



Autumn Issue 2011



Tenant's Voice

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CEO's Message

A warm hello to all of Hume's Customers. It's been ten months since I have been able to contribute to our newsletter; I have been away on Maternity Leave enjoying all the challenges that having your first child brings! However now I am back and enthusiastic about meeting the challenge of ensuring that Hume fulfils its vision to "Create vibrant sustainable and cohesive communities through the delivery of outstanding homes and equitable services."

One of the ways in which I hope to achieve this, is to actively involve you; our Tenants. Over the next few months you will be provided with numerous different ways to be involved in influencing and improving the services we offer. There will be suggestion boxes in Hume's reception, as well as opportunities to be mystery shoppers, contribute to a variety of forums, or to join our housing officers in a "walkabout" around your local community.

It is a pleasure to be back at Hume, working with a wonderful team and I look forward to hearing your ideas and views.

Nicola Lemon

Hume's Webpage Goes Live!

www.humecha.com.au



What you will find!

- Request a Repair On-line
- Local News and Events
- How to Become Involved
- Contact Information
- Comments/Feedback Page
- Hume's Services
- Hume's Partnerships
- How to Apply for Housing
- The History of Hume
- How Do I Tab

The "How do I" section provides information and guidance about commonly raised issues and questions such as how to contact your housing officer.



Save the Planet Tip

Instead of using hot water to wash your clothes, use cold water. Depending if you use a top-loading or a front loading machine, you could easily be reducing your yearly hot-water consumption by between 9,000 and 18,000 litres.



The Residential Tenancies Act 2010

The Residential Tenancies Act 2010 commenced on 31st January 2011, it delivers important protection for tenants and landlords.

What does this mean for existing tenancies?:

The new law applies to all tenancies, including existing ones, from the date the law commenced.

As an existing tenant you do not need to do anything to be covered by the new law. There is no need to enter into a new lease agreement.

The new law does not undo any actions that were taken under the old law. If there are any terms in an existing lease that conflict with the new law, then the new law applies.

What does this mean for new tenancies?

All tenancies that begin on or after the 31st of January 2011 will be covered under the new laws.

The most important changes that affect you as a tenant are outlined below.

Water charges – If you have a water meter we will continue to bill you for your usage. We are now required to introduce water efficiency measures to help reduce the amount of water you use. We will be fitting flow restrictors to cold water taps and shower heads that will limit flow to 9 litres a minute. This work must be completed by 31 January 2012. You will be contacted before we visit your home to undertake this work.

Ending a tenancy (Anti Social Behaviour) – The new Act increases the options available to deal with anti social behavior. An application can now be

made to the Consumer Trader & Tenancy Tribunal (CTTT) to terminate a tenancy where there is good evidence of abuse, harassment, illegal use or serious damage to neighbouring property. It is not anticipated that this will be used often but it may assist where the behavior of one tenant is disrupting neighbours.

Ending a Tenancy (Rent Arrears) - Hume seeks to work with all tenants to sustain tenancies. Where the rent is not paid Hume will initiate legal action. In most cases arrangements are made for debt to be repaid and the tenancy continues. Unpaid rent means that Hume has less money for expenditure such as repairs. The new Act recognises the importance of this income and allows Hume to seek a termination order to end a tenancy where rent payments are frequently late, where such an order is obtained eviction can follow even if the debt is repaid.

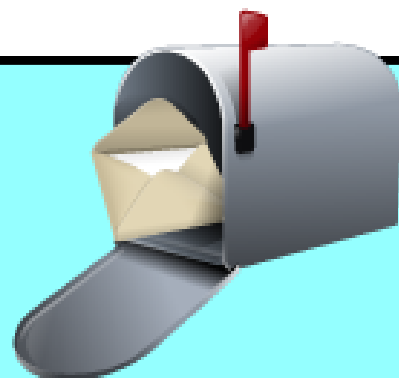
Alterations—The new Act specifies that Hume cannot unreasonably refuse a request to make minor alterations. As a tenant you must still seek approval for items such as adding picture hooks or connecting to pay television but provided there are no reasonable grounds to refuse the request it will be approved. As a landlord Hume is permitted to refuse a request for work such as painting the property or undertaking work that is not easily rectified, repaired or removed.

Domestic Violence – any tenant or occupant who has obtained an Apprehended Violence Order (AVO) can now change the locks to the property. An occupant who has an AVO granted can also request to take over the tenancy. This means that a victim of domestic violence can now be awarded the tenancy subject to eligibility.

For more information about the changes to the tenancy law, please contact your Hume Housing Officer on 9724 0554 or The Department of Fair Trading on 13 32 20.

Comment Letter Box at the Front Counter

As customer service is one of our top priorities, your feedback is important to us. If you have a suggestion, comment, complement or complaint, you can now stick it in the box and we will address it.



Rent Review

Very soon, you will receive a notice for the Social Housing rent review. Please do not forget to inform Hume if your income has changed in any way. If you are not sure what to do, or want to discuss your situation, please contact the office to arrange an appointment and we will be happy to answer any questions you may have.

Friday, 18
March 2011

Hume Send Out Notice of Rent Review

Friday, 8
April 2011

Final Day for Tenants to Return Income Details

Wednesday,
27 April 2011

Hume Sends Notice of Rent Assessment

Thursday, 26
May 2011

Rent Change Day



Youth Scholarship Winners 2011



In February two Hume tenants were awarded the Housing NSW Youth Scholarship for 2011. Each student received \$2000 to assist with their future studies. Hume would like to congratulate Jeff Moncada and Sammani Vorachit as being winners this year.

The ceremony took place at Parliament House Sydney on 21st February 2011. There were over 75 students from around NSW who won this award. Scholarship applications are invited each year. Keep reading future newsletters for information about applying for the Housing NSW Youth Scholarships for 2012.



Jason Newton, Moncada Family

Incentive Winners

CONGRATULATIONS
The following tenants all received \$200 from our prize draw.

S.M from Pendle Hill,
S.P from Bonnyrigg and
H.T from Liverpool

For your chance to be one of the lucky quarterly winners of the Tenant Incentive all you need to do is ensure that your rent account is 2 weeks in advance and that you have no other outstanding debts with Hume. You will then be entered into the draw, for one of three \$200 prizes.



“IMPORTANT REMINDER FOR REPORTING REPAIRS”

Please report all repairs and maintenance issues to the Hume Maintenance number: 9727 0688.

Are you 55+ and interested in attending outings and social events?

Please hand this form into the Hume Office or you can mail it to:

Seniors Activities
Supported Housing Dept.
Hume Community Housing
1/119 The Crescent
Fairfield, NSW 2165



Senior's Week 2010

Name: _____
Address: _____
Suburb: _____
Phone Number: _____
Tenant Code or Property Code: _____



Social Club



When is the Easter Show?

Thursday 14 April to
Wednesday 27 April.
Gates open at 9:30am.

Please Remember

If you attended Jamberoo you are not able to attend the Easter Show.

The deadline to book your tickets has been extended to 25th March 2011.

Ticket prices are \$5.00 non-refundable. Children 3 years of age and under go free.

Jamberoo 2011 Recap

There was a great turnout for Jamberoo this year with over 270 Social Club members taking part. We would like to thank all who attended and all the Hume Staff who volunteered to help out.

Tenant's Voice

A big thank you to all the new members who attended our first meeting on 22nd of February. We are planning more activities this year along with more forums and training. If you would like to get involved but cannot make the scheduled times, please call Jason Newton on 029724 0554 ext. 234. The Tenant's Voice is for all tenants who want to get involved!



Tenant's Voice Committee 2010

22nd February	29th March	19th April	
31st May	28th June	26th July	29th November Last Meeting of the Year
30th August	27 September	25th October	

Colouring Contest Winners

There were over 50 entries this year. Thank you to all the children who took part. Here are the colouring contest winners from the End of Year Celebration. Every winner will receive a \$20.00 gift certificate for BigW.



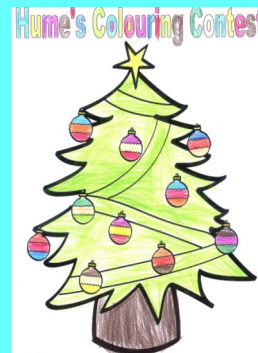
Sandra Age 10



Jessica Age 9



Aisha Age 8



Blair Age 7



Mathew Age 4

If you need to contact us write to:

Call us on: (02) 9724 0554 www.humecha.com.au
Email us on: webenquiry@humecha.com.au

Hume Community Housing
1/119 The Crescent.
Fairfield, NSW 2165

NSW
REGISTERED
Community
Housing Provider