



OFFICE HOURS:

Monday to Friday
9.30am to 4.30pm

BANK DEPOSITS

Making a bank deposit to pay your rent? Ensure you put your full name as a reference so we can track and receipt your payment!

OUTREACH VISITS

Contact us for appointments.
PH 03 7032 3952

Emergency maintenance
contact the Tradesman on your lease or phone
1300 038 233

MESSAGE FROM OUR CEO: Gayle Clarke

The recent federal election shone a spotlight on Australia's housing crisis, with much being said about social housing, housing affordability and homelessness, in the lead up to the election on May 21st. Prior to the election the Australian Labor Party committed to the following:

- Developing a National Housing and Homelessness Plan
- Establishing a National Housing Supply and Affordability Council
- Establishing Housing Australia
- Establishing the Help to Buy shared equity scheme to assist low income earners enter home ownership.

This is in addition to their existing housing platform to create a \$10 billion Housing Future Fund which will build 30,000 new social and affordable housing properties in its first five years. Of those, 20,000 have been allocated to social housing dwellings, which will create thousands of jobs.

Julie Collins MP (Federal Member for Franklin) has been named as the Minister for Housing, Homelessness and Small Business, and in an encouraging turn of events the housing portfolio has been brought into Cabinet. This sends a clear message that access to a safe, secure and affordable home is something of national importance and concern. CHIA, CHIA NSW and Community Housing Providers are all committed to keeping the pressure on the new federal Labor government to ensure they deliver on their pre-election promises to boost social housing stock.

CHRISTMAS IN JULY:

Home Out West would like to invite you and your family to our Christmas in July event!!

When: 27/07/2022
Where: Multi-Arts Centre, Deniliquin
Time: 4.30pm- 6.30pm
RSVP: Wednesday the 13th July to Aileen on 03 7032 3952

Other details:
Food- soup, roast beef/chicken and vegetables, sausage sizzle and desserts to follow.
Activities- face painting, coloring in competition, Christmas carols, circus activities, photo booth and a **lucky door prize**.



REMINDER:

Homes Out West have a new phone number.
For all telephone enquiries please contact



03 7032 3952.



A little winter tip for tenants of Homes Out West:

- Preventing mould and ventilating your property in these colder months is important to reduce the risk of mould growing in unwanted areas. A few ways you can reduce mould in your property are:
- keep bathroom walls, showers, shower curtains, baths and basins dry
 - leave bedroom doors open to allow air flow
 - clean bathroom and property regularly
 - allow sunlight into property as much as possible
 - ensure there are no visible water leaks
 - when using the heater, ensure a window is open slightly.

ENERGY AND WATER OMBUDSMAN!

Do you need help resolving an energy or water issue? The water and energy ombudsman NSW (EWON) can help.

EWON is free, fair and independent. EWON investigates and resolves complaints by working with both the consumer and retailer to understand their perspectives. EWON do not advocate on behalf of consumers or the retailers involved in the dispute.

EWON can help NSW customers and small businesses with issues including:

- high and estimated bills
- debt and credit default listings
- disconnection or restriction of supply
- reliability and quality of supply
- connection or transfer issues
 - contracts
- poor customer service



EWON can provide interpreter services and as well as educational videos in Mandarin and Arabic.

To get in touch with a water and energy ombudsman
freecall: 1800 246 545 Mon-Fri 9am-5pm

interpreter: 131 450

TTY/Voice: 133 677

online: ewon.com.au





REFUND DATES

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

JULY:

Wed 6th July 2022
Wed 20th July 2022

AUGUST:

Wed 3rd Aug 2022
Wed 17th Aug 2022
Wed 31st Aug 2022

RENT PAYMENTS

The cost of living is rising and we understand that times are tough BUT please remember to continue to make your rent payments a priority.

If you are experiencing financial difficulty please contact your client service officer as soon as possible.

COMPLAINTS

If you have a complaint about a staff member, your neighbour or a tradesman, please contact 03 7032 3952. Staff members can take your complaint verbally or provide you with a complaints form to fill out. Your complaint will then be addressed in line with our complaints procedure.

Vegetable and lentil soup

Ingredients:

85g dried red lentils
2 carrots, quartered lengthways then diced
3 sticks celery, sliced
2 small leeks, sliced
2 tbsp tomato purée
1 tbsp fresh thyme leaves
3 large garlic cloves, chopped
1 tbsp vegetable bouillon powder
1 heaped tsp ground coriander



Method:

1. Tip all the ingredients into a large pan. Pour over 1½L boiling water, then stir well.
2. Cover and leave to simmer for 30 mins until the vegetables and lentils are tender.
3. Ladle into bowls and eat straightaway



Winter Wordsearch



K N A M W O N S T N X O T F E
K O W I N T E R E C O C O A L
P I C I C L E I Z R R R B K G
C H M B W M I T T E N S M W I
H S G H W S Z I W D Y F E A L
T G H Q R A K E N E Z O R F A
O L X O D S S P R U C E I S U
B O J E V C A R D I N A L N A
O V R N L E B G O T A H I O R
G E T C H I L L Y G Z O M W D
G S P C D O K T Z G Q L K F B
A C T S K A T E X S C L D L S
N I Z M M Y W F E X D Y E A H
C W N L U T G Y N S O A L K B
S D O Q V L Q K H W M Q S E A

WINTER
SNOWFLAKE
SNOWMAN
ICICLE
SPRUCE
HOLLY
CARDINAL
FROZEN
BRRR
CHILLY
SLED
GLOVES
HAT
SKATE
SKI
TOBOGGAN
COCOA
SHOVEL
MITTENS

Energy prices: what is happening and what help is out there?

The increase has been largely driven by surging prices for coal and gas, which are linked to international markets that have been trading at record highs amid the war in Ukraine and global instability.

If you are experiencing financial strain and need assistance paying your electricity bill, you could be eligible for an energy accounts payment assistance (EAPA) voucher for the amount of \$50 to apply for an EAPA voucher you can go online at service.nsw.gov.au or by calling an EAPA provider





UPDATING PERSONAL INFORMATION WITH HOME OUT WEST:

Please let your client service officer know if there are any changes to your personal information. This includes your phone number, employment status, and household living arrangements (adding or removing tenants).

Verto:

Verto is a free South West Tenants' Advice service which helps NSW housing tenants to better understand your rental rules and regulations. The specially trained consultants can guide you through understanding your full rights and responsibilities as a tenant. They can also help you with any issues you may be having with a landlord or property manager.

Verto's contact details are:
1300 483 786 or via
info@verto.org.au



Gardener of the Quarter:

CSO Beth has nominated Ian as gardener of the quarter. Beth was very impressed with the level of care put into keeping the lawns and garden neat and tidy.

Tenants of the Month

Greg from Albury - nominated by CSO Brent as he is always - Paid up to date, shows excellent Property Care & Great communication
Debbie from Deniliquin was nominated by CSO Beth - Debbie takes such pride in the presentation of her home inside and out and visiting her is always such a pleasure as she is kind and courteous to all staff members.

Danielle From Albury - CSO Tanya has nominated Danielle from Albury who has moved to a new property and already has the garden looking amazing.

Congratulations to all of
our nominees.

Farewell to Annie

After 6+ years at Homes Out West, Annie is off on a new adventure. We wish her all the best in for the future.

