



# HOMES OUT WEST NEWSLETTER

## SPRING 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:

#### **OCTOBER:2023**

Wednesday: 11th

Wednesday: 25th

#### **NOVEMBER:2023**

Wednesday: 8th

Wednesday: 22nd

#### **DECEMBER:2023**

Wednesday:6th

Wednesday:20th

### 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 share the wonderful news that Homes Out West has purchased a block of units on Poitiers Street in Deniliquin. We extend our gratitude to the NSW Government and the Department of Communities and Justice for approving



our application which facilitated this purchase. We will undertake a build of a further two units at the rear of the block, which in total provides another seven social housing properties in Deniliquin to further address the demand for social housing in regional communities. We are thrilled to be able to provide new social housing projects and partner with the NSW Government to deliver additional social housing.

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We have had several new appointments made with Tim Holmes filling our Client Services Officer role in Albury. Tim comes to us with extensive experience in the real estate sector and a wealth of knowledge in residential tenancies. Vincent McPherson has taken on the role of Asset Administrator and is enjoying working with our loyal contractors and tenants. Vince has experience in the social housing sector having previously worked with the Victorian Department of Housing to Homes and has already visited a number of the regions that we service to meet our tenants and assess properties. And last of all, we have filled the Access & Allocations role that was left vacant when Tara Steers was promoted to Operations Manager. Mia Campbell who has been undertaking her cadetship with Homes Out West this year has taken over this role working Monday to Wednesday each week. Mia undertook the cadetship to obtain her Cert IV in Housing and secure ongoing employment in the housing sector. We have secured Mia on a permanent basis by offering her this role, and we are pleased to have her as an on-going staff member. You will hear more about our new team members later in this newsletter. It's been a busy quarter for everyone here at Homes Out West and we look forward to sharing more exciting announcements with you in the future.



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### DENILQUIN & ALBURY COMPUTER ACCESS

Tenants and housing applicants have **FREE** access to the internet and computer at the Denilquin 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 Denilquin on **03 7032 3952** or by visiting us at 139 End St, Denilquin.



## CHRISTMAS/NEW YEAR CLOSURE PERIOD

Homes Out West's offices will be closed from 4:30pm Friday 22nd December until 9:30am Tuesday 2nd January 2024. Tenants with emergency maintenance repairs are asked to use the emergency maintenance service by calling 1300 038 233. This service is manned by a single staff member on call; please leave your name, phone number & a description of your emergency repair on the voicemail. **ONLY** emergency repairs will be dealt with over the Christmas period. In the event of a life threatening emergency, phone 000. We respectfully ask for that you remain patient during this time, as our staff & tradespeople are taking a short break to enjoy Christmas with their families. On behalf of Homes Out West, we would like to wish our tenants & their families a Merry Christmas.

## SAVE THE DATE

You are invited to.....



### The HOW Tenant Christmas Party!

**When:** Wednesday 6th December 2023

**Where:** Salvation Army Hall  
60-64 Edwardes St, Denilquin NSW 2710

**Time:** 4.30 - 6.30pm

**More information to follow!**



## SPRING 2023 EDITION

### 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 LAMB SOUVLAKI PIZZAS



### INGREDIENTS

- 300g lamb strips souvlaki style
- 200g thin crust pizza bases
- 1/3 cup pizza sauce
- 125g mozzarella shredded cheese
- 1 red onion, sliced
- 60g baby spinach leaves



### METHOD

1. Preheat oven to 200°C/220°C fan-forced. Line 2 large baking trays with baking paper
2. Heat a large frying pan over high heat. Cook lamb strips for 5 minutes, turning, or until just cooked through. Transfer to a plate.
3. Spread pizza sauce over pizza bases. Top with mozzarella, lamb, onion and half of the spinach. Bake for 10 minutes or until golden. Serve with remaining spinach.

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

## PIZZA WORDSEARCH

- |               |         |
|---------------|---------|
| Green peppers | Sausage |
| Garlic Bread  | Cheese  |
| Red Peppers   | Garlic  |
| Mozzarella    | Olives  |
| Pepperoni     | Onions  |
| Broccoli      | Basil   |
| Delivery      | Crust   |
| Mushroom      | Dough   |
| Order up      | Plain   |
| Parmesan      | Sauce   |
| Tomatoes      | Chef    |
| Napkins       | Oven    |





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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**

## TENANTS OF THE MONTH

**Brian from Deniliquin** - CSO Beth nominated Brian who is polite & always up for a conversation. Brian takes pride in his property, inside & out. Brian is a Collingwood supporter & we love looking at his memorabilia when we visit.

**Tanisha from Lavington** - CSO Brooke nominated Tanisha who reports maintenance issues in a timely manner. Tanisha's house is spotless & she advocates for herself in a pleasant manner.

**Lyndall from Albury** - CSO Tim nominated Lyndall after recently attending a property inspection. Lyndall takes great pride in her home which is always well presented inside & out.

## GARDENER OF THE QUARTER

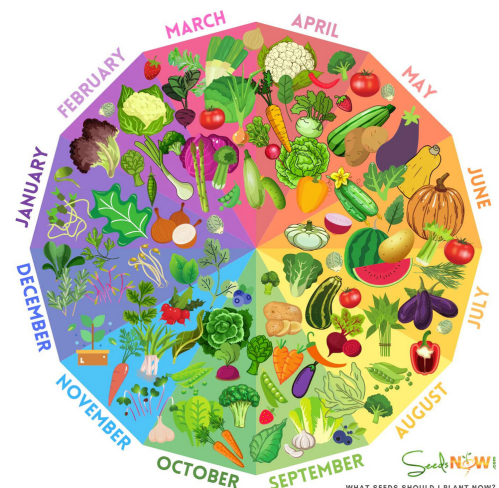


Nigel from Albury has been nominated as our gardener of the quarter. He has cleaned up & created a beautiful garden in the common area that all residents at the complex can enjoy!



## WHAT SHOULD I BE DOING IN MY GARDEN IN SPRING?

Spring is the perfect time to plant just about anything. The soil moisture is still high and plants can become established before the heatwave hits. To add organic matter and nitrogen to your veggie patch, consider a green manure crop. Once it starts shooting, dig it back into the soil for a naturally prepared bed.



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

**1800 65 64 63**  
NSW Domestic Violence Line



Seed NSW  
WHAT SEEDS SHOULD I PLANT NOW?



# HOMES OUT WEST NEWSLETTER

SPRING 2023 EDITION

Songs & Rhymes with Actions

## BABYBOUNCE

Tuesdays @ 11am

Baby bounce is an early literacy program designed to encourage carers of babies to enjoy learning together.

Through songs, rhymes, and books we will help you to introduce your child to the rhythm and rhyme of language

Every Tuesday @11am excluding school holidays. Edward River Library, 55 Napier Street, Deniliquin



Storytime introduces language and literacy and is a special time to bond with your little ones.

Held every Wednesday at 11.00am excluding school holidays.

Sessions run for approximately 60 minutes. Families and caregivers are welcome to stay afterwards to socialise in the children's area.

Edward River Library, 55 Napier Street, Deniliquin

## ONE MINUTE WITH....

**Brooke** - One of our Client Service Officers working out of our Albury office.

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

*A. Coffee.*

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

*A. Rewarding, challenging & collaborative.*

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

*A. Meeting all my tenants!*

*Q. When was the last time you laughed so hard you cried?*

*A. Listening to my colleague Tim's dad jokes.*

*Q. Do you have any hidden talents or hobbies?*

*A. Piñata making.*

*Q. What show are you currently binge watching?*

*A. Just finished The Real Housewives of Miami*



## COMPLAINTS AND NEIGHBOURHOOD ISSUES

If you have a complaint about a staff member, or a tradesperson please call the office on 03 7032 3952.

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](mailto:info@verto.org.au).





## SPRING 2023 EDITION

### REPORTING MAINTENANCE PROBLEMS/DAMAGE



Just a reminder, reporting maintenance problems & damage as it occurs is a term in the tenancy agreement. Please don't wait for a routine inspection, there is no need to fear reporting these issues. HOW are here to help.

### ALBURY CAROLS BY CANDLELIGHT

#### When

Wednesday 20th  
December 2023

#### Time

6.00pm - 9.30pm

#### Where

QEII Square

#### Price

**FREE**

Experience contemporary and traditional carols from Albury's best performers  
Featuring special appearances from Santa Claus and delicious food prepared by Eat Street.

## ENERGY SAVING TIPS



### CHANGE TO LED LIGHTING

You can save up to **55%** by replacing incandescent & halogen lighting with LED's



### SWITCH OFF CAMPAIGN

Lighting areas that are not in use contributes significantly to your energy costs. Run a switch off campaign and install light sensors where possible.



### SET THE RIGHT TEMPERATURE

Heating should be set between **18-20°C** and cooling between **25-27°C**. Each one degree variation can affect your heating and cooling costs by **5-10%**



### SHUT THE DOOR

Isolate spaces that need heating and cooling wherever possible. Heating and cooling costs can be reduced by up to **75%** by only conditioning areas that are in use.



### END OF DAY POWER DOWN

Power down all computers & equipment at the end of the day. Setting PCs to go into sleep mode when not in use can save up to **70%** of the energy they consume.



### WINDOW SHADING

Utilise window shading to block out heat in the summer and let the natural light warm your space in winter.

