



HOMES OUT WEST NEWSLETTER

AUTUMN/WINTER 2023 EDITION

OFFICE HOURS:

Monday to Friday
9.30am to 4.30pm

REFUND DATES

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

JUNE:2023

Wednesday: 7th
Wednesday: 21st

JULY:2023

Wednesday:5th
Wednesday:19th

AUGUST:2023

Wednesday:2nd
Wednesday:16th

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!

EMERGENCY MAINTENANCE

contact the Tradesman on your lease or phone
1300 038 233



WHAT'S HAPPENING AT HOMES OUT WEST



We are excited to announce the appointment of our Operations Manager – Tara Steers. Tara has worked at Homes Out West for over two years and has filled several roles within the organisation since she commenced working at Homes Out West. We look forward to seeing Tara head up our assets and tenancy team.

Both Tara and Gayle Clarke (CEO) recently attended the CHIA NSW Community Housing 2023 Conference in Sydney. They heard from many interesting speakers over the course of the two-day event, which included robust discussion about the landscape and vision of the Housing Australia Future Fund (HAFF). The community housing sector in NSW is working hard to establish a position on the HAFF and advocate for how the funding should be distributed, enabling the sector to respond to the growing needs of those experiencing homelessness in NSW. With approximately 58,000 applicants currently on the social housing waitlist there is a need for a rapid response from the federal government. The highlights of the conference for Tara and Gayle were the opening session where the Sydney Street Choir performed to a standing ovation, and the closing session where they heard from Young Australian of the Year 2022 – Dr Daniel Nour. Dr Nour is the founder of Street Side Medics in Sydney whose organisation provides medical services and support for people experiencing homelessness.

COMPLAINTS AND NEIGHBOURHOOD ISSUES

If you have a complaint about a staff member, or a tradesperson please call the office on 0370323952.

If you are experiencing an issue with your neighbour, or there is a noise disturbance in late/earlier hours of the night, or you are concerned for your safety, we encourage you to contact the local police to report an event number or contact the Police Assistance line on 131 444



ARE YOU ARE NEED OF INDEPENDENT ADVICE REGARDING YOUR TENANCY?

Verto is a free service that provides legal advice and information about your tenancy. They can help you better understand your tenancy rights and obligations. They can represent you at the NSW Civil and Administrative Tribunal, and they can help you with any issues that you may be having with a landlord. Contact Verto on 1300 483 786 or email info@verto.org.au.





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DENILQUIN & ALBURY COMPUTER ACCESS

Tenants and housing applicants have **FREE** access to the internet and computer at the Deniliquin Homes Out West office.

If you are applying for housing, you are welcome to use the computer to complete your application online or look at rental listings in the private market.

If you are a current tenant, you are more than welcome to use the computer in our Client Room to access electronic information that you may require. You can also print any important documents.

(Please note the computer is not available for social media (Facebook, Instagram) computer games or other use).

If you would like to use the Client Room computer, please ensure you make a booking by calling Homes Out West Deniliquin on 0370 323 952 or by visiting us at 139 End St, Deniliquin.

Albury tenants are reminded they have access to similar resources at our Albury office at 449B Swift Street. Phone **03 7032 3952** for more information and bookings.

HOW TO PREVENT MOULD FROM GROWING IN YOUR HOME

HERE ARE SOME TIPS AND TRICKS



Preventing mould and ventilating your property in these cooler months is important to reduce the risk of mould growing in unwanted areas. A few ways you can reduce mould in your property are:

- Allow sunlight into property as much as possible
- When using the heater, ensure a window is opened slightly
- Open up your doors and windows in your home
- Always fix any leaks in your home such as roof, walls or plumbing so that mould does not have moisture to grow
- Frequently clean your gutters to ensure proper water drainage
- Avoid placing carpet in moisture prone areas such as bathrooms and kitchens

Do you have mould in your home? Here are some ways to rid of it.

- **Vinegar:** Pour undiluted white vinegar into a spray bottle and apply to the mouldy area. Let it sit for an hour, then wipe the area clean with water and allow it to dry.
- **Dish Detergent:** Mix a little bit of dish detergent and water. Apply the solution to the area with a sponge, then wipe it clean and leave to air dry completely.

ONE MINUTE WITH....

Tara -who has just started in the Operations Manager role working out of our Albury office.

Q. What gets you out of bed in the morning?

A. The chorus (screech) of cockatoo's at sunrise in my gum trees every morning!

Q. What 3 words would you use to describe your role at HOW?

A. Challenging, rewarding + fun.

Q. What's the most exciting part of your job so far?

A. The excitement in a persons voice after I contact them about a housing offer.

Q. Do you have any hidden talents or hobbies?

A. Singing - I can belt out a tune pretty well.

Q. What show are you currently binge watching?

A. Not watching but listening... I'm currently managing my addiction to true crime podcasts.





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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 services officer as soon as possible so a payment plan can be arranged to sustain your tenancy.

Energy Rebates Are you eligible?

There are rebates for low income households, families and seniors, medical and life support energy rebates.

These programs are available to eligible NSW residents.

Check out the webpage below to see if you are eligible and apply <https://www.energy.nsw.gov.au/household-s/rebates-grants-and-schemes/find-energy-rebate>



EASY TERIYAKI CHICKEN FOR THE WHOLE FAMILY

METHOD

1. Cut the chicken thighs into cubes
2. Add oil and chicken to the pan and cook on medium heat
3. Add the soy sauce and brown sugar, stir and bring to the boil
4. Stir until the sauce has reduced and eventually glazes the chicken
5. Serve with rice
6. Enjoy

INGREDIENTS- SERVES 4

- 1kg of chicken thighs
- 1 cup soy sauce (240ml)
- 1/2 cup brown sugar (110g)
- 2 cups of Rice



Intereach Community Transport is hitting the road again and eligible participants can join us travelling from Deniliquin to visit **Moama Lights**. Enjoy a night of beautiful light displays and state-of-the-art installations and projections.

When: Thursday 6 July 2023

Time: Depart Intereach Deniliquin at 5pm
Entry to Moama Lights at 6.30pm

Depart Moama at 8pm with opportunity to buy a cuppa and supper before leaving

Cost: \$45 - this includes the \$21 Moama Lights admission fee (non-refundable)

Book: Limited seats, to book phone Intereach Community Transport on 1300 488 226

The award-winning Moama Lights event makes a stunning return in June 2023.

Set to once again illuminate Horseshoe Lagoon, Moama Lights is an immersive sound and light trail sharing stories from across the region through state-of-the-art installations, projections, and cutting edge moving light technology.

A beer garden, food trucks, and kid's entertainment is also on offer.





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UPDATING PERSONAL INFORMATION WITH HOME OUT WEST

Please let your client services 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 occupants).

OUTREACH VISITS

Contact us for appointments.
PH 03 7032 3952



We will listen to you, believe you, and help you



1800 65 64 63
NSW Domestic Violence Line

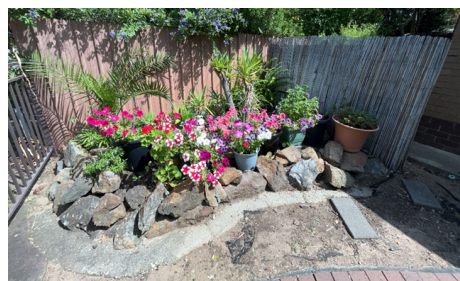
TENANTS OF THE MONTH

Jason from Albury- CSO Brooke nominated Jason who is always friendly and welcoming to CSO's for routine inspections and shows care for his home by reporting maintenance items in a timely manner. He is also a good neighbour, demonstrating this by checking on his friends in the area frequently.

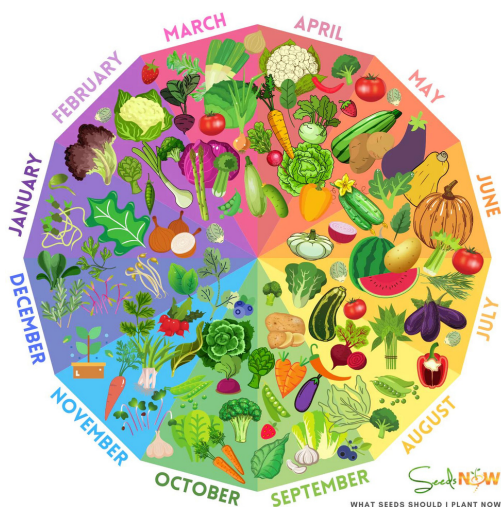
Roger from Albury- CSO Brent nominated Roger who takes such pride in the presentation of his home inside and out. Visiting his property is always such a pleasure as he is kind and courteous.

Frances from Deniliquin- CSO Aileen nominated Frances who has been a tenant with Homes Out West since 2014. She is always cheerful and enjoys having a laugh. Frances respects her neighbours, she pays her rent on time and maintains her property.

GARDENER OF THE QUARTER



Sally from Albury- CSO Brooke nominated Sally as she takes great pride in her front yard despite its small size. When Sally first moved in there was nothing in her front garden, no plants at all. She says with a little effort everyone can achieve a bright and cheery garden like hers.



THINGS TO TAKE INTO CONSIDERATION WHEN PLANTING IN WINTER

On these colder nights, it's important to protect your veggies. Cold frames are a great way to protect your plants from cold nights as well as help them warm up during the day. You can easily make one out of recycled wood or pipes and a strong piece of plastic. You can also use a bed sheet to protect your veggies from the frost in the morning.



Deniliquin office

139 End St
P. 03 7032 3952
F. 02 6021 4068

Albury office

449B Swift St
P. 03 7032 3952
F. 02 6021 4068

Postal Address

PO Box 922
Deniliquin
NSW 2710

After hours emergency maintenance
1300 038 233

Email

admin@homesoutwest.com.au

Web

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