

Tenants Newsletter

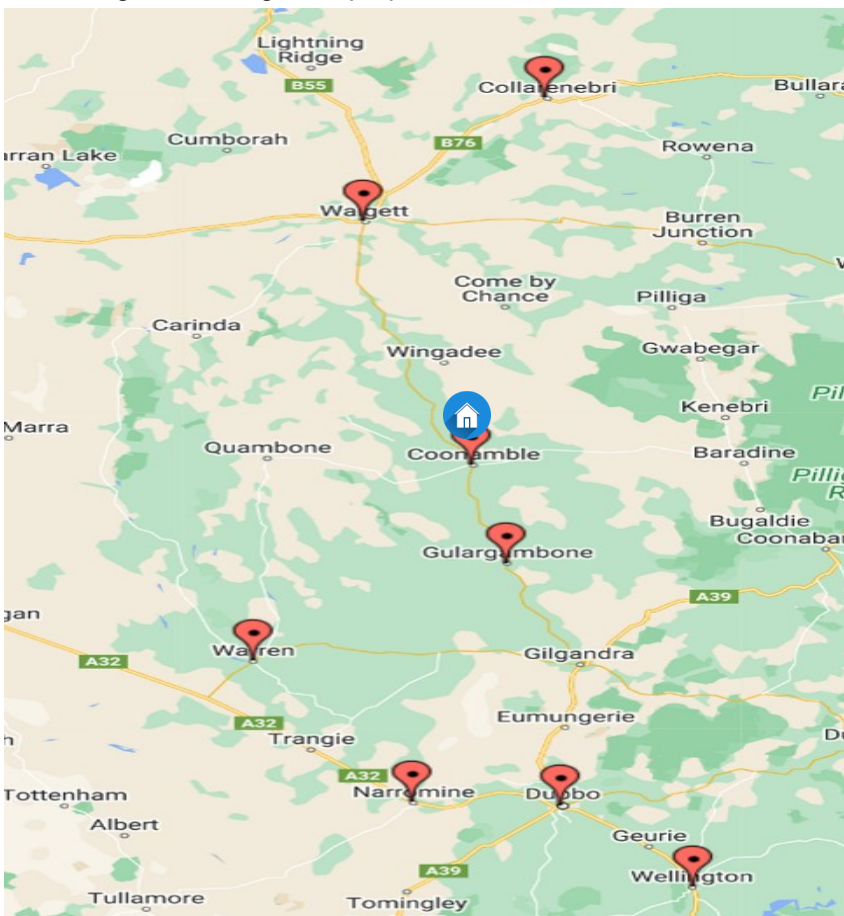
Welcome to our fifth newsletter

We wish to welcome our new tenants that have come across from Department of Community and Justice (DCJ)

Our staff have been working with the Aboriginal Housing Office and DCJ since June 2022 to transfer management of 166 properties in Dubbo/Wellington and 18 properties in Narromine over to Dreamtime Housing.

This transfer was completed on the 26th September 2022.

Dreamtime Housing now manage 307 properties between Collarenebri and Wellington.



Office

Locations of managed properties



Our staff have been out visiting each of the transferred properties completing inspections looking at items that may need replacement or repaired.

We would like to thank all the tenants that have allowed access to their properties so far.

Issue 5
September / October
2022

Previous Issues can be found on
our website





Meet our Staff

Each edition we introduce our staff members to you. Last edition we briefly introduced our CEO Brendon Harris and our Admin/Accounts Manager Nicole Jackson

Nicole Jackson - Admin/Accounts Manager

Nicole started with us on the 18th July 2022. Nicole has worked in admin and as a bookkeeper for many years, having previously worked at the Coonamble LALC, Waterford Ryan Solicitors, Commonwealth Bank, St Vincent de Paul & Philpott Funerals.



Brendon Harris - Chief Executive Officer

Brendon started with Dreamtime Housing on the 8th August 2022. Brendon has over 16 years experience with Aboriginal Housing. He was previous the CEO of the Coonamble Local Aboriginal Land Council. He is the current chairperson of the Coonamble Aboriginal Health Service and Community Working Party.

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

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.

You may also text these numbers if you only have credit for texting.

PAYING RENT

We have 2 options for tenants to pay rent.

BANK DEPOSIT

Payments can be made into our bank accounts either using your banks online banking website, by going into the bank (Commonwealth Bank) with the account information, using an ATM that accepts deposits or by using a deposit book.

Payments can be made at Australia Post but you will need to be provided with a special barcoded deposit book. We have provided books to some tenants coming over from DCJ.

Tenants are reminded that when making a deposit at a Bank or ATM they **MUST** leave a reference to the property they are renting. Not just what the payment is for.

Best reference to use is the properties address.

If you don't leave a reference we won't know who owns the payment.

It is also a good idea to keep copies of receipts. Store them away from the sunlight so they don't fade.

If you need bank details please contact the office and these will be provided as like our CRNs, we have different bank accounts for each portfolio of properties we manage.

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 before making the payment.

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.

Please do not just pick the first one you see as this can lead to payments going to the incorrect account.



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.

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



Leaving your property

If you are planning on vacating your property please call our office and provide written notice that you are leaving, giving at least 2 weeks notice.

On the last day, staff from Dreamtime Housing will attend the property to complete outgoing inspection report and to collect the keys.

Being Away from your property

If you are planning on being away from your property for an extended period of time eg for medical reasons, please contact the office and let us know.

If properties are left unattended for long periods without knowing where tenants are we can deem them abandoned and take action with NCAT for the lease to be terminated.

Abandoned properties and goods Dealing with an abandoned property

Dreamtime Housing will consider that a tenant has abandoned a property only if it is clear that the tenant is not living there. Dreamtime Housing usually finds out that a tenant has abandoned their property through:

- neighbours advising Dreamtime Housing that no one is living there
- the tenant not maintaining the property
- the tenant not paying rent

If Dreamtime Housing suspects a tenant has left their property without giving notice, it will inspect the property and make enquiries to find out if the tenant has abandoned it. We will leave call notes at the property, try all available phone numbers and if known other family members to find out where the tenant has gone too.

If Dreamtime Housing is reasonably sure the tenant has abandoned the property, it will start action to take possession of the property under Section 106 of the Residential Tenancies Act 2010 so that it can make the property available for another client.

Dreamtime Housing has the right to seek compensation at the NSW Civil and Administrative Tribunal for loss of rental income and property damage and claim the rental bond where one exists.

Tenant Support and Education Project

One on one support for 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 our staff who can complete a referral form to the TSEP Staff member covering your community.

More information on TSEP can be found in the brochure in your tenant handbook.

(This program doesn't cover Warren, Dubbo, Wellington or Narromine Tenants)



Dealing with goods left on the property

If goods remain in the home two working days after the tenant has moved out, or when a property is abandoned, staff from Dreamtime Housing and a witness (where possible) will inspect the property. The inspection will involve:

- removing and disposing of any perishable goods including foodstuffs and rubbish, and
- making a detailed list of the goods left in the home and the condition of those goods,
- taking photographs of the goods, particularly if they are of high value.

Dreamtime Housing is then required by the Residential Tenancies Act 2010 (Section 127) to give the former tenant notice that the goods will be disposed of after 14 days. This Notice may be given in the following ways:

- in writing by post to the former tenant or legal representative, at the last forwarding address known to Dreamtime Housing, or
- in writing by email to an email address provided by the former tenant, or
- orally in person or by telephone.

If the goods are not collected within 14 days, Dreamtime Housing can arrange for disposal of the goods by selling them or in any other lawful manner.

Where personal documents remain in the property two working days after the tenant has moved out, or when a property is abandoned, Dreamtime Housing is required by the *Residential Tenancies Act 2010* (Section 127) to give the tenant notice that the documents will be disposed of after 90 days.

Personal documents include:

- a. a birth certificate, passport or other identity document, or
- b. bank books or other financial statements or documents, or
- c. photographs and other personal memorabilia, or
- d. licences or other documents granting authorities, rights or qualifications, or any other record, or class of record, prescribed by the regulations.

If these documents are not claimed within 90 days, Dreamtime Housing will return personal documents to the authority that issued them or if this is not practical, dispose of them in a lawful manner that will not result in the tenant's personal information becoming publicly available.

Dreamtime Housing can seek direction from the NCAT under the *Residential Tenancies Act 2010* (section 133) if any issues arise as to the disposal of goods.

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 these towns.

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

If you have an email address and would prefer contact via email please email us to provide your email address.



Did you know that you can purchase your AHO property?



Aboriginal Home Buyer Saver

Providing more opportunities for mob to become homeowners sooner

The Aboriginal Home Buyer Saver scheme replaces our earlier Home Ownership Deposit Co-contribution Scheme.

Key features:

-  **All Aboriginal people in NSW*** can now access the *Home Buyer Booster Grant* and the *Deadly Deposit Grant*
-  **Aboriginal landowners can now access** the *Home Buyer Booster Grant* and *Deadly Deposit Grant*
-  **Family and friends can now support your application** using a 'shared wealth & buying model' — helping more people to access all three of our grants
-  **Our matched dollar-for-dollar amounts have increased** up to a maximum of \$20,000 with the *AHO Tenancy Plus Grant*

Find out more today

Call Alisha Ondrovcik **0491 228 711** or
Email alisha.ondrovcik@aho.nsw.gov.au
homeownership@aho.nsw.gov.au

* Who meet the eligibility criteria



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