

Tenants Newsletter

Issue 10
October - December
2023

Previous Issues can be found on
our website

Welcome to our 10th and final newsletter for 2023

What a busy year it has been.

During 2023 we took over management of Wee Waa, Pilliga and Baradine LALC properties adding 22 properties to our portfolio, now managing 340 properties across the region.

We commenced 20 new tenancies in our other portfolio's where properties became vacant over the year.

We are working on 13 properties across the region that became vacant in the last couple of months that required a bit more work to be able put a new family into them.

We have 6 new properties being built in 2 communities that will be ready in the New Year.

We completed our first NRSCH compliance assessment with Dreamtime Housing being compliant with the National Regulatory Code & National Law.

We welcomed a new staff member recently, with Irene Brown joining us at the end of November.

This issue of our newsletter we highlight a number of items that we deal with on a regular basis that we wanted to make all tenants aware of.

- Updating Household information
- How to report a repair
- Swimming Pools
- No power or power tripping
- Aircon Maintenance



Season's Greetings from the staff and Board of Dreamtime Housing.

Our office will be closed from
5pm Thursday 21st December 2023
Reopening
9am Monday 8th January 2024

Taryne 0458 525 270 and **Suze** 0455 421 907
will be available for **urgent** repairs and maintenance
during this time.

If not answered please leave a voice message or send a text.



Public Holidays

Monday 25th December Christmas Day
Tuesday 26th December Boxing Day
Monday 1st January New Years Day





New staff members joins Dreamtime Housing

Irene Brown started with Dreamtime Housing as Client Services Officer on the 27th November 2023.

Based in Dubbo, Irene will be working with tenants in Wellington, Narromine and Dubbo.

Irene has worked predominantly with job seekers, having worked with Murdi Paaki Regional Enterprise Corporation/Redi.e, OEC Employment, Omnia Inclusive, Breakthru, Rainbow Gateway Limited based in Cloncurry and more recently with the Derby Shire Council in Western Australia.

She is excited to be home back in Dubbo and working with Dreamtime Housing.

Dubbo Office to open in New Year

From the 8th January you can find us shop 4 / 12 Young Street.

Our Dubbo office will be open from 9am to 12pm Mon to Fri
After 1pm by appointment only

To contact the Dubbo office please call
Suze 0455 421 907 or **Irene** 0487 743 159



Updating Household Information

All tenants are reminded that if the circumstances change in their household they are to notify the office as soon as possible.

Those on subsidies also need to request a new subsidy application. These can be downloaded at any time from our website or requested to be mailed out. From January they can be collected from the Dubbo office.

These changes could be

Person moves in - Person moves out. for example family member born, family member passes away or moves into their own property.

Change in income - Yourself or Family member 18+ has gained employment or ceased employment (payslips and separation certificates are needed to be provided)

It could be your Centrelink benefit has changed.

Failure to report changes to the household members or income as soon as possible will mean you won't get the correct rent subsidy. If people leave or pass whose income was included in your subsidy, then you are still paying rent with their income included. By letting the office know they have left or passed away a new subsidy can be completed and rent may decrease.

It is on you the tenant to tell us this information, for you to complete the forms, provide the pay slips, lodge the forms all in a timely manner for staff to run the subsidy.

For reporting purposes we also require to know how many people are living in the properties, this helps the Aboriginal Housing Office determine the need for granny flats, etc.

If tenants require temporary accommodation, we also only need to provide this to the people we know are in the property. If our records have 4 people, we find temporary accom for 4 people.

How to report a repair

Tenants are to call the office on Freecall **1800 570 849** as soon as they notice the repairs are required.

Reporting early in the day may mean a trade can attend to it the same day.

Provide as much information as possible; location, how it was broken etc
Provide a contact number which will be passed onto the tradesperson

A work order is then sent to the tradesperson and they will attend when they can.

Some repairs do need to get completed quicker than others for example, External doors are not locking, no hot water, major water leaks, sewerage issues and electrical issues.

There are some repairs that are not urgent and tradespeople will get to you when they can, for example internal doors have come off the hinges, doors on kitchen cupboard have come off hinge, drawer faceplates have come off. **These are not urgent.** These are the types of jobs that also don't need to be reported after hours and week-ends.

Damage that you cause will also not be repaired straight away, where possible staff will get a photo, get a quote, tenants to accept quote and payment plan made and signed before repairs will be completed.

Some trades are leaving calling cards if they attend and no one is home, please call them back and reschedule your job.

Swimming Pools

This has been mentioned in a previous newsletter, but with the extreme heat and school holidays about to start families are wanting to set up pools for their children to keep cool.

Installing a large free standing pool permanent in a backyard requires permission and approval from Dreamtime Housing and your local council. All pools

This information has been taken direct from the Department of Fair Trading

Inflatable pools

Owners of premises with swimming pools, including inflatable swimming pools, must ensure their pools comply with fencing laws. If you own or buy an inflatable swimming pools, observe all warning labels attached to the packaging and product. The warning label information may vary according to the pool's height.

Small inflatable pools under 300mm in height

Inflatable pools under 300mm in height should carry the following warning labels:

- Pool owners, parents and carers need to be aware of the potential for drowning even in shallow water. You should always supervise children when they are using these products.
- Ensure that the water is kept pure. Water left in inflatable pools for periods of time can become contaminated and cause illness.
- Empty the pool and store it safely (away from young children) when it is not in use.

Large inflatable pools 300mm or more in height

Inflatable pools 300mm or more in height should carry the following warning labels:

- the same three warnings as for smaller pools (see above) and
- pool fencing laws affect this product. Before you buy this pool you should consult your local council. For large inflatable pools of 300mm or more in height consult your council on fencing requirements, child-resistant barriers and a warning sign display.

Visit the pool safety checklists page on the NSW Swimming Pool Register for further information
<https://www.swimmingpoolregister.nsw.gov.au/checklists>



Pools that are able to be filled to a depth of 300mm or more must be surrounded by a safety barrier separating the swimming pool from any residential building or place adjoining the premises.

Fences surrounding pools must be designed, constructed, installed and maintained to meet Australian standards for swimming pools.



No power or power tripping. What you can do from home.

No power to your property.

Before calling the office to get an electrician sent out, we ask the tenants to check

- Main switchboard - can be found at the side or front of the house
- Check with neighbours that they have power
- Check around the area for Essential Energy workers or vehicles doing maintenance work

Check the Essential Energy Website for outages in your area
<https://www.essentialenergy.com.au/outages.../power-outages>

Power Tripping

There are many causes for power tripping in your home. Here are a few of the usual suspects:

- Overfilled kettle/wet element
- A faulty appliance
- An overloaded circuit – too many electrical appliances used at once
- An electrical fault on one of the circuits. This could be due to various reasons such as water leakage, rodents, age and deterioration or faulty wiring
- Scheduled maintenance in your street. You should have been informed about this by your electrical supplier, but if viable, check if any of the neighbours have power out.

Basic “Fault Finding”

You can quickly and easily complete the first step in finding out what may have caused the circuit to trip, and this is something an electrician would usually do when he or she arrives at your home.

- Unplug every appliance from the wall within your home. This includes ovens, kettles, computers, air conditioners and lamps.
- Go to the switchboard and flick the safety switch to an ON position. If it holds, then you are good to try a process of elimination.
- One by one, plug back in and turn on each appliance. Stop when the power trips. This will hopefully identify the appliance issue.

An electrician will not be needed when you remove the appliance.
Leave the appliance out that tripped the power, you will need to buy a new one.

You can then turn the power back on and don't need to call for an electrician to attend.



Aircon Maintenance

Tenants are responsible for regular cleaning and changing of batteries in remotes. If remotes are broken or lost it is also the tenants responsibility to replace it.

Taking care of your internal and external system will provide longer lifespan of the system.

Cleaning aircon filters.

Our properties have varying brands and models of split system aircon installed, but most work the same way and can be cleaned the same way.

You can find the serial number on the outdoor unit to look up the exact model online for instructions on cleaning the unit at your property.

Our recent split replacements have been Daikin - Cora models.

To clean the filter, open the front panel and remove the large inserts, wash, dry and replace. It is recommended that this be completed every 2 weeks when the systems are being used constantly.



Care and Cleaning

■ Air filter

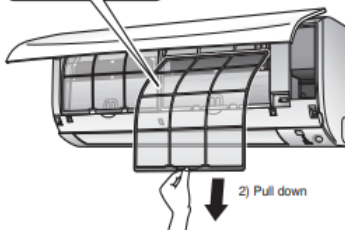
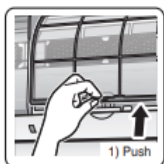
1. Open the front panel.

- Hold the front panel by the sides and open it.



2. Pull out the air filters.

- Push the filter tab at the centre of each air filter a little upwards, then pull it down.



3. Wash the air filters with water or clean them with vacuum cleaner.

- It is recommended to clean the air filters every 2 weeks.



If the dust does not come off easily

- Wash the air filters with neutral detergent thinned with lukewarm water, then dry them up in the shade.



4. Reattach the filters.

5. Close the front panel slowly.

- Press the panel at both sides and the centre.



- Make sure that the front panel is securely fixed.





Indigenous Service Officers

We're committed to delivering culturally appropriate services and support to Aboriginal and Torres Strait Islander peoples.

Indigenous Service Officers can help you:

- get information and access our payments and services
- learn how to use our online services
- connect with other services in your area.

Indigenous Service Officers in community:

- visit and work with community organisations near you
- organise and join in community events
- run education sessions about our services.

Do you need to speak to us in language?

You can call the Centrelink Indigenous Call Centre to speak to us about our payments and services.

Before you call us please have one of the following items handy:

- your Customer Reference Number or Concession card
- Medicare card
- Driver's Licence

It's important to stay on the line when you call us. If you hang up and call back, you may end up waiting longer.

Freecall Indigenous contact numbers:

Centrelink Indigenous Call Centre
Freecall™ 1800 136 380

Indigenous Debt Recovery Line
Freecall™ 1800 138 193

ABSTUDY Freecall™ 1800 132 317

Income Management Freecall™ 1800 132 594

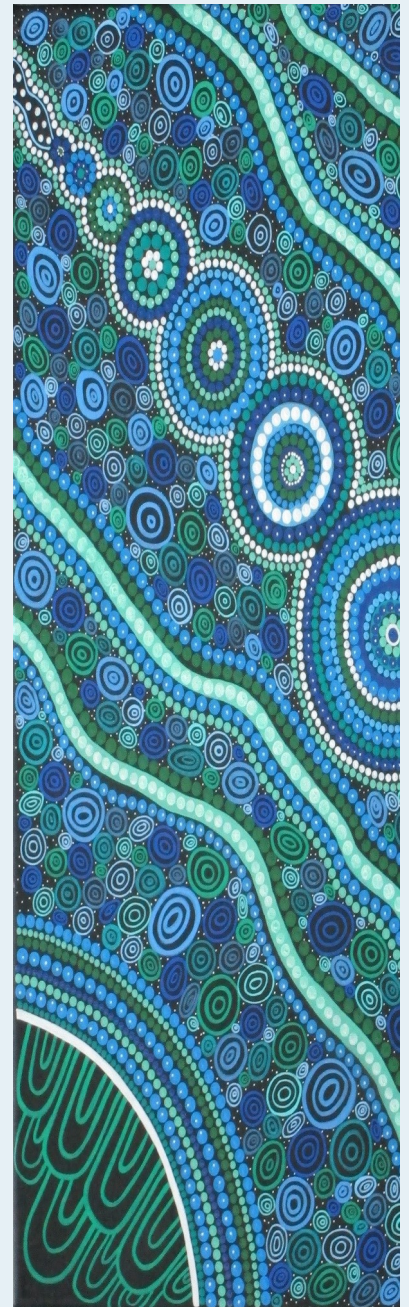
Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Online

You can use myGov to access Medicare, Centrelink and Child Support services. Go to my.gov.au

You can also access these services through our Express Plus mobile apps.

Go to servicesaustralia.gov.au/selfservice for more information.



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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