

THE Tenant's Voice

SUMMER 2014

OUR VISION: 'CREATE VIBRANT, SUSTAINABLE AND COHESIVE COMMUNITIES THROUGH THE DELIVERY OF OUTSTANDING HOMES AND EQUITABLE SERVICES'



20TH ANNIVERSARY

1994 -2014
HUME CELEBRATION
20 YEARS AS A
COMMUNITY HOUSING PROVIDER

CEO Message

Hello all Hume Customers,

This year is quickly coming to an end with 2015 close on the horizon. We have completed so much this year including a landmark moment, celebrating our 20th birthday of providing housing services in Western and South Western Sydney. With humble beginnings of 125 properties Hume has grown to a multifaceted organisation with 1717 properties and a variety of housing, property and community services.

We have a proud history of being a community based housing provider creating vibrant, sustainable and cohesive communities through the delivery of outstanding homes and equitable services. We promise to continue this legacy in the years to come.

You, our customers, through Tenant's Voice, consultation panels, surveys, compliments and feedback have made us the Community Housing Provider that we are today.

We have an exciting future a head of us and I am happy to share that with you.

From all of us at Hume Housing, we wish everyone a happy and safe holiday period and will see you in 2015

Nicola Lemon

CEO
Hume Housing



OFFICE CLOSURES

- STAFF TRAINING DAY – 5th December 2014
- CHRISTMAS DAY – 25th December 2014
- OFFICE CLOSED – 26th December to 2nd January
- RE-OPEN – Monday 5th January 2015

What's inside

- ▲ HUME STUDENT SCHOLARSHIPS PG 2
- ▲ HUME YOUTH EMPLOYMENT PROGRAM PG 2
- ▲ INCENTIVE WINNERS PG 2
- ▲ LEGAL AID FORUM PG 2
- ▲ EWON PG 4
- ▲ RENT REVIEW PG 4



Hume Housing Team 2014

HUME STUDENT SCHOLARSHIP 2014 UPDATE

On 17th October the Scholarship Panel reviewed all the applications and they have awarded 6 individuals.

This program that started in 2012 is a great opportunity for Hume Customers to apply for financial assistance to elevate the stress of ever increasing education fees, enrolment costs, tutors and schools supplies.

We would like to congratulate the 2014 Scholarship Recipients:

\$1200 Tertiary Scholarship

- Rami Al-Saffar
- Yannis Abraham

\$800 High School Scholarship

- Shabnam Pordeli
- Attila Toksoz

\$400 Primary School Scholarship

- Thenuk Wijesera
- Osman A. Fofanah

For those who have been successful there will be an awards dinner held in early February 2015. Further information will be posted to you.

HUME'S YOUTH EMPLOYMENT PROGRAM (YEP)

THIS OPPORTUNITY COULD BE THE FIRST STEP TO YOUR NEW CAREER IN THE CONSTRUCTION AND MAINTENANCE INDUSTRY

Hume Housing will be offering this program, in partnership with SR Construction, who undertakes maintenance work on Hume's homes and Marist Youth Care, a specialist youth training, employment and support organisation.

We are looking to engage young **men and women (16 to 25 years)** to take part in our unique construction program. The program provides entry level jobs for those interested in developing a trade in construction, by providing you with a range of skills developed whilst undertaking work on Hume Housing properties.

If you would like more information contact Jason Newton by calling 9722 4329 or email: get.involved@humecha.com.au

Free Forum

Want to save money on electricity bills? Is there a bill you can't pay?

Are you having a dispute with your neighbour? Do you want to know what your legal rights are?

Are you getting the correct benefits?

THIS FORUM IS FOR YOU!

Come meet representatives from: Centrelink, Legal Aid, EWON and Community Justice Centre.

Hume Staff will also be on site if you have questions for them.

This forum is open to all Hume customers, friends and families.

Location: Fairfield Hall, 25 Barbara Street (Corner of Harris St and Barbara Street.)

When: 4th December 2014

Time: 2.00 to 4.00pm

If you require a translator on the day please call 9722 4329 or email: get.involved@humecha.com.au

**Light refreshments will be provided.*

NEW INCENTIVE WINNER PROGRAM

Win an iPad Mini or Samsung Tablet

To enter the draw, ensure you are two weeks in advance in your rent and have no outstanding debts with Hume. Each quarter 2 customers will win their choice of an iPad Mini or Samsung Tablet.

THIS QUARTERS WINNERS ARE:

- The Wang family from Telopea
- Botero Family from Fairfield



HAVE A CHANCE TO WIN A \$30 GIFT CARD?

Can you spare 1 minute? Tell us what you like, don't like and how we can improve our service.

Come to our Fairfield Office and speak with one of the Customer Service Officers. Let them know you would like to take the survey.



Many people are feeling the strain of high energy bills. So what help is available if you need it and what can you do to reduce your bills?

Talk to your retailer

If you need extra time to pay your energy bill, contact your retailer as early as possible to discuss the situation. You may also be eligible to join your supplier's hardship program.

Make sure you are receiving all rebates you are eligible for.

There are several government rebates that can help:

- *The Low Income Household Rebate – electricity account*
- *The Family Energy Rebate* - eligible if receiving Family Tax Benefit A or B. Call: **13 77 88** or visit www.resourcesandenergy.nsw.gov.au/energy-consumers
- *The Life Support Rebate* – operating certain medical equipment in your home that is necessary to sustain life.
- *The Medical Energy Rebate* – if someone has a medically diagnosed inability to self-regulate body temperature. Must hold Department of Veterans' Affairs and/or Centrelink cards.

If you are eligible for any of these rebates, check your bill to see if you are already receiving them. If not, contact your retailer to apply for all rebate(s) except the Family Energy Rebate (see application information above).

Contact the Energy & Water Ombudsman NSW

If you have a problem with your energy provider that you cannot resolve with them directly, contact the Energy & Water Ombudsman (EWON). EWON provides a free, fair and independent dispute resolution service for electricity, gas and some water customers and can help you with a range of complaints, such as a disputed high bill or difficulty negotiating a payment plan.

To make a complaint, call **1800 246 545** or visit www.ewon.com.au.

RENT REVIEW

NOVEMBER 2014

Hume Housing has begun the second of our Rent Reviews for the year. Rent subsidy application forms were posted out around the 28th October to all of our customers that participate in the rent review process.

It is important that you sign your application for a rental subsidy and return it to us, so that you are paying the correct amount of rent each week.

The amount of weekly rent you pay is calculated based on the combined assessable income of your entire house-hold. Assessments are normally worked out with the following percentages:

INCOME	RATE
All Leaseholders	25%
Other Household Members 21yrs and over	25%
People living in the household aged 18 – 20 years inclusive who are not the customer, their spouse or live-in partner	15%
Family Tax Benefit Part A & B	15%
Other Household Members <18yrs	Nil
Commonwealth Rent Assistance	100%

Please make sure you have provided all of the proof of income that we ask for, or we will not be able to complete the assessment.

The deadline for returning your application was the 7th November 2014. If you haven't brought it back yet, please contact us immediately or you will be placed on maximum rent as of the 1st December 2014.

WHAT IF THERE IS A CHANGE IN MY CIRCUMSTANCES ONCE MY RENT HAS BEEN ASSESSED?

Please let us know within 21 days if anything changes in your household as this may affect your weekly rent.

THESE THINGS CAN MAKE A DIFFERENCE TO HOW MUCH RENT YOU PAY:

- **SOMEBODY MOVES IN OR OUT**
- **A FAMILY MEMBER GETS A JOB OR LEAVES A JOB**
- **A NEW BABY IS BORN**

You can request a rent assessment due to a change of circumstances at any point throughout the year.

If you have any questions about your assessment once you have received notification of your new rent, please call us to make an appointment to speak with a member of staff.



EVERYONE WELCOME EVENT

END OF YEAR CELEBRATION

10th December 2014

Paradiso Grand

118 Ware St. Fairfield

Time: 5pm to 9pm.

Entrées to be served at 5:30pm.

TICKETS ON SALE NOW TILL — 5TH DEC 2014

This event is open to all Hume Customers.

Get ready for live entertainment, prize giveaways, face painting jumping castle, show bags and much much more.

Social Club Costs:

- Adult: \$10.00
- Child (4-12): \$5.00
- Child(0-3): FREE

Non Social Club Costs:

- Adult: \$20.00
- Child (4-12): \$10.00
- Child (0-3): FREE

Regular cost per person is \$70.

Saving of over 85%

Transportation/Bus:

Depart: Warwick Farm 5:00pm

Return: Warwick Farm 9:00pm

Depart: Telopea 3 Shortland Street 4:30pm

Return: Telopea 9:15pm

Don't be late – the bus won't wait!

SOCIAL CLUB ONLY EVENT



21st January 2015

TICKETS ON SALE NOW TILL
– 9TH DEC 2014

This January we are returning to Wet'n'Wild. Wet'n'Wild Sydney is the biggest and best water theme park and also home to a never before seen range of slides and attractions.

Costs:

- Adult: \$15.00
- Child (110cm or below): \$10.00
- Child (0-3): FREE

Transportation/Bus:

Depart: Fairfield Station (Dale Street) and Warwick Farm Station

Time: 9:00am.

Return: Fairfield Station (Dale Street) and Warwick Farm Station

Time: 6:00pm.

Paid parking is available on site.

Please note this is a water activity. It is your responsibility to know the swimming level of each person that comes with you. Children must be watched at all times by their parent or guardian.

Don't be late – the bus won't wait!

HUME OFFICE CONTACT NUMBERS



Fairfield Office:
9722 4300

1/119 The Crescent
FAIRFIELD NSW 2165

Parramatta Office:
Ph. Coming soon

4/79 George Street
PARRAMATTA NSW 2150

Maintenance/Repair Line:
9727 0688

IMPORTANT SOCIAL CLUB INFORMATION

- ▲ Please note all Social Club Members receive prior notice of outings via Social Club Info letter.
- ▲ To attend these outings you must be a Social Club Member. Tickets can be purchased at the Fairfield office.
- ▲ If you pay by direct deposit ensure you contact Hume and inform them so they can track your payment.
- ▲ Please ensure you have paid your monthly Social Club Fees and you are not in arrears. This may affect your eligibility to attend events.

TENANT'S VOICE



Tenants' Voice Schedule

Tenants' Voice is a Customer Advisory Group that operates in the Fairfield and Telopea areas. These groups meet monthly to discuss issues relating to Hume policies that affect Hume customers and to assist Hume in other areas.

To learn more call 9722 4300 or email get.involved@humecha.com.au

FUTURE SOCIAL CLUB ACTIVITIES

Everyone Welcome:

- Royal Easter Show – 26th March – 8th April 2015
- Wild Life Zoo – 8th July 2015
- Home Bush Pool – 30 September 2015

Senior Activities:

- Seniors Week – March 2015
 - Bankstown Sports Club Lunch Out – April 2015
 - Whale Watching – June 2015
 - Parliament House Visit – September 2015
- Fairfield Annual Christmas Concert – Nov/ Dec 2015