



MALICIOUS DAMAGE REPORTS HAVE CHANGED

When you or someone else deliberately damages your property, this is known as malicious damage. If this occurs at your home, you must report the matter to the NSW Police, and provide sufficient evidence such as a police report, witness/victim statement, police event number and statutory declaration outlining how the damage was caused. The damage must be reported to Homes Out West and evidence provided within 48 hours of the damage occurring. If you cannot provide sufficient evidence within the timeframe, you must contact your CSO within 48 hours by calling 03 5881 4182 or 02 6021 8899. Failure to fill out a report within the timeframe and without required information and evidence may mean that YOU are required to pay for the damage in full. All malicious damage claims subject to approval. Ongoing incidents of malicious damage at your property may put your tenancy in jeopardy. For more information, speak to your Client Services Officer.

WHAT'S BEEN HAPPENING AT HOMES OUT WEST

Property inspections and rent reviews are winding down for the year and we're pleased so many tenants made this an easy process. If we missed you, you must get in touch with us ASAP. Work on the Fitness Hub at Tennant Park in Deniliquin got underway in late May, with installation finished in time for the official opening on Wednesday 7 June. Funding for this equipment was provided by Family and Community Services and the project has been supported by Edward River Council. This is one of the most exciting tenant engagement projects we have been involved in to date, and we look forward to more projects like this in the future.

Earlier this year, Homes Out West also put out 'feelers' to gauge whether our Deniliquin tenants would be interested in attending a Christmas Barbecue and only received four

responses in support - consequently, this event will not be running.

We've decided to extend our Bike Giveaway, as only a few entries have been received. We have **three bikes valued at \$200 each** up for grabs, so pick up a colouring competition from our office or call us for a copy. The bikes are suited to 2 x boys aged four to six years, and a girl aged four to six years.

We are always interested in hearing what you would like to see in terms of tenant activities. Let us know by speaking to your Client Services Officer or phoning our offices in business hours, Monday to Friday, 9.30am to 4.30pm.

All the best

The Homes Out West team

Did you know? We don't have caller ID - make sure you have your phone number ready when we ask for your contact details!

The After Hours Maintenance Phone (1300 038 233) is only turned on when our offices are closed and is for emergency maintenance ONLY. The service is managed by a single staff member on call. There will be times when more than one emergency is being managed at once, particularly during storms. This can reduce the staff member's ability to respond as a number of calls to emergency services or contractors may be required. We will endeavour to return emergency maintenance calls as quickly as possible. Do not text the after hours number.

NON-RENT ACCOUNT REFUND DATES

If you would like a refund from your non-rent account, you must let us know by 12pm on the following dates:

May 31, June 14, June 28, July 12, July 26, August 9, August 23. Refunds are processed each fortnight. The money is paid in late on Friday afternoon or Saturday morning. Have your bank details ready!

LOST YOUR KEYS?

Homes Out West does not keep copies of tenant keys, except in special circumstances. If you lose your keys and can't get access to your property, you will be charged for a locksmith to attend your property. Keep your keys safe and consider leaving a spare set with a family member or trusted friend.

ALBURY MAINTENANCE ISSUES

Tenants in the Albury area must contact the Albury office directly to report any maintenance issues. You can call the office on 02 6021 8899 from 9.30am to 4.30pm, Monday to Friday.

HOUSING WAIT LIST

Do you know someone who has submitted a housing application with Homes Out West? It is important their details are up-to-date. Prospective tenants can contact Access and Allocations Officer Mel March in Albury on 02 6021 8899 for more information.

STAY WARM ON A TIGHT BUDGET THIS WINTER

As the weather starts to change, you will notice a chill starting to creep in to the air.

Here are seven tips to keep you warm this winter, without blowing your budget on heating bills.

1. Be strategic about windows and curtains

What time of day does the sun shine through your windows? When it does, open your curtains to soak up the heat. Once the sun's gone, close them up to keep out the winter chill.

2. Become an expert on your heater

If you have heaters installed at your place, make sure they're working correctly and that nothing is sitting in front of or on top of them. You should also find out if you have a gas or electric heater and then check if you're getting a good deal from your energy supplier. The Australian Energy Regulator has some great online tools to help you compare the prices of different energy offers. If you plan on buying a heater, do some research.

3. Shut up unused rooms

Keep the heat where you need it most by always shutting the doors on any rooms you're not using, especially when you have the heater running.

4. Get door draught blockers

Cold air often creeps in underneath doors. 'Snake' draught stoppers are a budget way of keeping out a lot of cold air. You can buy one cheaply at a discount shop or make one yourself.

5. Stay warm while you sit

You're most likely to want to turn the heater up when you're sitting still because your body temperature will naturally start to drop. Use a hot water bottle, blanket and dress warmly while inside to prevent being tempted to turn the heater on while you're lounging around. Enjoy a warm drink and eat warm foods like soups and casseroles to help raise your body temperature.

6. Cover bare floors

Buy rugs and mats on top of any bare floors to stop chill from rising.

7. Shop smart for winter clothes

Don't waste your budget – always read the labels when you shop for winter clothes. Avoid cotton and look for polyester (especially polyester polar fleece), wool and things with 'down' filling. Nylon is particularly good for windproof outer layers. There's also no harm in getting some thermal underwear, for those extra chilly days.



TENANT OF THE MONTH

Congratulations to Craig, who has constructed this incredible fish pond at his property. For his efforts, Craig has been presented with a \$25 voucher from Mitre 10. Well done! If you would like to enter Tenant of the Month, speak to your CSO.



BANK DEPOSITS

If you make a bank deposit to Homes Out West, you **MUST** provide your name as a reference. This allows us to track your payment quickly and easily.

RENT PAYMENTS

It is important that you do not stop your rent payments as you will be in breach of Tenancy Agreement and a letter will be sent to you for rent arrears. Speak with your Client Services Officer if you are experiencing financial difficulties.

REDUCING FOOD WASTE

Try these simple ways to reduce your household food waste and you'll also save time and money.

Take a shopping list

Planning meals in advance is the easiest way to avoid buying items you don't need and won't use. Take a look in your fridge and pantry before leaving home and write a shopping list.

Buy less groceries more frequently

Try to replenish fresh produce and other perishables every few days rather than buying a week's worth in the hope that you'll use everything.

Store food better

Correct storage can add days, weeks and even months to your food. Make sure dry goods are stored in air-tight containers to avoid moisture and weevils, freeze leftovers and remember that not all fruit and veg should be stored in the fridge.

Understand expiration dates

Knowing what is meant by 'best-before' and 'use-by' could mean the difference between emptying the contents of your fridge to make a delicious dinner and throwing away a fridge full of perfectly edible food.

Check whether food looks, smells and tastes ok – if it does then it's usually fine to eat – and rotate older ingredients to the front so that it's not forgotten.

Make leftovers your friend

Leftovers contribute over a quarter of food waste but there are plenty of creative uses for them. Anytime you have leftover vegetable trimmings like leek, carrot, tomato or parsley stalks, place them in a zip lock bag in the freezer - eventually you'll have enough to make a veggie stock. Deboning a chook or filleting a fish? Freeze the carcass or bones to make a stock from them later on.

What do you think of the recipes in our newsletter? Is there something you'd like to see? Let us know!

One Pot Pasta Bolognese

- Serves 4

Ingredients

2 tablespoon olive oil
1 onion, finely chopped
500g beef mince
400g jar pasta sauce
1/2 cup chopped mushrooms (optional)
1/2 cup red wine
1/2 cup water

1 and 1/2 cups penne or shell pasta

Chopped parsley and grated parmesan, to serve

Method

Step 1 - Heat oil in a large saucepan on high. Sauté onion for 2-3 mins, until tender.

Step 2 - Add mince. Brown well, breaking up with the back of a spoon as it browns. Stir in sauce, mushrooms, wine and water. Bring to the boil.

Step 3 - Reduce heat. Stir in pasta. Simmer for 15-20 mins, stirring occasionally, until pasta is tender. Season to taste. Serve immediately, topped with parsley and parmesan cheese.



Easy Garlic Bread - Serves 4

Ingredients

35cm baguette/bread stick
60g butter, softened
2 garlic cloves, crushed
1 tablespoon fresh flat-leaf parsley leaves, finely chopped

Method

Step 1 - Preheat oven to 220°C/200°C fan-forced. Cut bread into 2.5cm-thick slices without cutting all the way through.

Step 2 - Combine butter, garlic and parsley in a bowl. Season with salt and pepper. Spread mixture over cut sides of bread slices. Wrap loaf in foil.

Step 3 - Bake for 12 to 15 minutes or until butter is melted and bread crisp. Serve and enjoy with your One Pot Pasta Bolognese.

Never flush these items down the toilet or put them down the sink

 cotton buds	 baby wipes	 face wipes
 cleansing pads	 paper towel	 medicine
 cigarettes	 band-aids	 nappies
 tampons	 grease/cooking oil	 sanitary pads

If you flush any of the items above or put them down your sink and you require a tradesman to unblock the drains, **you will be charged for the cost of the repair.** Dispose of these items correctly by putting them in your garbage bin.



HOMES OUT WEST

Making a Difference

**Maintenance
1300 038 233**

Deniliquin Office

139 End St
P. 03 5881 4182
F. 03 5881 8361

Albury Office

449B Swift St
P. 03 6021 8899
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We acknowledge that we live on Aboriginal and Torres Strait Islander people's country.