesses a strong passion for social housing. Danielle holds a Diploma in Project Management, Social Housing Management along with various other qualifications. Danielle is well versed in community engagement and development and service improvement outcomes.

Tenant Support and Education Project

One on one support for all Aboriginal tenants to provide links for assistance with the aim of strengthening and sustaining their tenancies via our referral service.

If you would like assistance from the TSEP Team please talk to Taryne who can complete a referral form to the TSEP Staff member covering your community.

Contacting Dreamtime Housing

We wish to remind tenants that at present we have one staff member who completes various tasks such as admin/accounts/repairs and maintenance calls for Dreamtime Housing.

If you need to call us please use the mobile number provided **0458 525 270**

Please leave a message if we can not answer your call. Leave your name and phone number and Taryne will call you back as soon as possible.

Remember calls made from blocked numbers cannot be returned unless you leave a message with a return number.

Dreamtime Housing manage properties in Gulargambone, Coonamble, Walgett and Collarenebri. There will be times when Taryne needs to be out in one of the other towns.

Taryne has all current numbers for the main tenant saved to the phone, if you have changed your number please let her know so our records can be updated.



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

**Changes to office hours and office closures
If Taryne is 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.

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

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



Pests and Vermin

Who is responsible for removing or exterminating pests or vermin during a tenancy depends on whether:

- ◆ pests or vermin were already a problem when the tenant moved in
- ◆ a problem with the property has allowed the pests to enter or an infestation to develop
- ◆ the tenant contributed to the problem.

Generally, landlords are responsible for pest and vermin issues that occur at the start of the tenancy. This is part of a landlord's responsibility to provide a reasonably clean property that is fit for the tenant to live in. Dreamtime Housing will provide a professional spraying before new tenants move in as part of the cleaning process between tenancies.

Tenants are generally responsible for getting rid of pests and vermin if the issue arises **after** they have moved in and if it was caused by the tenant's activities or lack of cleanliness.

For example, the tenant keeps a pet on the property or has not removed rubbish which is attracting cockroaches, ants or mice.

If a tenant believes that the infestation was not caused by their activities or lack of cleanliness, then the tenant may not be held responsible for pest eradication.

Other factors that could determine who is responsible include the history of the property, what is recorded in the condition report, and if there were factors beyond the tenant's control.

If you have issues with pests and have tried to remove them please contact the office to discuss this further.

Reminder to Tenants

Please check your mail regularly.

There are some towns that do not have a mail service that delivers the mail to your house. We ask that you regularly check with the post office to see if they have any mail for you.

We have had some letters returned by the Post Office during April, that were posted out in February/March.

If tenants have an email address we will forward copies of the letters to their email.

Please email us if you have an email address and we can add it to your record.
admin@dreamtimehousing.com.au, this way we can make sure the letters are received.



Mould

Mould has been associated with respiratory illness and can cause serious health problems.

Mould may grow indoors in wet or moist areas lacking adequate ventilation, including walls/wallpaper, ceilings, bathroom tiles, carpets (especially those with jute backing), insulation material and wood.

If moisture accumulates in a building mould growth will often occur. Many different types of mould exist and all have the potential to cause health problems.

Adequate ventilation is one of the minimum standards that properties must meet to be considered fit to live in.

Who is responsible depends on how the mould developed. For example:

- if mould developed from a build-up of moisture because the landlord failed to repair a defective window in a reasonable time, or the property didn't have adequate ventilation – then the landlord is responsible and must fix the problem
- if the mould developed during the tenancy because the tenants allowed a build-up of moisture by never opening any windows or not using ventilation fans in the bathroom – then the tenant may be responsible.

Timing is also a factor. If mould develops close to the start of the tenancy, it could be considered pre-existing damage.

The condition report contains a dedicated section on mould, and landlords, agents or tenants should note the mould when they complete the report.

Even if mould is noted on the condition report, landlords must make sure they keep the property in a reasonable state of repair.

Tenants must notify the landlord or agent as soon as possible if they see any signs of mould or damp developing during the tenancy.

If the mould is causing a danger to the health of tenants or other occupants, then this may be considered an **urgent repair**.

Easy to access cleaning solutions for mould

Get a spray bottle and fill it with straight white vinegar and spray this on the mould, let it soak in then wipe away.

Another way is to mix 2 teaspoons of tea tree oil with 2 cups of water and put it into a spray bottle. Spray the effected area, scrub them and wipe away excess with a cloth. If the mould has been there for awhile, spray, leave it over night, then spray again in the morning and scrub it off.

If you have oil of cloves handy, you can also mix 1 teaspoon into 2 cups of water and spray the mould just like the tea tree oil.

When you have removed the mould to help keep it away let lots of sunlight in, turn the exhaust fan on when using the shower.



Support Services

In each edition of our newsletter we will provide information on a service that may be able to assist you and your family.

NO INTEREST LOAN SCHEME (NILS)

The No Interest Loans Scheme (NILS) offers people on low incomes, safe and affordable access to credit.

The scheme provides up to \$1500 for essential goods and services including:

- household items such as:
 - furniture and whitegoods (stoves, fridges, washing machines)
 - educational necessities such as computers and textbooks
 - some medical and dental services
 - car repairs
 - other items on request.
- The loans are interest free, there are no fees, and repayments are arranged over 12 to 18 months.

To be eligible for NILS you need to:

- have a health care card/pension card or earn less than \$45,000 a year (after tax)
- have lived in your current premises for more than 3 months
- show that you're able to repay the loan in the allotted time period

Note: NILS cannot be used for cash, rent arrears, holidays, bills or debt consolidation. The loan funds are paid to the store or service provider.

To find a provider in your area please go to the website provide
<https://www.service.nsw.gov.au/transaction/no-interest-loans-scheme-nils>

NILSnsw
No Interest Loan Scheme

Find a NILS provider in your area...

Call 1800 509994



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