

Tenants Newsletter

Welcome to our third newsletter

We have some exciting news to share with you.

We recently tendered to manage properties owned by the Aboriginal Housing Office (AHO). We are pleased to advise we were successful with our tender and will be managing AHO properties in Dubbo, Wellington and Narromine.

Just like we did with Murdi Paaki Housing, we will be working with the AHO and their current property managers in transferring the properties over to Dreamtime Housing in the coming weeks.

We will also commence management of properties for Warren Macquarie Local Aboriginal Land Council, and in the near future will be managing properties for Dubbo Koorie Housing Aboriginal Corporation.

With the increase of properties, new staff members have also commenced.

We welcome Damien Martin as our Asset Manager and Joy Astill as Client Services Officer.



Damien will be undertaking all house inspections on properties when we get them scheduled and checking on work completed by tradies.

Joy looks after all rent charges, payments, starting new leases etc and is based in our Coonamble Office.

We will have staff profiles in future newsletters.

Office Hours

Office hours will change again shortly. Now we have additional staff on board we can keep the office open all day from 9am to 5pm unless all staff are needed in another community.

If the office will be closed for the day a sign will go up on the door and a notice on our facebook page.

Issue 3
May / June
2022





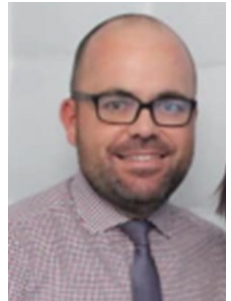
Meet our Board

Each edition we will introduce our Board Members to the tenants. This issue we introduce Director Andrew Smith.

Director Andrew Smith

Mr. Smith is currently self-employed with ReACT Roofing and Guttering. Prior to this was the Academy Director of Clontarf Dubbo. Formerly he was the Manager of the Tenant Support and Education Project and a Branch Manager of the Commonwealth Bank of Australia

Mr. Smith has an extensive knowledge of Tenancy Management, Complex Case Management and Holistic Support Services.



Contacting Dreamtime Housing

To contact any of the Dreamtime Housing team please call

0458 525 270 or **0439 561 501**

We hope to have a 1800 available soon.

If we are unable to answer your call, please:

- **Leave a Message and provide us**
- **Name and return contact phone number**
- **If you phone from a blocked number we can not return your call unless you leave a message and provide us your phone number**

REMINDER TO TENANTS

For tenants in Walgett and Collarenebri where there is no mail service to your properties, please check in regularly at the Post Office for any mail we have sent you.

We are getting more mail returned from the towns.

Letters are sent to you about your tenancy including WARNING Letters .

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.



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:

- R**esponsible for our actions and words
- E**thical and **a**ccountable
- S**upportive of our tenants
- P**rofessional and **i**nnovative
- E**vidence based
- C**ommitted to acting with **h**onesty and **i**ntegrity
- T**ransparent in all our dealings

CENTREPAY

To set up Centrepay you will need one of the Customer Reference Numbers (CRN's) below.
Please check which CRN you need to use.

Dreamtime Housing - MPH	555 134 591C
Dreamtime Housing - WMLALC	555 138 911J
Dreamtime Housing - AHO	555 138 910L
Dreamtime Housing - DKHAC	555 138 909H

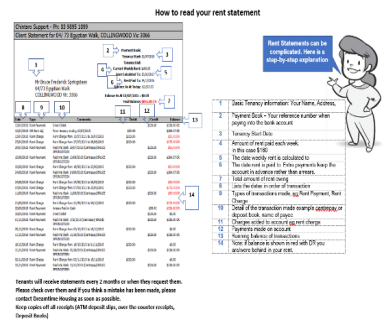
If you are unsure about what CRN you should be using please call the office and the staff can let you know.

If you would like bank account details to pay water rates or make additional rent payments please call the office



Understanding your Rent Statement

At the start of your tenancy with Dreamtime Housing you are provided with a folder that includes this one page document - **How to read your rent statement.**



When statements are posted out they will be printed from the 1st of the month to the end of 2nd month. Eg 1st May 2022 to 31st June 2022.

Across the statement in a yellow bar what dates the statement covers is shown.

Depending on when your charged rent and when your payments come in there will be times when you are maybe in arrears, or you will have a credit or you will have a zero balance.

30/05/2022 Rent Charge	Rent Charge from 30/05/2022 to 05/06/2022	\$205.00-	\$0.00
\$5,330.00	\$5,330.00	\$0.00	\$0.00

Look at your statement, if the last line in the balance column is \$0.00 you do not owe any money and you are not in credit at that time. If the last line has \$123.45 CR then you are in credit at that time.

Date	Type	Comments	Debit	Credit	Balance
05/04/2022	Rent payment	Paid into Bank 5/04/2022 (Centrepay)		\$400.00	\$645.60 CR
06/04/2022	Rent Charge	Rent Charge from 06/04/2022 to 12/04/2022	\$187.72-		\$457.88 CR
13/04/2022	Rent Charge	Rent Charge from 13/04/2022 to 19/04/2022	\$187.72-		\$270.16 CR
19/04/2022	Rent payment	Paid into Bank 19/04/2022 (Centrepay)		\$400.00	\$670.16 CR
20/04/2022	Rent Charge	Rent Charge from 20/04/2022 to 26/04/2022	\$187.72-		\$482.44 CR
27/04/2022	Rent Charge	Rent Charge from 27/04/2022 to 03/05/2022	\$187.72-		\$294.72 CR
03/05/2022	Rent payment	Paid into Bank 3/05/2022 (Centrepay)		\$400.00	\$694.72 CR
04/05/2022	Rent Charge	Rent Charge from 04/05/2022 to 10/05/2022	\$187.72-		\$507.00 CR
11/05/2022	Rent Charge	Rent Charge from 11/05/2022 to 17/05/2022	\$187.72-		\$319.28 CR
17/05/2022	Rent payment	Paid into Bank 17/05/2022 (Centrepay)		\$400.00	\$719.28 CR
18/05/2022	Rent Charge	Rent Charge from 18/05/2022 to 24/05/2022	\$187.72-		\$531.56 CR
25/05/2022	Rent Charge	Rent Charge from 25/05/2022 to 31/05/2022	\$187.72-		\$343.84 CR
31/05/2022	Rent payment	Paid into Bank 31/05/2022 (Centrepay)		\$400.00	\$743.84 CR
01/06/2022	Rent Charge	Rent Charge from 01/06/2022 to 07/06/2022	\$187.72-		\$556.12 CR
			\$5,819.32	\$6,375.44	\$556.12 CR

Some tenants are paying additional money towards rent and are getting themselves ahead in case they need to stop rent.

The above is an example of this.

The tenant is charged \$375.44 per fortnight rent and is paying \$400 each fortnight. The difference is \$24.56 per fortnight which will continue build a credit.

Additional payments every fortnight has put this tenant in credit of \$556.12.

Once enough credit has built you may be able to suspend a fortnight payment as there is enough credit to cover the fortnights rent due.





Some tenants may see they owe a weeks rent at the end of the month, this is because a rent payment is usually due in the first week of the next month.

Using this an example when this statement was sent out at the end of February this tenant owed \$205.

Date	Type	Comments	Debit	Credit	Balance
03/01/2022	Rent Charge	Rent Charge from 03/01/2022 to 09/01/2022	\$205.00-		\$205.00 DR
10/01/2022	Rent payment	Paid into Bank 10/01/2022 (Centrepay)		\$410.00	\$205.00 CR
10/01/2022	Rent Charge	Rent Charge from 10/01/2022 to 16/01/2022	\$205.00-		\$0.00
17/01/2022	Rent Charge	Rent Charge from 17/01/2022 to 23/01/2022	\$205.00-		\$205.00 DR
24/01/2022	Rent payment	Paid into Bank 24/01/2022 (Centrepay)		\$410.00	\$205.00 CR
24/01/2022	Rent Charge	Rent Charge from 24/01/2022 to 30/01/2022	\$205.00-		\$0.00
31/01/2022	Rent Charge	Rent Charge from 31/01/2022 to 06/02/2022	\$205.00-		\$205.00 DR
07/02/2022	Rent payment	Paid into Bank 7/02/2022 (Centrepay)		\$410.00	\$205.00 CR
07/02/2022	Rent Charge	Rent Charge from 07/02/2022 to 13/02/2022	\$205.00-		\$0.00
14/02/2022	Rent Charge	Rent Charge from 14/02/2022 to 20/02/2022	\$205.00-		\$205.00 DR
21/02/2022	Rent payment	Paid into Bank 21/02/2022 (Centrepay)		\$410.00	\$205.00 CR
21/02/2022	Rent Charge	Rent Charge from 21/02/2022 to 27/02/2022	\$205.00-		\$0.00
28/02/2022	Rent Charge	Rent Charge from 28/02/2022 to 06/03/2022	\$205.00-		\$205.00 DR
			\$1,845.00	\$1,640.00	\$205.00 DR

This tenant's next payment came in on the 7th March putting them back in credit of \$205. Then when they were charged rent their balance was \$0.00

Date	Type	Comments	Debit	Credit	Balance
07/03/2022	Rent payment	Paid into Bank 7/03/2022 (Centrepay)		\$410.00	\$205.00 CR
07/03/2022	Rent Charge	Rent Charge from 07/03/2022 to 13/03/2022	\$205.00-		\$0.00
14/03/2022	Rent Charge	Rent Charge from 14/03/2022 to 20/03/2022	\$205.00-		\$205.00 DR
21/03/2022	Rent payment	Paid into Bank 21/03/2022 (Centrepay)		\$410.00	\$205.00 CR
21/03/2022	Rent Charge	Rent Charge from 21/03/2022 to 27/03/2022	\$205.00-		\$0.00
28/03/2022	Rent Charge	Rent Charge from 28/03/2022 to 03/04/2022	\$205.00-		\$205.00 DR
04/04/2022	Rent Charge	Rent Charge from 04/04/2022 to 10/04/2022	\$205.00-		\$410.00 DR
05/04/2022	Rent payment	Paid into Bank 5/04/2022 (Centrepay)		\$410.00	\$0.00
11/04/2022	Rent Charge	Rent Charge from 11/04/2022 to 17/04/2022	\$205.00-		\$205.00 DR
14/04/2022	Rent payment	Paid into Bank 14/04/2022 (Centrepay)		\$410.00	\$205.00 CR
18/04/2022	Rent Charge	Rent Charge from 18/04/2022 to 24/04/2022	\$205.00-		\$0.00
25/04/2022	Rent Charge	Rent Charge from 25/04/2022 to 01/05/2022	\$205.00-		\$205.00 DR
			\$1,640.00	\$1,640.00	\$205.00 DR

If you are more than 2 weeks behind in rent you will receive a warning letter, This letter will ask you to make arrangements to increase your rent payment to cover the arrears. You will be given 14 days to do this.

If you do not make a change in rent payments and stop rent again, you are getting further behind. Another warning letter is than issued giving you time (14 days) to make arrangements to increase your rent payments.

If you ignore the 2nd letter and do not make arrangements and get further behind in rent the next letter will be a termination letter.



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.

Western Aboriginal Tenants Advice and Advocacy Service (WATAAS)

Western Aboriginal Tenants Advice and Advocacy Service (WATAAS) provides advocacy and advice to tenants who are faced with difficulties in the relationship with landlords and social housing providers. They can negotiate on behalf of tenants to enhance an outcome that is beneficial to all parties.

WATAAS also assists tenants when attendance at the NSW Civil and Administrative Tribunal (NCAT) is required. Their services are available to Aboriginal renters in Western NSW.

This is a specialist Aboriginal Service.

Tips for Tenants

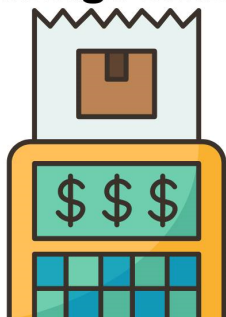
- Contact your Landlord immediately when there is a problem.
- Always pay your rent even if repairs are needed. If you stop paying rent it will be bad for you if you have to attend a Tribunal (NCAT) hearing.
- Keep all receipts and letters from your landlord.
- If you receive a notice to attend a Tribunal (NCAT) hearing you must do so. If you not the matter will be heard without you. You can ask for the matter to be dealt with on another date so you can get help.
- Going on a Rent Strike is a breach of your tenancy agreement and the landlord can take steps to end your tenancy.
- If the tenant pays the arrears in full or agrees to a repayment plan, the Tribunal (NCAT) cannot terminate the tenancy, unless the landlord can show there have been frequent previous arrears.
- If there are maintenance issues, ensure that you take photos.
- If you receive a Notice of Termination do not vacate your premises. Contact WATAAS immediately for assistance.
- There are Pay and Stay options (Pay your arrears and stay)

To contact the WATAAS Office in your area please call

WATAAS Dubbo

Freecall 1800 810 233 or 026881 5700
Or visit them at 201 Brisbane Street Dubbo

Cost of living savings finder



The cost of living is a major problem for everybody at the moment. But for many of those struggling there are government vouchers, concessions and other programs to help make the family budget go further.

For details go to <https://www.service.nsw.gov.au/campaign/savings-finder> answer a short questionnaire and see if you are eligible to save on a range of things including transport, rates and power bills.



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