



HOUSES PORTS

**Autumn
2023**

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**Cover: Resident Bill stands
in front of his paintings.**

From the General Manager



Hi everyone, and welcome to our Autumn edition of *Home Stories* – our first for the year!

It's shaping up to be a very exciting year for Housing Choices Tasmania, with 162 new properties due for completion in 2023. We are also working to secure approval for additional development at our Queens Walk site in Hobart.

In January, we took the opportunity to show Tasmanian Minister for Housing Guy Barnett around our newly completed dwellings in Don. Our lovely resident, Sharon kindly welcomed us, and spoke about how her new home has helped to increase her independence and quality of life.

Thank you again, Sharon!

In February, we also announced a funding partnership with the Federal government which will help us build 181 new dwellings. It was great to have Federal Minister for Housing,

Julie Collins MP and other representatives join us on-site to announce this great opportunity.

I want to also take the chance to once again thank those residents who were able to make the time to complete our annual Resident Satisfaction Survey. We know it can feel a bit onerous sometimes but it's an important way for us to hear from you. The results of our 2022 survey are on **page 3**. These results show us that there is always room for improvement, and we will be taking the time to consider ways in which we can make this happen. I would also welcome your suggestions and feedback.

In addition to the service provided by our Housing and Property teams, our Community Development team has also been busy. It was great to see everyone who made it along to our events leading up to the holiday season, and various end-of-year celebrations. Make sure you keep an eye on our Facebook page for

other events coming up in your area.

Our Resident Advisory Committee recently had their first meeting of 2023 which was a great opportunity to reconnect. But... we're still looking for new members, so if you'd like to use your voice to help guide our services, please get in touch.

We were so pleased to have received a large number of nominations for our Good Neighbour Award – in the end we couldn't go past the concept of "mates helping mates" in our winning nomination. See more details on **page 7**.

Kind regards,

Kim Bomford
General Manager
Housing Choices
Tasmania



Acknowledgement of Country

In the spirit of reconciliation Housing Choices Tasmania acknowledges the Traditional Custodians of Country throughout Tasmania and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.



2022 Resident Satisfaction Survey Results



A huge thank you to our residents who took the time to respond to the 2022 Annual Resident Satisfaction Survey.

We had a good response rate, with 41% of you taking the time to complete the survey and share your views with us.

The Resident Satisfaction Surveys are conducted by an

independent body and are an important opportunity for us to hear from you. Your thoughts, feelings, and opinions – what is working for you and what could be improved. We take everything on board and the results help us to identify the specific areas we need to focus on and to tell us when we're getting it right for you.

What you told us:



81%

satisfied with home



84%

satisfied with maintenance and repairs



80%

satisfied with customer service



79%

satisfied with ease of contacting right person



74%

satisfied that we take account of residents' views



82%

overall satisfaction



71%

satisfied with the way feedback was dealt with



82%

rights are upheld



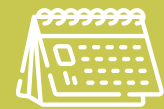
76%

satisfied with neighbourhood

We are pleased that the majority of residents who completed the survey were satisfied with maintenance and repairs (84%), the way your rights are upheld (82%) and that the overall satisfaction rate was strong (82%).

However, we know that there is always room for improvement, and we continue to look at ways to address the areas you've said we can do better, such as the way we deal with your feedback (71% satisfied) and the way we consider our residents views (74% satisfied).

If you have any ideas, or would like to discuss further, you can reach us at communitydevelopmenttas@hcau.org.au



Upcoming Events

HARMONY DAY BBQ – 'Everyone Belongs'

We're celebrating inclusiveness, respect and a sense of belonging for everyone.

Tuesday 21 March 3 – 5PM FREE

11a Wiseman St
Shorewell Park Reserve
(beside Shorewell Park)

For info call Hannah 0455 077 759

EASTER IN THE PARK – East Devonport

Easter treats, craft, games and BBQ... maybe a visit from the Easter Bunny!

Thursday 30 March 4 – 6PM FREE

Pioneer Park, Thomas St,
East Devonport

For info call Lisa 0407 444 879



SAVE THE DATES:

**MOTHER'S DAY EVENT
Wednesday 10 May**

**NATIONAL SORRY DAY
Friday 26 May**

**RECONCILIATION WEEK
27 May – 3 June**

For more information about activities and events:

 www.facebook.com/HChoicesTAS

 communitydevelopmenttas@hcau.org.au

 **1300 312 447**

Simple savers



It's no secret that the cost of living has increased over the last 12 months. So, to try to ease the squeeze, here are some programs available to help those in need which you may be eligible for:



The Spectacles Assistance Scheme covers up to 70% of the cost of basic lenses and frames. To find out more or check your eligibility call **1800 232 148**.



Ticket to Play provides two \$100 vouchers to eligible Tasmanian kids aged 5-18 to assist with the cost of sport and recreation memberships. To find out more and apply, visit **www.tickettoplay.tas.gov.au**.



MoneySmart is a free online resource hub with a range of tools to help you budget, reduce debt and plan for your future. Visit **www.moneysmart.gov.au**.



There are **35 Neighbourhood Houses** in Tasmania. They bring together the community with free or low-cost programs and activities. Some also provide a food co-op service for affordable groceries. To find your local Neighbourhood House visit **www.nht.org.au/neighbourhood-houses-tasmania**.



The No Interest Loan Scheme helps low-income Tasmanians get safe, fair, affordable loans. Loans of up to \$2,000 are available to cover the cost of essentials like rental bonds, car registration, furniture, appliances, and medical and dental services. To find out more, visit **www.nilstasmania.org.au**.

Do you have money saving tip that will help your fellow residents? Send them through to our **Community Development team** on **1300 312 447** or **communitydevelopmenttas@hcau.org.au**.



Above: Thumbs up! Housing Team Leader Lisa Roberts, presents Thomas with his iPad.



Your Future Scholarships

Housing Choices Tasmania resident Thomas was selected as a Your Future Scholarships recipient in 2022.

We were thrilled to present Thomas with his iPad, which will be used as a communication and educational tool. With the guidance of his occupational therapist and support workers, apps will be loaded onto the iPad to increase his capacity and help him overcome daily challenges as he completes Year 12.

Your Future Scholarships of up to \$1,000 is available to Housing Choices Tasmania residents aged between 15 and 25 years, to assist with out-of-pocket training and education expenses like uniforms, equipment, text books, tutoring or extra learning activities.

All residents can receive guidance when applying. Please contact **Community Development Officer Ellen** on **0455 068 197** to discuss your application.



Above: One of Bills' figurines on display.



Above: A painting by Bill, featuring native wildlife.

Bill's creative passions



Devonport resident Bill believes keeping things simple is the key to living a contented life. A talented gardener, poet, painter and collector, his hobbies give him the chance to unwind, while keeping his mind and body active.

Bill moved into his Devonport home from a private rental three years ago with his wife Kay, after a series of medical difficulties meant he needed a property with better accessibility.

After the move he had to start his garden from scratch, but his obsession with native plants began many years ago.

"As a kid growing up near Mudgee, I used to admire the native plants. I still remember them very vividly... Then in my thirties I dropped into a friend's place and he had this native garden out in the backyard. I

saw things that I'd never seen before, and it got me from there."

The Tasmanian weather isn't always on his side, but Bill loves the challenge of growing plants native to Western Australia.

"If someone tells me I can't grow something, I'll get one and try to grow it. There's a lot of plants that have been put in that haven't done well, so off with their heads," he says with a chuckle, before explaining "it's a rotation, a garden is never completed. It's always on the go."

Inside their property, Bill feeds his creative side. He uses putty to add texture to his paintings, which are lovingly displayed by Kay. The pieces are brightly coloured and show Australian landscapes and animals.

There's also room for his collection of gemstones, fossils, figurines and carvings.

"I make little farm figurines out of paddle pop sticks. They're quite detailed. They're the sort of thing I like to do because you have to make it up as you go along. I don't work on them fulltime... I just give an

hour from time to time, then onto the next thing."

Bill also writes poems and short stories. His best ideas often come to him at 2AM, luckily he keeps track!

"If I've got a writing pad near, I'll just jot them down and eventually make a story out of it, it all comes together. Poetry is a little bit like painting. It doesn't come from you; it comes through you from another source. You're writing it on the paper, but the thoughts are being coordinated somewhere else. Everything comes together, with focus. I enjoy it."

His interests help to keep him healthy. Focussing on small tasks and activities keeps his mind clear and allows him to live simply, one day at a time.

"I call them therapy because that's what it is. I've suffered a lot of back pain and neck pain, so I need to keep my mind in another place. So I go and do a bit of gardening for a while. When I get sore, I'll sit down and do a bit of painting or make a few figurines or something like that. It's all a matter of keeping myself fluid, always moving from one thing to another. That's therapy!"

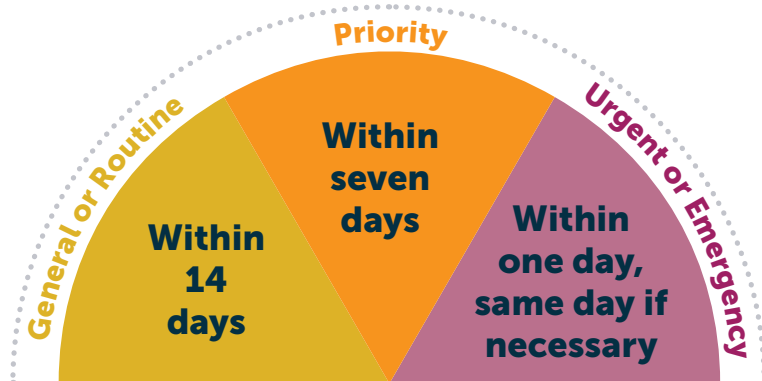
Repair timeframes



From time to time, issues or faults will occur in your property. It's important to report these to us as soon as possible so we can arrange repairs and avoid further damage.

Once an issue has been reported to us, the time we take to action repairs will depend on its severity.

As a guide the following timeframes are what you might expect:



TIP!

When you are reporting an issue or fault to us, give us as much detail as you can. Please state the exact nature of the problem. The more we know about the problem, the easier it will be for us to arrange and complete repairs.

General or Routine repairs

are repairs that are required to fix minor faults or issues that do not fit into the 'urgent' or 'priority' categories. These repairs will be actioned within 14 days of request.

Remember, you are responsible for replacing light bulbs, garden maintenance, pest control and general house cleaning.

TIP!

If you call us and no-one is available to take your call, please leave a voice message with details for us to call back. Calling multiple times will not speed up the repair process.

Priority repairs

We aim to attend to priority repairs before they turn into a more significant problem. These repairs will be actioned within seven days of your request.

Examples:

- a slow leak of the toilet or taps
- repairs to heating/cooling appliances
- a cracked window or shower screen
- flickering lights

Urgent/Emergency repairs

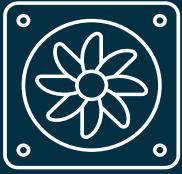
are faults or breakdowns of the gas, electricity or water supply to your property or any faults or damages that make your property unsafe. Urgent repairs will be actioned within one day.

Examples:

- an electrical fault
- a burst water main or hot water cylinder
- a roof leak impacting the interior of your property (if safe to do so)
- a blocked toilet, sink or shower

TIP!

If your toilet, sink or shower is blocked, please try to unblock using a plunger or drain cleaner first. If the blockage is the result of wipes, cooking oils/fats or hair in your toilet or drain, repair charges may be passed on.



Mould and condensation

Tasmanian winters are cold and wet, the perfect combination for condensation and mould!

Condensation starts as moisture in the air, which clings to surfaces like walls, ceilings, windows and mirrors.

Over time, condensation can develop into mould. It is important that you play your part to prevent mould, as it can cause respiratory illness and damage to your property.

The best way to avoid mould is to have a dry well aired home:

- open windows as much as possible, especially when cooking, washing or drying clothes
- open your curtains or blinds everyday – sunlight is the enemy of condensation and mould!
- wipe condensation off walls, windows and windowsills as it occurs
- clean your exhaust fans and heat pump filters regularly
- keep your home at a constant temperature, rather than heating in bursts when it's cold or wet outside
- hang washing outside to dry
- make sure shoes and clothes are dry before putting them away
- move furniture away from walls to allow air to circulate

If mould does appear in your property, treat it as soon as possible.

Carefully wipe the mould with a damp cloth - be sure to throw out the cloth afterwards! There are plenty of products available at the supermarket which will kill mould. For an affordable option, spray white vinegar or directly onto the mould. There is no need to rinse, the smell will go away within hours. Check the area daily and repeat if the mould returns.

If you have ongoing issues or need more information to tackle mould, please contact your Housing Officer.

Good Neighbour Award

Congratulations to our Good Neighbour Award winner!

This Smithton resident has received \$100 in Coles Myer vouchers.

"I'm nominating my neighbour as he has been a great help. He has always been there for me to talk to when I've needed a mate, and given me seedlings and a fruit tree for my garden. When I purchased a garden shed he put it up for me and has given me some good advice on various things," his neighbour said.

Do you know someone who:

- is friendly or helpful?
- provides assistance to others and contributes to the community?
- is respectful and mindful of others?
- maintains their property well?
- volunteers in the community?

Now is your chance to recognise them! Anyone can nominate a Housing Choices Tasmania resident for this award. All nominees go in the yearly draw for our Neighbour of the Year award.

To nominate please contact Hannah via email communitydevelopmenttas@hcau.org.au or call **1300 312 447**.

Home Stories Autumn puzzle

Win a \$50 Bunnings voucher!


Find all the words in the word search except for one, which is not actually in the grid. Words may be forward, backward, up, down or diagonal. In celebration of Harmony Week in March, this word search is themed around the different countries our tenants are from.

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

FIND THESE WORDS

- | | | | |
|-------------|----------------|----------|--------|
| AUSTRALIA | IRAN | CHINA | EGYPT |
| NEW ZEALAND | AFGHANISTAN | ETHIOPIA | BRAZIL |
| SUDAN | PHILIPPINES | CONGO | |
| SOMALIA | UNITED KINGDOM | | |

Once you've found all the words in the word search contact our Inclusive Communities Team with the remaining word on **1300 312 447** or send an email to **communitydevelopmentsa@hcau.org.au** to go in the draw. Please also include your name, home address and contact number. Entries for the competition close on **Friday 21 April**. Maximum one entry per household.



Creative Corner

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Are you a creative at heart? Perhaps you have a poem, short story or piece of art you'd love to share with us?

To include it in the next edition of Home Stories, please email it to **communitydevelopmentsa@hcau.org.au** and include your name, address and contact number in the email. If you would like more information, please contact our Community Development Team on **1300 312 447**.

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