



BANK DEPOSITS

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

OFFICE HOURS

Monday to Friday
9.30am to 4.30pm

OUTREACH VISITS

Contact us for appointments.

Deni: 03 5881 4182

Albury: 02 6021 8844

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.

FEEDBACK

Got something you'd like to share? Call our offices and speak to a staff member today.

TENANT SATISFACTION SURVEY 2020-21

Homes Out West engaged Community Housing Industry Association NSW (formerly NSW Federation of Housing) to complete its annual Tenant Satisfaction Survey in late 2020 and early 2021. 102 valid survey responses were received which represents 25% of Homes Out West's tenancy base.

The overall survey results were very positive, but importantly, a majority of respondents said their life had improved since living in a Homes Out West property. The key indicator of overall sat-

Overall Satisfaction	Property Condition	Repairs & Maintenance
89%	81%	81%
Above NRSCH Threshold of 75%	Above NRSCH Threshold of 75%	Above NRSCH Threshold of 75%

isfaction with housing services was very high at 89 per cent, while satisfaction with property condition and maintenance services were also high at 81%.

While our overall satisfaction rating remains high and above the benchmarks, Homes Out West is committed to improving our results across the board.

Those who responded had the opportunity to win one of eight \$50 IGA vouchers - congratulations to the winners.

Homes Out West would like to thank all tenants who completed and returned the survey. The next CHIA NSW survey will take place late in 2021.

REFUND DATES

You are only eligible for a refund if your rent is paid and you do not owe money for water or repairs. If you would like a refund from your non-rent account, notify our office by noon on the following Wednesdays: July 7 & 21, August 4 & 18, September 1, 15 & 29. Late refunds cannot be processed and you must provide us with your current bank details.

KEEP WARM AND SAVE MONEY

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

1. Be strategic about windows and curtains

When the sun is shining, 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

Make sure your heater is 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.

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. 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 to cover any bare floors to stop chill from rising.

7. Shop smart for winter clothes

Look for polyester (especially polyester polar fleece), wool and things with 'down' filling. Nylon is particularly good for windproof outer layers. Get some thermal underwear, for those extra chilly days.

PROPERTY UPGRADES

Many Homes Out West tenants are benefitting from upgrades to their properties through two current projects.

The Aboriginal Housing Office (AHO) are conducting upgrades to many of their properties that are managed by Homes Out West in Deniliquin, Moama, Balranald and Moulamein. While AHO are managing those upgrades and coordinating the work with tenants and tradespeople themselves, Homes Out West would be very keen to assist with any issues tenants are having with those upgrades.

Homes Out West was also successful in obtaining \$900 000 in funding to carry out upgrades to some of the oldest properties we manage for NSW Land and Housing Corporation (LAHC).

The funds will enable us to conduct upgrades at 79 properties in Deniliquin, Moama, Tocumwal, Jerilderie, Finley and Balranald and will include bathroom and kitchen replacements, floor coverings, internal and external painting and roof and gutter replacements.

All of the works will be carried out by our local tradespeople and will be completed by 30 June.

Homes Out West is coordinating this project which includes communicating with tenants around the scheduling of the work and making alternative arrangements where necessary.

For any additional information or to discuss any issues with either of these projects please call the Deniliquin office on 03 5881 4182.

TIME FOR YOUR FLU SHOT

NSW Health are advising that getting a flu shot is more important than ever during the COVID-19 pandemic. Flu shots are available for free under the National Immunisation Program to members of the community who are pregnant, over 65 years of age, are Aboriginal or have medical conditions such as severe asthma, diabetes and heart problems.

LET US KNOW ABOUT WATER DAMAGE AT YOUR PROPERTY

If you have a water leak at your property, it is important that you notify Homes Out West as soon as possible. Repairing water damage can be very costly and tenants are reminded that they may be liable for the costs of the repairs if the damage is found to be as a result of tenant activity. Remember if you notice a leak - don't wait a week: call us to report the maintenance problem.

TENANT OF THE MONTH

March

Sean from Deniliquin is in transitional housing and worked in partnership with our CSO Aileen to complete his Housing Application. This process can be very frustrating and time consuming, and in this instance it was. Sean obtained and provided everything which was asked of him. Sean also has excellent property care with both the front and back yard being kept very neat and tidy.

April

Maria from Balranald has been a wonderful tenant with Homes Out West for a long time. Her property care is fantastic and it's a joy to visit her and her lovely home. Maria always makes us feel welcome.

May

Kellie from Albury has the property looking very neat & tidy and takes care of it like it's her own home. Kellie and her son have made some very nice garden beds that they look after together.

GARDENER OF THE QUARTER

Our gardener of the quarter award goes to Darlene from Moama. Darlene takes pride in her garden and has little pockets of paradise and private seating areas.



Crunchy Cornflake Chicken

Serves 4

Ingredients

3 1/2 cups cornflakes

2 teaspoons ground paprika

2 teaspoons lemon pepper

1 teaspoon garlic salt

1/2 cup plain flour

3/4 cup milk or buttermilk

8 large chicken drumsticks, skin on

olive oil cooking spray

steamed vegetables, to serve

Method

Preheat oven to 200°C. Line a large baking tray with baking paper.

Using your hands, gently crush cornflakes over a large bowl. Add paprika, lemon pepper and garlic salt. Stir until well combined.

Place flour and milk/buttermilk in separate shallow dishes. Dip drumsticks, one at a time, in flour to coat, shaking off excess. Dip in milk/ buttermilk and turn to coat. While drumsticks are still moist (this ensures crumbs cling), coat in cornflakes mixture, pressing on with fingertips.

Place on prepared tray. Spray drumsticks with oil. Roast for 40 minutes or until cooked through. Serve with steamed vegetables.



WHAT IS ANTISOCIAL BEHAVIOUR?

The **Residential Tenancies Act 2010** and the **Housing Act 2001** allow Homes Out West to terminate tenancies for ongoing antisocial and criminal behaviour and other purposes.

We want to provide a better social housing experience for our tenants and for the surrounding communities. This includes living somewhere that is safe.

Antisocial behaviour is behaviour which disturbs the peace, comfort or privacy of other tenants or neighbours or the surrounding community which results in a breach of the tenancy agreement under the provisions of the Residential Tenancies Act 2010.

It may include loud music, hosting wild parties, deliberately damaging your property, being abusive or threatening, acts of violence and more. Any illegal activity at your property, such as drug crimes or storing of unregistered weapons can also jeopardise your tenancy.

Remember, as a Homes Out West tenant, YOU are responsible for the behaviour of any and all of your

visitors, including any damage they may cause while at the property.

To report antisocial behaviour, contact Homes Out West on 03 5881 4182 or 02 6021 8844. You can also notify NSW Police to make a report.

Albury Police Station:
02 6023 9299

Balranald Police Station:
03 5020 1404

Berrigan Police Station:
03 5885 2305

Deniliquin Police Station:
03 5881 9499

Finley Police Station:
03 5883 1044

Moama Police Station:
03 5482 0099

Wentworth Police Station:
03 5027 3102

In an emergency situation, call Triple 0 (000) immediately.

USE ELECTRICITY SAFELY

Using electricity is something we take for granted, but using it safely is very important. Most electrical accidents and fires can be prevented by taking simple safety precautions.

- Keep liquids away from electrical items such as TVs, video game consoles, and computers. They could spill and cause dangerous shocks or fires.
- Never play with electrical cords, light sockets, or electrical outlets. Report all broken switches and

light fittings to Homes Out West.

- Do not overload outlets with too many plugs and switch off appliances when not in use.
- If you drop an appliance in water, do not try to grab it straight away. Shut off the power supply to your home before retrieving the item.
- Keep sockets safe from children by fitting socket covers.
- Clean the lint filter of your dryer after every use.



HOMES OUT WEST
Making a Difference

**After Hours
Maintenance
1300 038 233**

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

Albury Office
449B Swift St
P. 02 6021 8844
F. 02 6021 6308

Postal Address
PO Box 922
Deniliquin
NSW 2710

Email
admin@homesoutwest.com.au
Web
www.homesoutwest.com.au



We acknowledge that we live on Aboriginal and Torres Strait Islander people's country.