



# HOMES OUT WEST NEWSLETTER

## Spring/Summer 2022 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:

#### NOVEMBER: 2022

Wed 9th November  
Wed 23rd November

#### DECEMBER 2022

Wed 7th December  
Wed 21st December

### 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

Our annual tenant satisfaction survey has been open for feedback during October and CHIA NSW are now collating this information for the board and management of Homes Out West to analyse and action. The winners of the \$100 IGA gift cards will be selected by CHIA NSW, at which point we will be able to give the winners their prizes. We thank everyone that participated in the survey to try and help us provide the best service that we possibly can. Our Annual General Meeting will be held on Tuesday 6 December in Deniliquin. Our Board and Executive will present a copy of the 2021-22 Annual Report; if you'd like a copy, please get in touch with us or pick one up at our Deniliquin/Albury offices.

## CHRISTMAS/NEW YEAR CLOSURE PERIOD

Homes Out West's offices will be closed from 12.30pm on Friday 23 December until 9.30am on Tuesday 3 January 2023. 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 and 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 Triple 0 \(000\).](#) We respectfully ask that you remain patient during this time, as our staff and 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 and their families a Merry Christmas.



CSO's Beth and Tash Participating in the Deniliquin NAIDOC Market

## You are invited to....

HOW Christmas Family Games Night  
7th December 2022 at 5pm  
Salvo's Hall - Edwardes St Deniliquin

- Family Bingo & Trivia
  - Awesome prizes to be won
  - Finger food & refreshments
  - Even a visit from an ice cream truck!
- RSVP to 0370 323 952 by 30th November 2022



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## Vale - Uncle Jack Charles

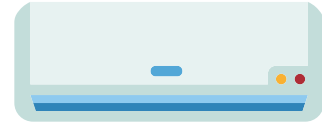
Loved and revered Boon Wurrung, Dja Dja Wurrung, Woiwurrung and Yorta Yorta man Jack Charles was a respected Elder, a creative leader and activist

## Vale - Archie Roach

Gunditjmara and Bundjalung Elder, award-winning singer and songwriter, human rights campaigner and leader, Archie's powerful music reaches out and connects with people across generations, cultures and walks of life.

We acknowledge their important contribution to our communities and send our condolences to those they loved, and to the many who loved them in return

## Don't forget to clean your Air Conditioner.



With warmer weather on the horizon its important to maintain your A/C so it can perform at the optimum level.

It is your responsibility as tenant to maintain the filter system on air conditioners whether it is a split system or ducted. This should be done at least once a month. This will ensure your unit stays in good running order and assist in maintaining a healthy environment.

- Filters should be removed carefully to minimise dust. Do not use vacuum cleaners as they can damage the fins.
- Wash the filters with warm soapy water. Do not use harsh cleaners or scourers as they can damage the filters
- Filters are then to be left to completely dry prior to reinstalling

If you are unable to perform the above, please contact your CSO to discuss your options.

## One minute with....

Sandra -who is our most recent addition to our finance/admin team working out of our Deniliquin office.

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

A. *My alarm clock followed by a hungry cat and dog*

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

A. *Interesting, different, challenging*

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

A. *Ooh, there are a few, definitely learning more about HOW and the important role they play in the community*

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

A. *Would have to be the last time my dog had an attack of the 'zoomies'*

Q. Do you have any hidden talents or hobbies?

A. *No talents as such but love being outdoors in my garden.*

Q. What show are you currently binge watching?

A. *Don't really do a lot of 'binge' watching but I love a good action movie with some popcorn or chips*





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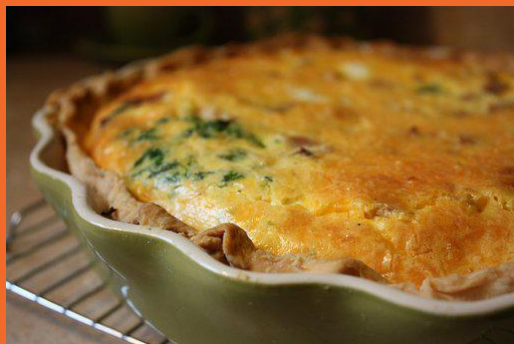
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### RENT PAYMENTS

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 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.



### Ingredients

- 3 eggs
- 200 ml tub of cream
- 1 sheet of puff pastry
- 1 cup of grated cheese
- 1 cup of filling ingredients (eg. bacon/tomato, spinach)

### Easy quiche for the whole family

#### Method

- preheat oven to 200 degrees
- Place puff pastry over a well greased dish to thaw and stretch/fold pastry to cover base and sides of the dish.
- fry filling ingredients if needed
- Whisk the eggs and cream together until texture similar to pancake batter.
- Sprinkle the grated cheese over the base, add filling ingredients over the cheese and finally pour over the egg mixture.
- Cook in oven for 25 minutes or until top starts to set and become golden brown.
- Allow to rest and continue to set for 5-10 minutes out of the oven before serving

### Deni Ute Muster Tradie Challenge 2022

HOW were the recipients of the 4 amazing Cubbies from this years event which will be delivered soon to 4 lucky HOW tenants who have a great tenancy record. Thanks to Paul at CAT Workwear and the Deni Ute Muster crew for choosing HOW as the recipient.



60 Edwardes St

**free**



## Community Lunch

Thursday & Sunday - 12.30pm

For more info contact Sandra 0400 713 038

If you find yourself alone this Christmas

You are invited to the Deniliquin SALVOS CHRISTMAS LUNCH

Food | fellowship | Fun | Carols | Community

25 December - 12 noon

RSVP to Sandra 0400 713 038

by Tuesday 20 December





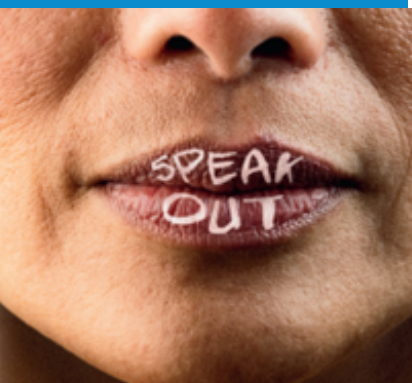
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### UPDATING PERSONAL INFORMATION WITH HOME OUT WEST:

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 occupants).

### OUTREACH VISITS

Contact us for appointments.  
PH 03 7032 3952



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



1800 65 64 63  
NSW Domestic Violence Line

## Tenants of the Month

Shannon from Balranald - CSO Tash nominated Shannon after recently attending a property inspection. Shannon takes great pride in his property care and Tash was very impressed with his veggie garden which his sisters have been helping with.

Nigel from Albury- CSO Brent nominated Nigel who has great property care, very friendly and so easy to get along with.

Sheena from Deniliquin - CSO Beth nominated Sheena who takes such pride in her property inside and out. The gardens are green and she has collected beautiful things over time to make her house a home. No matter how busy Sheena's day is she always ensures rent is paid on time and her property is tidy. We appreciate Sheena's efforts and value her as a tenant.

## Gardener of the Quarter

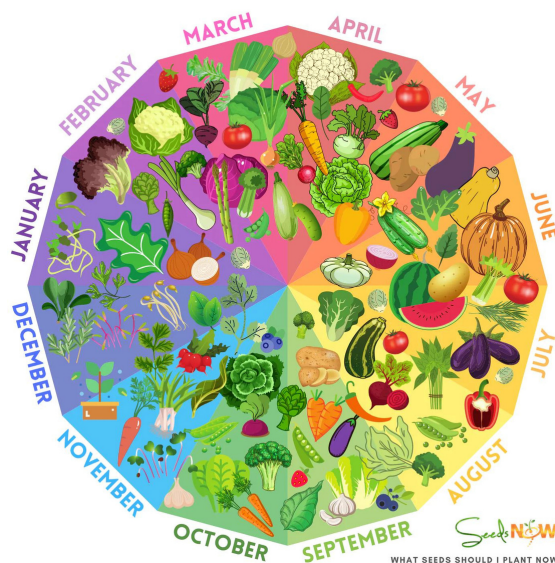


Steven from Albury - CSO Brent nominated Steven from Albury who lives in a leasehold property. Brent recently attended a routine inspection with the landlord who was blown away with how well maintained the gardens are at their investment property.

**CONGRATULATIONS** to our winners who have all received a **\$20 voucher of their choice.**

### **WHAT VEGETABLES TO PLANT IN SPRING?**

Before you start planting your batch of spring vegetables, it's important to choose the right spot to do so. A sunny sheltered position is best but if there isn't a suitable part in your garden to plant some vegies then try planting some in pots that can be moved around to chase or escape the sun.



**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**  
www.homesoutwest.com.au