

THE TENANTS VOICE NEWSLETTER

WINTER 2019



Improving Community Spaces

CEO Message

Welcome to the Winter Edition of the Tenants Voice Newsletter.

I hope you have all been keeping well during this cold weather and, more importantly, staying safe. This winter, there have already been a number of serious fires across New South Wales that have sadly resulted in preventable deaths. Earlier this year, we provided every customer with a copy of our Fire Safety Booklet. You can also access this booklet on our website.

We've had some great news in the last few months. We were awarded the Outstanding Employer of Choice Award at the 2019 Macarthur Business Awards. As CEO, I'm absolutely thrilled because providing opportunities for both our customers and our employees to prosper is something I'm very proud of. Hume has also been shortlisted for the 2019 Urban Development Institute of Australia Awards for our Hamilton@Fairfield development.

I hope you enjoy this issue, there's some good information about securing your personal information online and some good tips on how to protect your home from mould during winter. Read on to discover how you could win a \$1000 home improvement prize by participating in our annual Customer Survey! I urge you all to share with us what you think - your feedback is what drives improvement and enhances customer service. We care what you think and want to hear from everyone.

Please enjoy this issue of the Tenants Voice Newsletter. We're always on the lookout for customer stories and photos, you might like to share. We enjoy celebrating and acknowledging your successes.



Sincerely,

Nicola Lemon
CEO Hume Housing

When you create environments where people can congregate, you build a sense of community, pride and belonging - we're delighted to be able to do this for our Cartwright customers. This incredible before and after photo was possible due to generous funding from the Social Housing Community Improvement Fund (SHCIF).

In 2018, Hume received \$49,133.70 from Round Two of the SHCIF to complete this communal upgrade project. In consultation with our customers, we designed this upgrade to create a safe and comfortable environment for our customers to relax and enjoy being outside with each other.

Since the works were completed in June, customers have already hosted BBQs with friends and neighbours and have been switching up their daily routine by moving their morning coffee and reading of the newspaper to the new area.





Sonam, Jorja, Keelin and Scott



Fairfield City Mayor's Youth Achievement Awards Night

Homes for Everyone

Specialist Disability Accommodation

Did you know that Hume manages tenancies for more than 500 customers across 135 Specialist Disability Accommodation (SDA) properties? We are proud to provide safe, warm and friendly homes to our customers and we look forward to further building our number of properties in the future.

Our current portfolio of properties stretches across: NSW Central Coast, Riverina area of Murrumbidgee, South Eastern Sydney, South Western Sydney, Western Sydney, Nepean (Penrith), Blue Mountains and Southern Highlands.

We have vacancies

For some participants, the National Disability Insurance Agency (NDIA) will fund SDA to enable a person to live in an SDA property. SDA refers to accommodation for people who require specialist housing solutions. Please visit www.gonest.com.au and take a look at what vacancies we have on offer.

Funding is only provided to a small proportion of National Disability Insurance Scheme (NDIS) participants with extreme functional impairment or very high support needs who meet specific eligibility criteria. More information is available on the NDIS website. If you think this pathway may meet your needs, speak with your NDIS Support Coordinator or email us at sdaenquiries@humehousing.com.au for more information.

Meet our team

The Housing for People with Disability (HPWD) team members are: (Left to right) Sonam Sodhiya – Administration, Jorja Moran - Housing Coordinator, Keelin Byrne - Housing Coordinator, Scott McPhillips – Senior Manager

We love to hear from our customers

If you have something you would like to share with us, including a personal story, an upcoming event or an achievement, please let us know.

You can email us at sdaenquiries@humehousing.com.au or call us on **02 9722 4300**. For more information you can visit our website at <https://www.humehousing.com.au/disabilityhousing.html>

Fairfield City Mayor's Youth Achievement Awards

In June, Hume attended the Fairfield City Mayor's Youth Achievement Awards where local youth were recognised for their inspiring work and contributions in the Fairfield region.

Fairfield Mayor Frank Carbonne presented awards acknowledging youth in categories including Community Spirit, Creating Change, Sportsmanship, Creative Arts, and Leadership.

The awards empowered young leaders to be confident and ambitious, encouraging them to pursue their passions within their local communities while exploring their future prospects.

The award recipients have proven that the Fairfield region offers ample opportunity for young people to excel in their chosen field.

Congratulations to all of the inspirational nominees and winners. We hope to see some of Hume's young customers accepting awards next year.



2019 Annual Customer Survey

In August 2019, Hume will be sending out our Annual Customer Survey to give customers a chance to have your say! Hume is committed to improving our services to customers and our annual customer survey is one of the key ways for us to receive your feedback. Last year we had some really great feedback which allowed us to make many improvements to our service.

The survey can be completed online, mailed, or filled out in person at our Fairfield office at any time until the 13th September. We will also have translation services available for customers to complete this in the week starting 19th August. Dates and times will be available closer to the survey.

Each customer that fills out this survey will also be given the opportunity to participate in a prize draw.

Our prize draw this year is much bigger than last year with

- + 5 x \$1,000 home improvements prizes and
- + 10 x \$150 Woolworths Vouchers on offer!



Be Fire Safe This Winter

Winter sees an increase in fires in the home, often due to an increased need for heating appliances. It is important to be fire safe around your home and in particular throughout the winter months.

+ Prevent fires from heaters and open fires

- Make sure all items are 1 metre away from the heater
- Don't leave heaters on in bedrooms – especially children's
- Check your heaters and electric blankets once a year to make sure they are working properly and replace worn out cords and plugs
- Strong fire screens should be set up in front of open fires

+ Is your kitchen fire safe?

Every year Fire & Rescue NSW attends approximately 2,500 kitchen fires - or approximately 56% of all residential fires. More than half of all home fires start in the kitchen.

Fire and Rescure NSW recommend this simple safety checklist:

- Keep children away from hotplates and ovens whilst cooking and consider installing a stove guard.
- Heat cooking oil carefully and slowly in the right size saucepan to avoid fat splatters.
- Turn pot and pan handles inwards so they won't be knocked over.
- Clean your stove grill after each use and clean the range hood filter and all kitchen appliances regularly.
- If a kitchen fire occurs and you don't feel confident you can put it out, switch off the appliance, leave the premises and call the fire service on Triple Zero (000) from a safe place.
- Ensure that all cooking appliances are turned off after use

- Don't leave your cooking unattended. If you must leave the kitchen whilst cooking, turn off the hotplate.
- Don't wear clothes with loose fitting sleeves.
- Don't keep your tea towels, oven mitts and other flammable items near the stove or cook-top.
- Don't use water to put out fat and oil fires. Water can cause the fire to spread rapidly and cause horrific burns.

+ Do you have a fire plan?

Every home should have a plan on what to do if a fire takes place – talk about it with your house hold and agree about steps you will take.

- If your home catches fire: STAY LOW, GET OUT and STAY OUT!
- If your clothes catch fire: STOP, DROP, COVER and ROLL until the flames are extinguished.
- Go to your safe meeting place
- Call 000 and ask for the fire service
- Wait for firefighters to arrive
- Do not re-enter the building!

+ If you live in an apartment building

- Learn and practice your building's evacuation plan.
- If you hear the fire alarm, leave immediately.
- Use the stairs - NEVER use a lift/elevator during a fire.

Protect Your Personal Information Online

Your privacy is important to us. As part of our commitment to protecting your privacy, we proudly supported Privacy Awareness Week 2019 on Facebook. We provided you with practical ways you can protect your privacy and ensure your information remains secure online.

Social media and email have made it easier for us to communicate and share with others. However, it is important to understand what information we can safely share online and how to detect suspicious messages.

To protect yourself on email:

- Don't open messages if you don't know the sender
- Be suspicious of messages that aren't addressed directly to you
- Don't share your email address online unless you need to
- Use a strong password
- Update your software regularly.

To protect yourself on social media:

- Don't accept friend requests from people you don't know
- Don't share personal information that could put your security at risk
- Check your privacy and security settings.

HOUSEHOLD TIP: Keep a mould free home this winter

Mould likes to grow in damp and dark conditions and can often appear over winter. Prevent mould growing in your home by:

- Making sure there is plenty of fresh air by opening windows and doors each day
- Let the sun shine in – open your curtain and blinds
- If your windows are wet due to condensation – give them a quick wipe each morning
- Make sure your washing is completely dry before you put it away
- If you are using a clothes dryer make sure the room it is in is well ventilated – this stops moisture build up on walls and ceilings
- Open the bathroom windows or put the fan on if having a hot shower – make sure the steam escapes
- Open a window or put on the exhaust fan if cooking hot and steamy food

If you do see mould appearing – try this to clean it off:

- Open the windows and protect your skin and eyes
- Make a solution of chlorine bleach and water – usually 1 part bleach to 3 parts water
- Using a stiff-bristled brush, scrub the blackened area.
- Rinse thoroughly and dry.

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 Rd, Fairfield NSW 2165**

Your Neighbourhood Office and You

A Neighbourhood Officer is responsible for delivering high quality tenancy management to a defined property portfolio with the purpose of achieving sustainable tenancies and safe, vibrant, and cohesive communities. They are your first point of contact if you have any questions about your tenancy, neighbour concerns or whether you need some advice or assistance. *Our team currently consists of:*



Chantelle Woolridge

Team Leader - Neighbourhood Programs

(P) 9722 4352 (M) 0409 517 768 chantelle.woolridge@humehousing.com.au



Sinead Trist

Neighbourhood Officer

(P) 9685 6821 (M) 0407 899 016 sinead.trist@humehousing.com.au



Annah Sorrenson-Cox

Neighbourhood Officer

(P) 9722 4310 (M) 0419 590 518 annah.sorrenson-cox@humehousing.com.au



Natalie Risby

Neighbourhood Officer

(P) 9722 4376 (M) 0418 346 100 natalie.risby@humehousing.com.au

If you are experiencing difficulty making your rental payments, please feel free to contact our income recovery team on **02 9722 4300** or visit www.humehousing.com.au/hunterresidents.html

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, 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, 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, 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 or from a Hume Officer.



Events and Activities

Monday, 27 August	Liverpool Tenants Voice Meeting
Thursday, 5 September	Fairfield Tenants Voice Meeting
Wednesday, 16 October	Teloopa 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.