

THE TENANTS VOICE NEWSLETTER

AUTUMN 2019



Office Closure, Autumn 2019

We are closed on 22nd and
23rd of May.

If you need emergency repairs outside of hours or during the office closures, Hume has a dedicated 24-hour maintenance line **(02) 9727 0688**.

CEO Message

Welcome to the Autumn Edition of the Tenants Voice Newsletter.

As the weather cools down and winter approaches, power costs are on everyone's mind, so we've included some handy tips that can help save money while keeping you warm. Please also remember fire safety during the cooler months. Keep an eye on heaters, radiators, and phone chargers, which account for many house fires.

I am delighted to share news regarding perhaps one of the most important changes to the Community Housing sector in Australia. Recently, Hume was among the first Community Housing providers to be given access to a new finance stream through the National Housing Financing Investment Corporation – a government entity. This means Community Housing providers like Hume can borrow funds to build and develop our businesses and support more people. With housing affordability at an all-time high and thousands on waiting lists for social housing and services, this is a very positive development.

I mentioned in our last newsletter that Hume were expanding into the Hunter-Maitland region with more than 2,000 homes transferring over to us from FACs. We are delighted to be chosen to bring our programs and services into a region that has a high level of homelessness and social disadvantage. We are looking forward to making a difference in the lives of many more families and those in need.

Enjoy this issue of Tenants Voice and please feel free to submit stories and ideas. We want to ensure we are providing you with the information that matters most to you.



Sincerely,

Nicola Lemon
CEO Hume Housing

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We are expanding to the Hunter....

Your water bill explained....

Find us on Facebook....

Complaints, appeals and compliments.



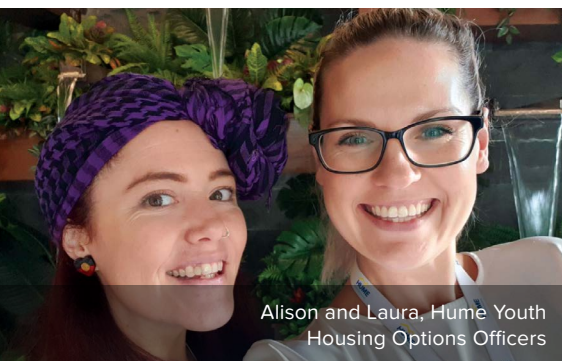
2019 Youth Week

Youth Week in NSW is an annual week-long celebration that is organised by young people, for young people, in communities across the state.

Youth Week is an opportunity for all young people aged 12- 25 to have fun and express their ideas and views, act on issues that affect their lives, and create and enjoy activities and events.

This year, Youth Week took place from the 10th to the 18th of April. The theme was Coming together to Connect, Share, Speak Out, and Celebrate. Hume partnered with various community organisations to bring our customers and communities a variety of youth- focused events across the South- West region, including the Bring it On Festival in Fairfield.

About 4,000 young people across the state were involved in planning and organising activities and events such as forums, debates, photography exhibitions, fitness activities, writing competitions, hip hop dance classes and concerts. More than 100,000 young people participated in more than 900 local activities and events.



Alison and Laura, Hume Youth Housing Options Officers



Follow Us On Facebook

Follow us on Facebook and you'll never miss out on the latest community news, programs, Open Homes inspection dates, new developments, and Hume news. It's a great way to stay up- to-date and in touch with us.

You can follow us on Facebook by searching "Hume Community Housing".



Hume Team members Lara, Judy, Jason, Julie D and Poppy accepting their 2019 ZEST Award.

2019 ZEST Awards

In February, Hume teams were excited to represent Hume, our programs, and customers at the 2019 ZEST Awards. The ZEST Awards are the premier event for the businesses within the Community Sector in Greater Western Sydney.

The achievements of our staff and volunteers was recognized when we received awards in the following categories;

- Promoting Social Cohesion and Community Harmony
- Exceptional Community Partnership
- Out of the Box Award – The Collectives (Hume's lived experience Hoarding Disorder volunteer group)
- Outstanding Community Leader in a Volunteer Capacity – Judy Nicholas, the Chair of the Collectives

Congratulations to all of the inspirational nominees and winners from across Western Sydney.



Hume Team members Jane, Charya and Sarithya accepting their 2019 ZEST Award.

Sydney WATER

Water Billing

What has changed?

Sydney Water have introduced a bulk billing system for water bills, you may have seen a change in water bills received with your Hume invoice. The new bill contains the same information as before including the water usage amounts, period billed for and meter readings.

With the new bulk e-billing system, Sydney Water instead now attempt to read all water meters at one time within the quarter and then bills Hume for those properties. If your meter was not checked on that date the usage charge cannot be calculated within that quarter. This charge is carried over to the next bill. So you may receive a 6 monthly bill. To avoid this, it is important that access to read your meter is provided to Sydney Water.

If you have any questions regarding your water bill or need to ask for more time to pay, please call our income recovery team on **(02) 9722 4300**
income.recovery@humehousing.com.au



Invest in Energy Saving Tips – You Can Save!

Turn off appliances at the power point when you're not using them.

Dress for the temperature by putting on a jumper and warm socks instead of turning on the heater.

Avoid using the dryer. Hang washing outside on sunny days and use an indoor clothes rack when it's raining.

Use a hot water bottle instead of an electric blanket.

Take advantage of the sun and rely on natural light, rather than automatically turning on the lights.

Compare energy suppliers to make sure you're getting the best deal. Visit the Australian Government's Energy Made Easy website at www.energymadeeasy.gov.au.

Use a door snake under the door and seal up any gaps or cracks around your windows, doors, ceilings and floors.

Curtains and blinds will keep a room warmer

Take shorter showers.

Repairs

We take responsibility for the working order and maintenance of your property and items that we have provided (including stoves and cookers). We'll repair anything that breaks or is damaged due to reasonable wear and tear. Your tenancy agreement details the items we are legally responsible for.

There are some circumstances where you will be responsible for a repair. This is usually when the damage has been caused by your actions. We can still organise to have the problem fixed for you, but **you will need to pay for the repairs.**

You can:

- Fill in the repairs form on humehousing.com.au;
- Email us at repairs@humehousing.com.au; or
- Call us on (02) 9727 0688

Urgent Repairs

If your repair is urgent, we will fix it as soon as possible. You can call (02) 9727 0688 (during business hours) to request an urgent repair.

Urgent repairs include:

- a burst water service
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious floor damage
- the failure or breakdown of any essential services or appliances that

have been provided by Hume for hot water, water, cooking, heating or laundering

- the failure or breakdown of the gas, electricity or water supply
- an appliance, fitting or fixture provided by Hume that uses or supplies water and that is broken in a way that causes a substantial amount of water being wasted
- any fault or damage that makes the home unsafe or insecure
- a serious fault in a lift or staircase
- significant security threats to the premises and people

We encourage you to have property content insurance, as this will protect you from expensive repairs and replacement of goods if there is damage to the property.

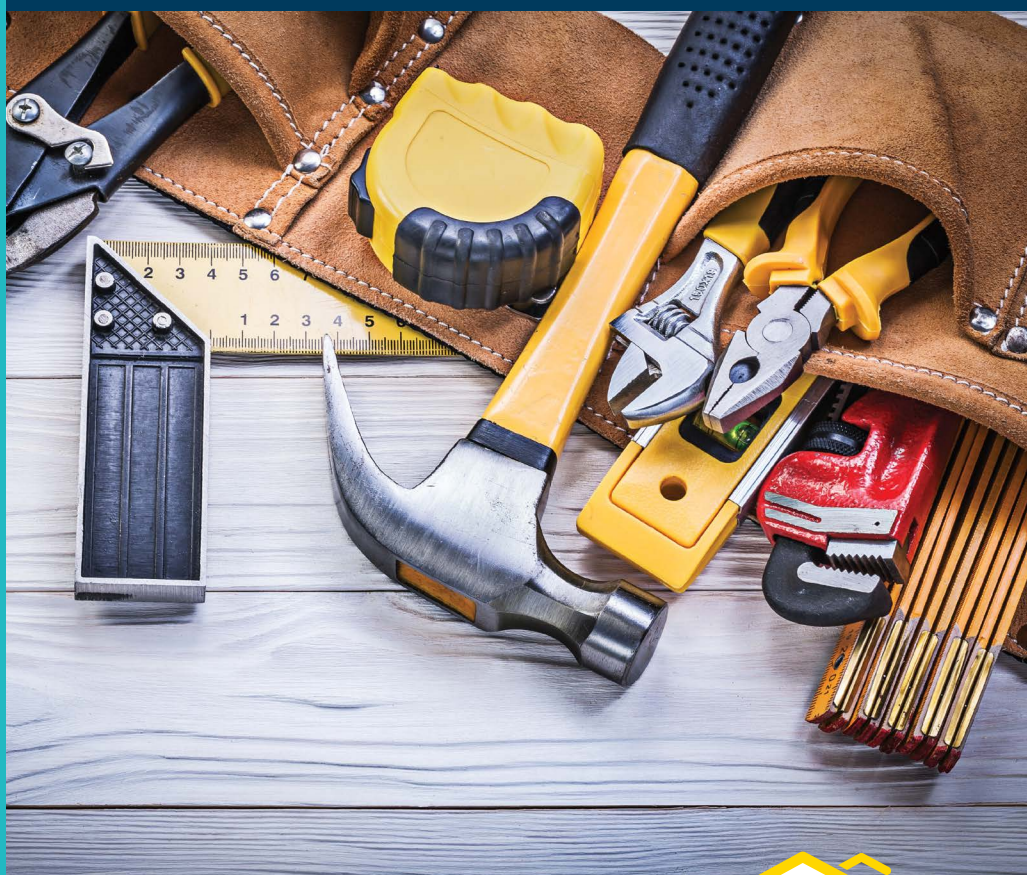
Things We Can't Fix

There are some things we can't fix and you will need to discuss this with us before you organise your own repairs – this includes:

- supply and installation of air conditioners or heating
- alarm systems
- some types of pest control
- telephone supply and connections
- installation of cable, satellite or other pay TV services

Useful After Hours Contacts

Sydney Water: **132 090**
 Energy Australia: **132 604** or **131 388**
 AGL Gas: **131 245** (connections) or **131 909** (leaks)
 Telstra: **132 200**
 Optus: **1800 501 064**



How To Pay



centrelink

If you are on Centrelink payments, you can sign one of our Centrepay forms. This will let Centrelink pay us directly.



Ask one of our friendly staff members to print off your BPAY details, which will then allow you to pay all your bills online.



Call us on **02 9722 4300** and one of our friendly staff members will take your payment over the phone - all you need is your bank card.

Schedule Payments

Schedule Payments are easy to set up with your bank - all you need to do is provide the bank with Hume's banking details (listed below) and tell them your tenant code.

Account Name: **Hume Community Housing Association Ltd**
Bank: **NAB, Macquarie Liverpool NSW 2170**
BSB: **082-343**
Account #: **627 952 830**

Cheque or Money Order

You can also send us a Cheque or Money order via Australia Post to: **7 Hamilton Road, Fairfield NSW 2165**



Call us on **(02) 9722 4300** during the hours of:

Monday	9 am – 5 pm
Tuesday	9 am – 5 pm
Wednesday	1 pm – 5 pm
Thursday	9 am – 5 pm
Friday	9 am – 5 pm

Complaints and Appeals

Hume constantly looks at ways in which we can improve our customer service levels.

How do I make a complaint?

If you would like to make a complaint about our services, then you are welcome to discuss it with a member of our staff.

After the initial discussion, all customers of Hume are able to lodge a formal complaint if the informal procedure is not satisfactory or the issue at hand is of a serious nature and further investigation is required.

You will be sent an acknowledgement letter within 48 hours of us receiving your complaints.

Lodging an Appeal

If you are unhappy with a decision made as a result of the initial complaints process, then you can submit an appeal and we will review our decision.

Compliments

We always welcome positive feedback on anything you think we are doing well and look forward to hearing your good news stories.

Requesting an Independent Review

If you are still not satisfied with our internal complaints process, then you may be able to lodge an appeal with the Housing Appeals Committee (HAC).

Further information can be obtained from www.hac.nsw.gov.au



We are expanding into the Hunter!

In September 2019, Hume will take over more than 2,000 social housing transfers in the Maitland-Hunter area as part of the transition from FAC's to Community Housing Providers. We are thrilled to be welcoming new customers and looking forward to delivering our services and programs to even more people.

We recently had a chance to meet some of our new customers at a Coffee Cart drop-in session in Rutherford. It was a good opportunity to share a little about Hume and how we are managing the transition of FAC's tenancies over to us.

If you'd like to learn more about our move into the Hunter you can read more on our website under Hunter Residents here:

www.humehousing.com.au/hunterresidents.html



Events and Activities

Wednesday, 17 April	Telopea Tenants Voice Meeting
Monday, 27 May	Liverpool Tenants Voice Meeting
Thursday, 6 June	Fairfield Tenants Voice Meeting
Wednesday, 17 July	Telopea Tenants Voice Meeting
Monday, 27 August	Liverpool Tenants Voice Meeting
Thursday, 5 September	Fairfield Tenants Voice Meeting
Wednesday, 16 October	Telopea Tenants Voice Meeting
Monday, 25 November	Liverpool Tenants Voice Meeting
Thursday, 5 December	Fairfield Tenants Voice Meeting

If you would like to know more, or suggest your ideas for community cohesion activities, please email us at get.involved@humehousing.com.au.