



Tenancy matters

Mission Australia Housing office

The impact of COVID-19 has been felt everywhere and Tasmania is not out of the woods yet! Mission Australia Housing has been careful to make sure we are looking after our tenants and our staff during this time. **Our office is now open but you will need to book an appointment before you get there. This can be done by ringing 1800 269 672.**

When you arrive you will be asked if you or anyone in your household has been unwell and if the answer is **yes**, you will not be able to come in. We will need to reschedule your appointment for when you feel better. We understand this can be tough so we thank you for your patience.

New homes

We continue to build new homes in the area with a series of two-bedroom properties becoming available soon.

We want to use these new homes for tenants who need a smaller, mobility friendly house to live in. We will contact tenants with these needs to make them an offer. This will mean other older homes may also become available. We will contact tenants to offer these homes as well, again based on needs we already know about.

We have new homes at Brogo Way and Bradman Street. These will be

Affordable Housing homes where rent is based on market rents and not on a tenant's income. The Affordable Housing Properties will be advertised like a private rental property.

Paying rent during COVID-19

The Tasmanian Government has put in place a set of rules about rent during COVID-19. These rules are in place until 30 September 2020 and are about helping tenants who have lost their job because of the pandemic. This is not about having a holiday in paying rent. Anyone having trouble paying bills because of COVID-19 should contact their Housing Officer on 1800 269 672 to discuss how Mission Australia Housing may be able to help.

Even under these rules tenants still have to pay their rent. If you are behind in rent payments now is the perfect time to talk to your **Housing Officer** by calling 1800 269 672.

Tenant damage

Mission Australia Housing understands that sometimes things can happen at home, like balls going through a window or accidental holes in the wall. **As part of your responsibility to look after your home, this kind of damage needs to be fixed at your expense, as the tenant. If your house is damaged please talk to Mission Australia Housing on 1800 269 672 ASAP so we can provide advice on how to get it fixed. Don't let it go... it will become a much bigger problem over time!**

Legends of the Plains

The COVID-19 pandemic is creating many changes. Some things have shut down, some things are different, but new opportunities and connections are being made. During this time, we have seen many legends rise up and shine a light for the Clarence Plains Community.

One Community Together would like to celebrate these legends. We want to shine our light on the contributions made by people and organisations to our community over the past few months through their actions- big or small.

This celebration of local legends will replace our annual Clarence Plains Community Awards event for this year.

We would love to hear from you – what person or organisation has shone a light during this pandemic? What did they do that was special and made a difference? **One Community Together would like to share these stories** on Facebook and celebrate the Legends of the Plains. It's super easy to nominate a legend. Talk to your Community Development Officer Kathryn or visit the One Community Together website.

CONTACT US



 Mission Australia Housing hotline: **1800 269 672**
 20 North Parade, Rokeby TAS 7019
 **missionaustralia.com.au/housing**
 Facebook/**MissionAustraliaHousingClarencePlains**



From our Executive



Spring has sprung!

Spring is a time of growth and what better way to start a new season than in our own backyards after what has been a very challenging past 6 months for all of us!

This newsletter comes with some great tips on what you can do with items you can re-use or repurpose from around your home to get back in the garden. **I hope you make the most of the seedlings on offer through your Community Development Team.**

This is the time of year we usually come out of hibernation and look forward to outdoor events and activities. With COVID-19 becoming a major part of our daily lives, thinking and planning, we need to make sure we are all taking the right actions so that you, our communities and our staff remain safe and healthy at all times. **This means some of our activities need to be postponed or delivered differently in line with the expectations of Tasmanian Government and Housing Tasmania.**

This may feel frustrating at times as we try new processes that allow for physical distancing like reduced staff numbers on site, trialling and testing

new technologies including phone inspections and connecting with you on Facebook. **I thank you for your patience and perseverance** as we work harder to get these right. At the same time, I hope we can all embrace these challenges and changes as a positive new way forward.

Despite the challenges, **we currently have 18 new properties under construction** that will help to house those in the area that need it most. I was also really pleased to hear so much great feedback about the **CCTV project in Joseph Street and the positive impact this has had on residents' increased feelings of safety.**

Please keep telling us what you need and we will work with you to try and make it happen!

Thank you to all who participated in the Impact Measurement Survey we held in May and now the **Annual Tenant Survey through CHIA.** These surveys are very important in telling us how we can better improve our services to you, in your home and around your community. I am pleased that we can share some of the Impact Measurement Survey results with you in this newsletter.

It is with great excitement that we say goodbye to winter and hello to a new season which I hope brings health and happiness to you all.

Chris Bratchford
Executive, Mission Australia Housing

Maintenance matters

The Tasmanian Government has extended the current COVID-19 emergency period for residential tenancies through to 30 September 2020.

This means that during this time, general repairs and maintenance are not required to be completed. **This emergency period is still in place to reduce the need for tradesman to enter rental properties during the pandemic and to assist in reducing any risk of COVID-19 infection.** There has been no change to emergency or urgent repairs as these are necessary to ensure the health and safety of our tenants. We thank you for your patience and understanding at this time.

Bin-busted

Have an issue with your bin?

Give us a call on our maintenance line **1800 269 672** if you need us to fix a damaged rubbish bin. Repairs can be made to wheels, as well as lids that are broken or missing. If it is beyond repair we can arrange for a replacement bin.

Smoke alarms save lives

A massive thank you!

Thanks to you, we completed 530 smoke alarm inspections!

We would like to thank you for your help in working with our contractors to complete the recent smoke alarm testing. This annual emergency smoke alarm check helps us keep you safe and we are thankful for your help in working with us during such uncertain times to complete this important job.

Remember! If you have a problem with your smoke alarm please contact us straight away so we can fix it.

Is the cost of smoking becoming too much?



20 smokes a day = \$10,001 a year

If the cost is making you think about quitting—don't miss out on **free** Nicotine Replacement Therapy and ongoing support. You could **save up to \$400!**

If you would like to participate in 559 Lives or for more information, please contact Trish Gleeson on 1800 269 672 or gleeson@missionaustralia.com.au



This project is funded by the Healthy Tasmania Fund through the Tasmanian Government.

Time for a spring clean inside and out?

What can you do to reduce, re-use or recycle?



Tyres Did you know you can drop tyres off at any tip or waste management centre for recycling? A fee applies ranging between \$5 or \$10 each tyre. They also make great planters in the garden.



General rubbish Disposal of excess general rubbish at the tip can cost from \$10.



Recyclables Excess recyclables such as cans, bottles and cardboards can be dropped off for free at the tip for recycling.



Re-usables The **Mornington Second Chance Re-use Shop** will take a range of reusable items for free such as washing machines, building supplies and e-waste (computers and televisions).



Furniture In usable condition, second hand furniture can be sold or donated. Many charity stores accept furniture and some like the Salvation Army and St Vincent de Paul offer a free collection service. Tip shops also accept reusable furniture. **The Resource Work Cooperative in Hobart offer a free pick up service for reusable goods. Call 1300 575 866.**



Green waste Excess green waste can be disposed of at the tip and a typical trailer load costs approximately \$10 for disposal. Or, it is fairly simple to home compost some garden waste such as lawn clippings, leaf litter and small prunings. Surf the net for some amazing simple build your own compost ideas. My personal favourite is the up-cycled cardboard box compost bin.

Need to get your stuff there?

Did you know you can hire the **Clarence Plains Community Trailer**, visit One Community Together website and download the form to make a booking.

Mornington Park Tip/Waste Transfer Station, 126 Mornington Road, Mornington, Monday – Friday 7.30am – 5pm. Weekends and public holidays 8.30am – 4pm.

Quick tips for a spring clean

Spring is the perfect time to give the house a good air after being cooped up inside for months. When the weather starts to get a bit warmer, open windows and doors and let some fresh air in.



Window frames need wiping over regularly, especially if you have a condensation problem in winter. In the warmer weather give them a good wipe over with a clean damp cloth with a little bit of multi-purpose cleaner spray to remove grime and dirt build up.



Or, make your own multi-purpose cleaner

by mixing one part vinegar, one part water and one part lemon rind or lemon juice, combine in a spray bottle, shake and then let infuse for a week before using.

Wipe kitchen splash backs with a sponge and cleaner regularly.

Dishwashing liquid is as good as anything, because of its grease-cutting properties. If you have grouted tiles and the grout has become discoloured, use cheap toothpaste mixed with a squirt of bleach in a container, or mix bicarbonate of soda into a paste and apply along the grout lines with an old toothbrush. Leave for about 30 minutes, then give a good scrub with the old toothbrush, dipped in water. Wipe over with a clean cloth. If marks are still visible, repeat.



Join us on Facebook/MissionAustraliaHousingClarencePlains for all your local community announcements, events and activities. **We will still provide this information via letters and posters around your community.**

Stop the spread



It is important to our community's health and wellbeing to let your Housing Officer know if you take a COVID-19 test.

There's a lot of mixed messaging in the media, so we recommend monitoring the TAS Government's recommendations, coronavirus.tas.gov.au

We know how challenging this pandemic can be and we want you to know that we're thinking of you, wishing you well, and looking forward to better times together. We've gathered a few resources that may help you and your loved ones through these difficult times.

1800 020 080 National Coronavirus Helpline for information and advice about COVID-19.

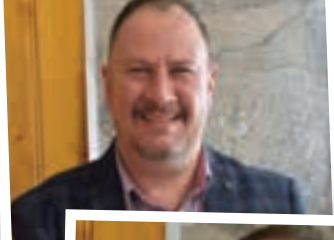
1800 650 890 eheadspace provides free online and telephone support and counselling to young people aged 12 – 25 and their families and friends.

13 11 14 Lifeline provides free, 24-hour telephone crisis support. Volunteer crisis supporters provide suicide prevention services, mental health support and emotional assistance.

1800 007 007 National Debt Hotline offers free financial counselling.

1300 224 636 Beyond Blue provides 24/7 support or information on depression and anxiety, for yourself, a friend or family member.

1800 737 732 (1800RESPECT) National sexual assault, domestic and family violence counselling and information referral service, available 24 hours a day.



Welcome on board!



Star wars fan Simon

We have two new staff on board so please say hi to our **new Regional Manager Simon Duffy** and to our **new Housing Officer for Rokeby, Charis Pregnell**. We asked both our new team mates to tell us a little bit about themselves by answering these questions below-

Simon Duffy

Who is your favourite cartoon character? Quickdraw McGraw

Are you a morning or a night person? Both

What is your favourite movie of all time? Men of Honor

What is your favourite TV show?

At the moment, The Mandalorian

If you could talk to the Prime Minister, what would you talk about? I have and we talked about housing in Tasmania

What is the wisest thing anyone ever told you? 'The problems of today will never be solved using the thinking we had when we created them'

On a scale of 1 to 10 how 'cool' are you?

11 (unless you ask my kids, then its minus 11)

Charis Pregnell

The last thing I googled is:

'Yummy soup ideas' ... you know its winter when you're googling soup!

Describe yourself in three words

Friendly, happy and reliable.

Are you a morning or a night person?

Neither... I think I peak around midday!

What do you need to have every day?

A strong coffee and laughter!

When I dance, I look like... ?

A bobble head figurine meets one of those floppy arm inflatable things

What is the greatest lesson you have learned? Mindset is EVERYTHING!

What is the one thing you have always wanted to do? Sky diving... one day!

Sadly, we bid farewell to two of our team members. We said goodbye to **Roxy, our Housing Officer** who decided to take a well-earned break and head off on new adventures and we bid farewell to **Michelle, our Customer Service Officer**. We will miss Michelle's friendly face at reception every day but know she's now enjoying retirement.



Future skydiver Charis

Thank you to everyone who participated in our Impact Measurement Survey during the month of May.

How you are feeling is important to us. We really value the time you took to let us know how you are going and tracking in your housing journey.

The **Impact Measurement Survey** is voluntary. We will now use the information and responses you gave us to better plan activities that will

support your wellbeing needs and concerns. It also tells us how we can improve our services to you.

Every tenant who completed a survey went in the draw to **win one iPad and five \$50 Woolworths Gift Cards**.

You can find out more about the results for Clarence Plains in the brochure that comes with this newsletter.

Congratulations to our lucky draw prize winners, Jodi, Tamara, Ang, Yolanda, Leanne and Roslyn.

Thank you for taking part.

Spring is the time to get planting

Become a gardener for a day and teach your little ones how plants grow from seed! This fun activity will even bring some green to your home.

When gardening with the kids, it's really great to start with seeds. Kids are able to put a tiny seed into the soil and see it emerge into a plant that will flower, fruit and even feed them.

Look around the house and I'm sure you can find the perfect seed starter. You can use anything from little pots to egg cartons or yoghurt cups, but it's even more fun to watch the seeds grow in a



clear container, glass jar or clear plastic cup. That way, the kids get to see each stage of the seed growing into a plant.

You can cut the top off a lemonade bottle, fill three quarters with soil, then let the kids plant the seeds. Place

the pot/s on a windowsill where it will get enough light and keep it watered.

After 10 days, or when your little seeds have sprouted and the plant has come up, simply re-pot into a bigger pot or plant out in the garden and then pick and eat when ready.

This time of year, have a go at planting, **basil, chives, lettuce, spring onions,**

coriander, mint or parsley. I have some **free parsley, rocket, basil and lettuce seedlings to give away if you need to get started. Just give us a call and ask for Kathryn. *puttisworld.blogspot**

