

The Tenant's Voice



Hume Community Housing's 2010 AGM

The Venue will be:
St. Johns Park Bowling Club
93 Edensor Rd, Bonnyrigg
20th October 2010
Start at 10:00 AM Finish at 2:00PM



It is time again for The Annual General Meeting at Hume. The AGM for 2010 will be your opportunity to receive the reports on activities and actions during the last financial year. You will also receive the Association's financial statements and the minutes of the 2009 AGM. A new Board will be elected at the meeting.

As a tenant you are invited to attend this meeting, you will be able to observe proceedings and ask any questions but only members can vote. If you would like to become a financial member you will have the opportunity of completing an application for membership form on the day. This will be considered at the Board meeting in November 2010.

If you would like to come along to this meeting please contact Christine Cooney in our office on 9724 0554 extension 214. Spaces to attend this event are limited so please RSVP by 7th October 2010.

Transportation information from Fairfield Train Station and Liverpool T-way:

Fairfield Station, Take the 804 bus (Westbus Region 3) **Dept:** 9:15am at the Fairfield Railway Station The Crescent to **Arrive:** 9:38am St Johns Park Bowling Club Edensor Rd, Bonnyrigg. Walk to venue 3-5 minutes away.

Liverpool T-Way Station (Near corner of Moore St and Bigge St.): Take T80 bus (Sydney Buses) **Dept:** 9:00am Liverpool T-Way Station. **Arrive:** 9:24am Bonnyrigg T-way Station. Continue to walk straight ahead to Edensor Road and look for St Johns Park Bowling Club 93 Edensor Rd.

New to the Neighbourhood Service Team

Hume is pleased to announce that we have a new member of staff in our Neighbourhood Services Team. Noha Gabriel joins us as the new Housing Officer for the East Team. She will be looking after our homes in the east of the region including properties from Fairfield to Parramatta, Bonnyrigg to Canley Vale and Pendle Hill to Guildford.

If you have any tenancy management issues that you need assistance with you can contact Noha on 9724 0554 ext 221.



Smoke Alarm Safety

If your smoke alarm is beeping continuously, this may suggest that your battery requires replacement. It is your responsibility as a tenant to replace smoke alarm batteries to ensure they are working correctly. If you feel your smoke alarm is in any way faulty or you are unable to change the battery, please contact the Hume maintenance line on (02) 9727 0688 and we will assist you.



Smoke alarms are a required by law and are installed for your safety. At times the alarm may be triggered due to cooking and /or steam situations within your home. If your alarm is triggered by such activities please use a towel to disperse the air away from the smoke alarm and open the windows.

Every month

All smoke alarms should be tested at least once every month to ensure that the battery and the alarm are still working effectively.

Every six months

Every six months you should clean your smoke alarm with your vacuum cleaner. This will remove any particles that will hinder smoke alarm performance. If you are using a 9V lead battery you should consider changing it twice a year.

Never cover your smoke alarm to prevent it from working!



Congratulations to the winners of last months Tenant's Incentive prize

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

JD from Chester Hill, PG from Girraween, RA from Fairfield

For your chance to be one of the lucky winners in the next edition of Tenants Voice all you have to do is ensure that your rent account is 2 weeks in advance as of the **1st October 2010** and there are no other outstanding debts with Hume. You will then automatically be entered into our next prize draw, for one of our \$200 prizes.

For more information and to check that you qualify, please contact the Income Recovery Team on 9724 0554 x 218 or x 219.

A phone call a day to check you're ok!

Housing NSW Tenant Connect is a free Red Cross service offering older tenants living in social housing across NSW a daily phone call to check that they are ok. Registered tenants receive a short daily phone call from a friendly Red Cross volunteer at an agreed time. If the call is not answered, Red Cross takes action to make sure the tenant is ok, Kevin, a client from Blacktown says,

"The Tenant Connect calls are terrific. The service gives people a sense of security. It lets them know someone cares about them and will respond if they don't answer."

The service is funded by Housing NSW and is a free for tenants. If you would like more information about Tenant Connect (or an information kit sent to you), please FREECALL 1800 827 677 or email the service at nswtenantconnect@redcross.org.au Red Cross will then arrange a visit to complete the application and explain the program.



The service is for tenants living in public, community or Aboriginal Housing who:

- live alone;
- are not in daily contact with someone;
- are aged 70 years or over, or Aboriginal tenants aged 45 years or over;
- are concerned about their own welfare.

How does the service work?



Tenant Survey

A big thank you to all tenants who took time out of their day to fill in the Tenant Survey. By completing the survey you have assisted Hume in:

- Developing new initiatives.
- Adjusting and improve existing services,
- Influencing the way Hume communicates with it's tenants.
- Identifying issues/concerns that need attention.



Azara Bano



Hume Community Housing sent out a survey to every Hume household. We received 852 surveys back giving us over a 65% return. This was an amazing outcome.

The feedback we had from tenants was fantastic. Some of the results will be published in our Annual Report and future Newsletters.

Each tenant that completed the survey was entered in a prize draw for a BigW wish voucher. The winner of the \$150 voucher was Azara Bano of Merrylands.

Important

Hume's Rent Review will be held on 25th November 2010

Hume is required to hold a Rent Review every 6 months for all tenants who are not on a fixed term tenancy.

What do I have to do as a tenant?

On the 17th September 2010 Hume sent every tenant who is not in a fixed term tenancy a Rent Review Notice. This notice advises you what your new rent will be as from the 25th November 2010.

If you think that the new rent represents more than 25% of your household income you can apply for a rebated rent. To apply for a rebated rent, you need to complete and return to Hume the form that accompanied the notice. Please make sure that all the correct information is provided and it is signed.

If you do not want to apply for the rebated rent, you don't have to do anything, the rent shown in the notice will be charged.

VERY IMPORTANT:

Even if you have declared your income to Centrelink and given Hume the authority to access your details electronically, you still need to:

- A. Provide proof of any *earned income* for the past 26 weeks.
- B. Return the signed application for the rebated rent to the Hume Office.



Social Club Outings

Sydney Aquarium and Maritime Museum

This will be held on: **Thursday 7th October 2010**

Time to Leave:

9:00am from either **Fairfield Station (Dale Road)**
or **Warwick Farm Station.**

**(The group must attend the Aquarium
together to receive the group rate.)**

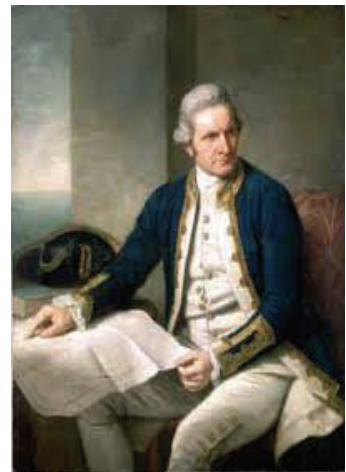
Return Time:

Pickup 4:30 PM from Sydney Aquarium. Arrival in Fairfield
approximately **5.30pm**

Cost will be: \$5.00 per/person non-refundable

Children 3 and under go free.

Lunch is NOT INCLUDED



**Tickets on Sale at the Hume Office from Friday 1st October
2010 to Wednesday 6th October 2010**



Up and Coming Events

End of Year Celebration 2010

Where: Novella Events Centre on Wednesday 8th of December 2010.

Price: \$5.00 per person (non-refundable)

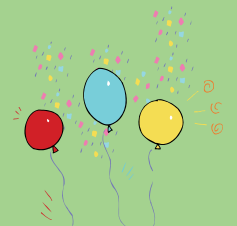
Transport:

Buses will pick up tenants from **Fairfield Station (Dale Road)** and **Warwick Farm Station.**

The venue has 120 on site parking spaces.

**Tickets will be available from 1st November 2010 to 26th of November, by visiting the office
to make your booking.**

Please be prompt in your booking and payment.



Tenants Voice



There are only 3 more meetings left: 28th September 26th October 30th November

New people are always welcome!

Hume tenants meet on the last Tuesday of every month from 10:00 AM to 12:00 PM. All our meetings are held in the Hume Community Housing Board Room. For more information please call Jason on 9724 0554 ext 234. The 2011 schedule will be out in January 2011.