

Tenants Newsletter

Welcome to our sixth and final newsletter for 2022.

The end of year is fast approaching and what a year it's been.

We have expanded from 49 to 308 properties during 2022 by taking on 32 properties in Warren owned by the Warren Macquarie Local Aboriginal Land Council, 22 properties in Dubbo owned by Dubbo Koorie Housing Aboriginal Corporation and another 198 properties owned by the Aboriginal Housing Office.

Of the 198 properties owned by the AHO this 3 new builds in Walgett which were given to Dreamtime Housing to manage after they were completed in July 2022, the property management transfer of 184 properties in Dubbo, Wellington and Narromine that were managed by the Dept of Housing which was completed in September 2022 and transfer of 11 properties in Walgett from Barriekneal Housing in November.

We have expanded from one staff member to four fulltime and one casual with plans for further expansion in the new year.

Until our next newsletter, have a merry Christmas and a happy and prosperous New Year.



Newly built 4 bedroom house in Walgett

Issue 6
November / December
2022

Previous Issues can be found on
our website

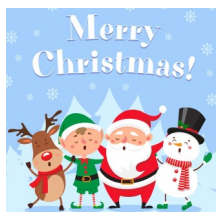


Season's Greetings from all of us at Dreamtime Housing.
We wish you all the best for 2023

Our office will be closed from
12pm 22nd December 2022
Reopening

9am Tuesday 3rd January 2023

If you are a tenant in need of **URGENT** repairs please call **0458 525 270**





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. This will include rent statements, newsletters, rent reminders etc

admin@dreamtimehousing.com.au

Complaints

We have received some complaints from neighbours of the properties we manage.

Common complaints include - loud music, large parties, fighting in the street, breaking bottles, throwing items into others properties.

Dreamtime Housing residents have a right to live peacefully in their property and to live in harmony with their neighbours. This goes for the neighbours as well.

Residents must follow the nuisance and annoyance conditions under their Residential Tenancy Agreement. These conditions include being responsible for their own behaviour and the behaviour of visitors and occupants at their property.

If you have a problem with a Neighbour
You can try to solve the problem by talking with your neighbours or through a mediator.

When should you contact the authorities:

The local council - if you think the other person has breached council by-laws on loud music, barking dogs, overgrown trees, parking issues, etc

The Police - If you feel unsafe and at risk or you think the other person may have broken the law.

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.

We have recently sent out the latest water bills and letters re Christmas Closures.



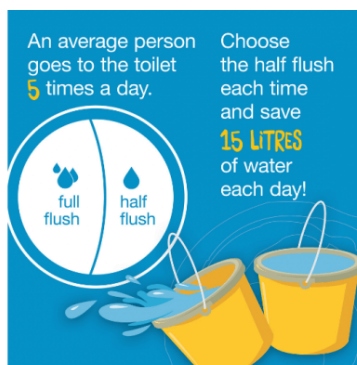
Water Saving Tips

In the House

- ◆ Keep drinking water in the fridge to avoid running water down the sink.
- ◆ Take shorter showers and turn the tap off when brushing teeth or shaving.
- ◆ Thaw frozen foods in fridge or microwave, not under the tap.
- ◆ Wash vegetables or rinse dishes in a plugged sink.
- ◆ Use the washing machine and dishwasher only when full, using the economy cycle.
- ◆ Turn taps off firmly and replace washers as soon as they start leaking.
- ◆ Install a water-efficient showerhead and fit tap aerators to taps to reduce usage.
- ◆ Repair any leaking toilets and use the half flush.
- ◆ Buy new appliances with a high water efficiency rating.
- ◆ Detect hidden leaks: record the number on your water meter before bed and again in the morning. If you used no water overnight and the numbers differ, there could be a hidden leak.

In the Garden

- ◆ Select plants most compatible to your area.
- ◆ Group plants with similar watering needs together.
- ◆ Use a watering can or a trigger nozzle on a hose to water the garden.
- ◆ Compost kitchen scraps and garden waste.
- ◆ Mulch around plants to reduce water evaporation.
- ◆ Wash the car on the lawn to water and fertilise the lawn.
- ◆ Double your soil's water holding ability by increasing its depth, making it less compacted and adding composted organic material.
- ◆ Remove weeds quickly - they are water thieves.
- ◆ Install a grey-water reuse system for watering gardens.



Report Water Leaks Immediately

Tenants pay for all water that they use.

Please contact Dreamtime Housing immediately to report a problem to save money and damage to the property.



BACK TO SCHOOL VOUCHERS



The Premier's Back to School NSW Vouchers program provides 3 x \$50 vouchers, totaling \$150 for each eligible student.

The vouchers can be used:

- towards the cost of school uniforms, shoes, bags, textbooks and stationery
- at registered businesses
- before 30 June 2023.

Only one application can be made for each student. You can apply for vouchers for more than one student in the same application as long as they're on the same Medicare Card.

Eligibility

You can apply for the vouchers if you're a caregiver of a student who is:

- A NSW resident
- Enrolled to attend school in 2023 (from kindergarten to year 12, including students who are Home Schooled, enrolled in year 10 or year 12 equivalent qualifications at TAFE NSW)

Students can apply on their own behalf if they meet the eligibility criteria and have their own Medicare Card

You can use each voucher:

- once (if the cost is less than the voucher amount, the remaining balance is given up and cannot be used)
- on its own or combined with other vouchers for the same purchase, even where the vouchers are issued for different students
- on eligible expenses
- at registered businesses and
- on or before the expiry date.

Vouchers **cannot** be:

- used to pay for anything other than an eligible expense
- transferred to another person
- redeemed as a gift, tip or donation to a registered business
- exchanged for cash, a gift voucher or a credit note from the registered business
- donated to charity
- pooled together with vouchers from other programs such as Active Kids, or Creative Kids vouchers.

What you need

- a MyServiceNSW Account – you can create one when you start your application
- a Medicare card that includes the name of the student
- an additional proof of identity document such as your NSW driver licence or Australian Passport
- the name of the school or educational facility where the student is enrolled to attend in 2023.

Note: Your Medicare card and your proof of identity document must show the same name that appears on your MyServiceNSW Account.



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:
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0458 525 270