



Home Stories

August 2015 EDITION 1



WELCOME TO OUR NEW STATEWIDE HOUSING CHOICES TASMANIA RESIDENT NEWSLETTER!



QUEEN'S WALK NAMING DAY

Friday, 1 May, 2015 marked the day that the Hon. Minister Jacqui Petrusma unveiled a new name plaque for each of the four Queens Walk apartment towers. The Naming Day event was held to reveal each new building name, celebrate the nature of Tasmania and connect Queens Walk residents to their immediate and broader communities. The names – Waratah, Manna Gum, Banksia and Blue Gum are all native Tasmanian trees and were chosen by the residents of Queens Walk.

Here are a few Queens Walk milestones that all of us can celebrate:

- » It's been one year since the completion of the final tower within the redevelopment of Queens Walk
- » We now have 84 modern and energy-efficient homes in beautifully landscaped surrounds
- » We also have 84 residents and their families who proudly call Queens Walk home

Thanks to the residents of Queens Walk, the Housing Choices staff and of course and the Minister for helping us to launch the names on this special day.

The Housing Choices Team



HOUSING CHOICES TASMANIA

BETTER HOUSING FUTURES NORTH WEST COAST – ONE YEAR OLD

Would you believe we have reached a one year milestone for Better Housing Futures and we are pleased to say we have signed over approximately 940 residents (over 80% of our residents) on to our leases in the first 12 months.

We opened two local offices in Shorewell and Devonport employing 19 staff locally and set up a local contractor panel to complete maintenance works on resident's homes.

We launched a 'Reward Your Neighbour' programme across the state with over 40 nominations and 6 awards, supported by regular resident meetings. We have provided in-kind support to programmes and initiatives held at the community and neighbourhood houses and child and family centres and we look forward to continuing to build relationships with key support providers.

What's next? We will continue to provide the best possible service to our residents, improve maintenance and gain resident input into the services that we provide. We look forward to keeping everyone informed of our progress.

NAB-HEALTHY RELATIONSHIP WITH MONEY FINANCIAL GRANTS 'GOOD CENTS HUB' INITIATIVE

Housing Choices Tasmania would like to acknowledge the wonderful support provided by the National Australia Bank (NAB) who recently approved Housing Choices Tasmania to receive a financial grant for the 'Good Cents Hub' initiative.

The 'Good Cents Hub' initiative is a financial well-being initiative for individuals and families across the North West Coast of Tasmania. The creation of financial literacy hubs based at four neighbourhood houses will offer professional support and a respectful space for participants to improve their financial literacy and capabilities. The 'Good Cents Hub' initiative will also provide opportunities for volunteers of the four neighbourhood houses to be educated and trained in resourcing the financial literacy hubs in the long term.

EMPLOYEE PROFILE

Q+A WITH MARK, MAINTENANCE OFFICER AT OUR DEVONPORT OFFICE

What is your Background?

I am a qualified builder, having done an apprenticeship as a Carpenter and Joiner. I have worked in civil construction in mining and have built and constructed a number of homes throughout my 20 year career in the building industry in both Tasmania and on the Mainland. I have a pretty broad building experience and in more recent years have been involved in dwelling construction & maintenance in a contract builder capacity.

What drew you to Housing Choices Tasmania?

I worked for Housing Tasmania 10 years ago on a contract basis as a Technical Consultant, which was a very similar role to what I am doing now. I enjoyed my role at Housing Tasmania and when the Housing Choices Tasmania role was advertised I saw this as a good opportunity to become part of the team and to provide good quality affordable homes to residents.

What do you like about your job?

I enjoy the work and like setting myself achievable goals and helping residents and colleagues. My role as Maintenance Officer varies from day to day. I enjoy the people I work with and the work environment. Most importantly, I like the fact that I am able to make a small difference and sometimes a big difference in people's lives.

I like wearing a company branded uniform to work every day as it looks professional and it puts residents at ease when visiting properties.



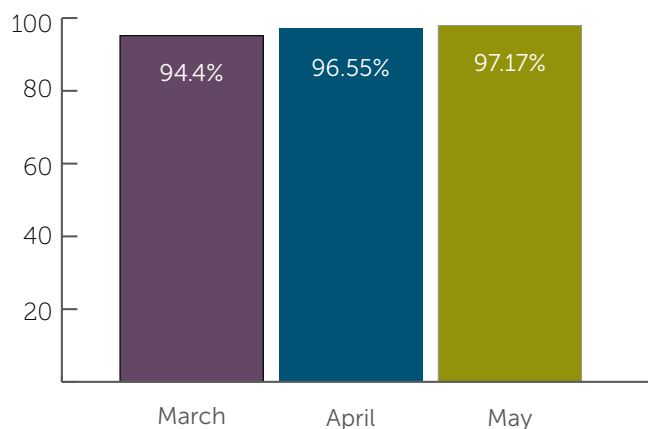
PERFORMANCE STATISTICS MARCH–MAY 2015

We want to give you clear information about our performance so you can see what we are doing well and what we need to improve on.

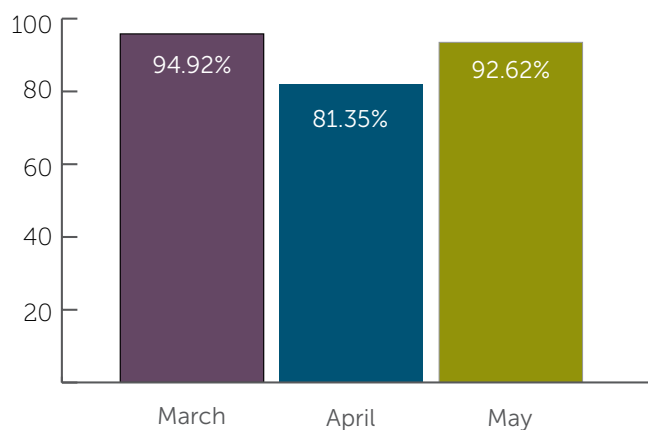
REPAIRS AND MAINTENANCE

You, the residents, rate repairs and maintenance as one of the most important services that we deliver. We aim to complete all repairs categorised as urgent within 24 hours, priority within 7 days and non-urgent within 14 days. The below graphs show the percentage of repairs completed on time within Tasmania.

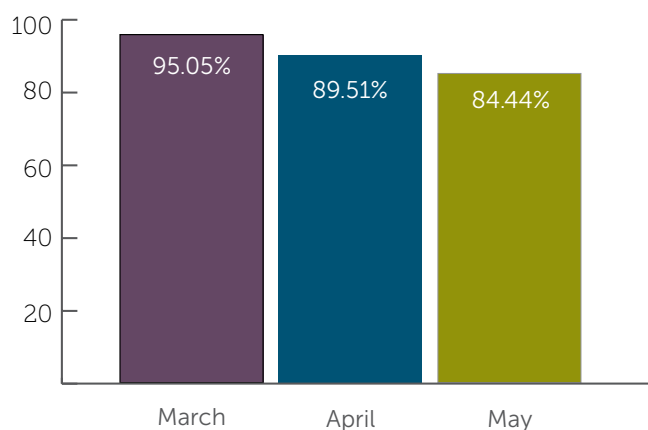
URGENT REPAIRS COMPLETED ON TIME



PRIORITY REPAIRS COMPLETED ON TIME



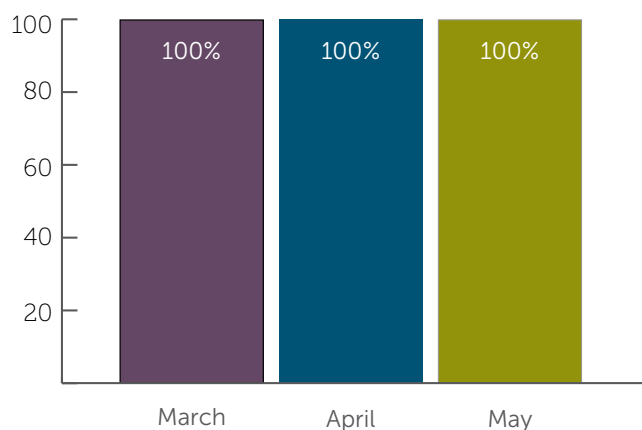
NON-URGENT REPAIRS COMPLETED ON TIME



COMPLAINTS

Housing Choices responds to complaints regarding a range of matters including neighbourhood disputes, noise concerns, dissatisfaction with our service and maintenance. The graph below illustrates how many complaints were resolved within 30 days.

COMPLAINTS DEALT WITH WITHIN 30 DAYS



COMPLAINTS/ CONCERNS REGARDING YOUR NEIGHBOURHOOD – WHAT CAN BE DONE?

If you have an issue with your neighbour/s please try to talk with them to resolve the issue.

If you have a legal issue regarding behaviour in your community, please call the Police and let us know if this happens.

Please call the City Council for all dog complaints and let us know if you do.

Housing Choices can assist by offering support if the issues cannot be resolved. Housing Choices welcomes your feedback regarding the service we provide please call your housing Officer to discuss any concerns you may have.

RENT ARREARS

Managing our rental income is important to us as it enables us to maintain our homes, build new homes and deliver services to our residents. Our rent arrears in Tasmania as at April 2015 was 0.59% of our rental income. Collecting this income would mean that we were able to provide additional services, such as upgrades for 14 homes.

If you have some handy tips or stories about your home or neighbourhood for this newsletter, call our

HOUSING CHOICES TASMANIA 2015 RENT REVIEWS

Housing Choices Tasmania will review all residents rent every year. Your rental contribution assessment is based on the household income and the market rent of a property.

When your rent is to be reviewed, residents will receive a rent review letter requesting details of the income for everyone over the age of 16 who resides in the tenant's household. This information along with the market rent will be used to set your rent contribution amount.

Tenants will receive a letter confirming their new rental contribution and the start date of their new rent. A tenant can ask their Housing Officer for a review of their rental contribution if they believe it is incorrect.

It is important to tell us of any changes to your income or household, so we can calculate your rental contribution correctly and insure you are paying the correct rental contribution and reduce the risk of rent arrears.

ON A LOW INCOME AND NEED A LOW COST LOAN?

NILS LOAN ELIGIBILITY

Low income earners who hold Health Care Cards or who rely on a Pension for their main source of income are eligible for the scheme. Applicants should be 18 years or older.

To find out more about NILS you can contact NILS:

Statewide phone number: 1300 301 650
or go to the NILS website: nilstasmania.org.au

MAINTENANCE

Call us if you have any maintenance that needs completing. Please give our maintenance team a call on 1300 312 447.

SHARING HEALTHY EATING IDEAS PROGRAM

Housing Choices Tasmania are pleased to announce that we have received a grant to run a series of workshops at the Queens Walk complex this year on healthy eating ideas facilitated by Sustainable Living Tasmania. We would like to thank and acknowledge the support of the City of Hobart for providing the grant through the City of Hobart community and cultural grants program. If you are interested in attending the program please contact Lisa from Housing Choices Tasmania on 6221 9001.

LIVING WITH CONFIDENCE BUDGETING PROGRAM

Housing Choices Tasmania staff are facilitating "The Living with Confidence Program" with support from Community4Community, East Devonport Community House and Ulverstone Neighbourhood House. The project is funded by the Community Support Levy through the Tasmanian Government. The program provides participants learning opportunities in the areas of budgeting, getting ready for interviews, resumes and finding out what's available for them in their community. We want to thank our guest presenters for their in-kind support including Face Bar, LINC, Mission Australia, Volunteering Tasmania and The Salvation Army. The program will be run again in East Devonport and West Ulverstone in October if you would like to attend the free program please contact Kathryn at Housing Choices Tasmania on 1300 312 447.



TIPS FOR AROUND THE HOUSE AND GARDEN

Thank you to Bob, Graham and Molly for your fantastic home and garden tips. They have all received a gardening pack kindly donated by K&D Warehouse Devonport. If you have some handy tips for around the home and garden for this newsletter call our Community Development Officers on 1300 312 447.

MOLLY'S CAULIFLOWER SOUP

Boil two potatoes with some cauliflower until soft, then add salt and pepper and mix together in your blender. Fry some small pieces of cut up bacon until crisp and mix with the blended soup. Add a small bit of cream and stir and serve nice and hot!



GRAHAM GROWS THE BEST VEGGIES!

Graham has the best vegetable garden patch, keeping him, his friends and family supplied with healthy vegetables throughout the year.



HOME TIPS

To get rid of ants, mix honey and bi carb soda together and leave for ants in a small lid on the bench. Make sure it's runny and this will get rid of the ants.

Ventilate your home throughout winter to help keep your property in good condition.

To avoid maintenance costs please open all windows each morning to avoid mould and condensation.

REWARD YOUR NEIGHBOUR!

A Good Neighbour Initiative

Do you know someone that ticks any of these boxes?

- Friendly and helpful
- Provides assistance to others
- Contributes to the local community
- Mindful of others
- Has performed a good deed
- Respectful of others' privacy and lifestyle
- Maintains their property
- Alerts others to danger

You can nominate them for a **Reward Your Neighbour** award! A certificate of recognition is sent to each nominated person and all nominees go into an end of year competition to win the Neighbour of the Year Award. Ten winners will each receive a \$100 voucher! In addition, residents who nominate will also go in the annual draw and if the person they nominate wins that annual prize, they will also receive a \$50 voucher.

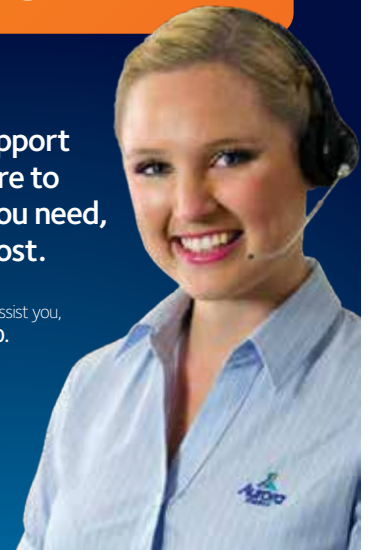
More ways to help you.

Our Your Energy Support (YES) program is here to offer you the help you need, when you need it most.

To find out more about how we can assist you, call our YES team on 1300 10 2010.



www.auroraenergy.com.au



OUT AND ABOUT IN YOUR NEIGHBOURHOOD

DEVONPORT COMMUNITY HOUSE

- » Men's Shed – indoor activities for blokes Mondays & Thursdays 9am–12pm
- » Cooking for Blokes Saturday: 15 Aug 10.30am gold coin donation
- » Monthly Eating with Friends luncheon: 12 Aug 12pm \$5 for 2 courses
- » Social activities for over 65's, all day Wednesdays & Fridays

EAST DEVONPORT CHILD AND FAMILY CENTRE

The Child and Family Centre in East Devonport is the place to go if you have young children! In winter it is a great place to bring the children to play, to catch up with friends and have a coffee. You can come along between 8.30 and 3.30pm Monday to Thursday and Fridays till 1pm. There are playgroups and school holiday special events, child health and antenatal support as well as a doctor, solicitor and social workers to help out. The CFC is at 40 Drew St East Devonport. Call us (P: 6478 4337) if you need transport to get to the centre.

EAST DEVONPORT COMMUNITY HOUSE

Eastern Shore Community House is changing its name! In response to community feedback, we will now be known as East Devonport Community House. We run a range of activities including Cooking, Tai Chi, Scrabble, 500, Mahjong, Chess, Scone & Cuppa, craft, painting, Bingo and Quilting. To join in or find out more, pop in and say "Hi!" or contact us on 6427 9985 or lisa_esch@westnet.com. Also, don't forget our Food Market, open Tues, Wed, Thurs, 12:30-2:30pm.

ULVERSTONE NEIGHBOURHOOD HOUSE

The Neighbourhood House has an awesome new youth group for High School kids called "Legends of Youth" running every Tuesday 3.30–5pm. Join us for loads of free fun & entertainment. For more information call the House on 64254186.

BURNIE CHILD AND FAMILY CENTRE

Families at Burnie Child and Family Centre recently helped launch our public awareness campaign called find a way to be kind. We are trying to show better ways for communicating with your children and asking parents to share ideas for more positive ways of getting their children's attention. We had a local child help draw the faces for our logo and the silhouettes on the poster were also families of the centre.

To celebrate the launch, we had a fabulous puppet show and we shared a very special video which our community made to explain what the campaign is all about. You can view the video here: <https://www.youtube.com/watch?v=U07ZNI-Y-iU> or search 'Kylie Mulcahy Find a Way to be Kind' on YouTube.

We would love to get everyone talking about this important issue and sharing great ideas.
Find us on Facebook: Burnie Child and Family Centre

LATROBE

The Latrobe Markets are held every Sunday on Gilbert Street, Latrobe. You can also visit the Axeman's Hall of Fame markets at Bells Parade Latrobe.

HOBART

Farm Gate Market operates every Sunday on Bathurst St, from Murray–Elizabeth St: 8.30am–1.00pm rain, hail or shine! The Hobart Showground Sunday Market runs from 8.00am to 2.00pm.

LAUNCESTON

Harvest Launceston Community Farmers' Market is held every Saturday from 8.30am until 12.30pm at 71 Cimitiere Street (car park opposite Albert Hall), Launceston.

Lilydale Village Market, is run all year round on the second Sunday of the month, 10am to 2pm at the historic Memorial Hall, Main Road, Lilydale, right in front of the school.

DEVONPORT

5 Steele Street
Devonport TAS 7310

SHOREWELL PARK

11A Wiseman Street
Shorewell Park TAS 7320

HOBART

Level 3, 18 Elizabeth Street
Hobart TAS 7000

www.housingchoices.org.au

Phone: 1300 312 447

Fax: 1300 312 737

Email: info@hcua.org.au



www.facebook.com/HousingChoicesTasmania



@HC_Tas