

## Christmas reflection

from Tim our Community Chaplain

**Do you love Christmas, how about Christmas carols?** I really enjoy singing, particularly in groups where my voice combines with other, softer (and in-pitch) voices. One of my favourites is **'Joy to the World'**; if you are not familiar can I encourage you to look it up? Here is the first verse to jog your memory:

*Joy to the World; the Lord is come!  
Let earth receive her King!  
Let ev'ry heart prepare Him room,  
And Heaven and nature sing.*

An English church minister named Isaac Watts wrote this carol way back in 1719. Watts was born not long after the **last Great Plague of London, which killed an estimated 100,000 people, and the Great Fire of London, which left more than 80,000 people homeless.** Not a happy time for the good people of London.

When I read about Watts and the world that he was born into, it might seem strange and almost insensitive to be

singing about joy, when his country and its people had been through so much suffering, loss and grief. Is it possible to find joy in the midst of great sadness and devastation? Isaac Watts seemed to think so, and so do I. And that is because joy is different to happiness, in that happiness comes from having things go right for us, whereas **joy is found when things are right within us. Or to say it another way, joy is found when we see that there is meaning and purpose in our lives and we find a peace our hearts that our external circumstances can't change.**

**Merry Christmas everyone  
and may you find peace  
and joy this year.**

Tim



## What do you want to read about?

**Contact us!** Send a note with your ideas and suggestions to Kathryn, 20 North Parade, Rokeby, email me at [housingtas@missionaustralia.com.au](mailto:housingtas@missionaustralia.com.au) or give me a call on **1800 269 672.**

## CONTACT US



Mission Australia Housing hotline: **1800 269 672**



20 North Parade, Rokeby TAS 7019



[missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)



Facebook/[MissionAustraliaHousingClarencePlains](https://www.facebook.com/MissionAustraliaHousingClarencePlains)



## CAROLS UNDER THE STARS

### Carols under the Stars – COVID cancellation



Sadly, this years' *Carols Under the Stars* event has been cancelled. It is hoped that this much-loved family event can return bigger and better than ever in 2021! **In the meantime, from our team to yours, we wish you all a strong and fruitful rest of 2020, and a great Christmas.**

Best, Laura, **Carols Under the Stars  
Event Coordinator**

## Did you know?

That the personal contents and items in your home are not covered by Mission Australia Housing's insurance.

**Our insurance covers structural damage caused to the property but contents insurance is up to you.** If you do hold contents insurance, keep your insurance up to date, and make sure you're insured to cover the replacement cost of your items at today's prices.

You can find some great insurance calculators online that assist with working out the value of your contents room by room.

# Tenancy matters – what is rent arrears?

It is important that as a tenant you pay your rent regularly and on time. If you do not pay your rent on time your rental account will fall behind (or be in arrears).

**Being in rent arrears is the single biggest risk to your housing and places your tenancy at risk.**

Rental arrears can build up quickly so it is important to **act early**. If you are having trouble paying your rent, contact us as soon as possible. The sooner we know, the sooner your Housing Officer can work with you on a payment plan so you can clear your rent debt and stay in your home.

**What can you expect if you fall behind in paying your rent?**

## 1-5 days in arrears

If your rental account is between **1-5 days** in rental arrears, your Housing Officer will usually **call you** to remind you to pay your rent. If you cannot be reached

by phone, your Housing Officer will send you a friendly reminder in the mail.

## 5-14 days in arrears

If your rental account is between **5-14 days** in rental arrears your Housing Officer will send you a **warning letter** advising you that if your rent account becomes **more than 14 days in arrears** you may be issued with a **Notice to Vacate**. The letter will advise you to either pay the rental arrears immediately or if you are unable to do this, to contact the office to discuss the situation and arrange a payment plan.

## 14+ days in arrears

If you become **over 14 days** in arrears, the **Residential Tenancy Act** states that you can be issued with a notice requiring you to **vacate your premises**. You will be required to pay your rental arrears within 14 days (from date notice was sent). If you receive this notice you

should contact your Housing Officer immediately.

**Remember, if you are having trouble paying your rent, contact your Housing Officer straight away, don't delay! We are committed to supporting you to stay on top of your rent and maintain your tenancy – talking with us early is the first step.**

We also have staff here who can connect you with a range of services that may be able to provide assistance. So get on the phone and **give Tim or Trish a call on 1800 269 672.**

**Call 1800 269 672 to talk to your Housing Officer about this.**

**Act early,  
talk to us.**

**We wish you  
and your  
loved ones  
a very happy  
Christmas  
and safe  
New Year!**

## FROM OUR EXECUTIVE



**Perseverance** is one of our values and **this year has certainly tested that.**

**Drought, bushfires, floods and now COVID-19** have thrown light on how important having a home is to stay safe and well. This year has affected all Australians in some way, Mission Australia clients and our tenants, our staff and their families.

With the impact of these disasters on our economy we strive to remain focussed on the future. More than ever, we know we need **more social and affordable housing across Australia**. In **Clarendon Vale** we finished building 10 new social and affordable 2 and 3

bedroom houses in October and we started building 7 new social homes that will be completed in September 2021.

We are pleased to let you know MAH is working on a submission to the **Tasmanian Government's Community Housing Growth Program**. If this happens, we will take on the management of more housing across southern Tasmania around the middle of 2021. If successful, we will be in touch with the tenants that this affects as soon as possible to let them know what happens next. Please contact the Clarence Plains Mission Australia Housing office on **1800 269 672** if you have any questions.

**Our priority is your wellbeing and safety.** Last year we saw how extremely hot and prone we are to dangerous bushfires. We urge you to be safe, be prepared, stay cool and healthy, and keep your properties clear of rubbish and garden litter over the summer months.

I would like to thank all tenants who have taken the time to work with us over the

past year and who gave feedback through this year's **Annual Tenant Survey**. Your help means we can deliver the best possible services to you and we will keep working closely with **Resident and Community Steering Committees** to tailor and improve these services to you.

As we all work towards finding our **'new normal'** it is time to stop, take a breath, reflect on what we've learnt over 2020 and spend special time with family and friends.

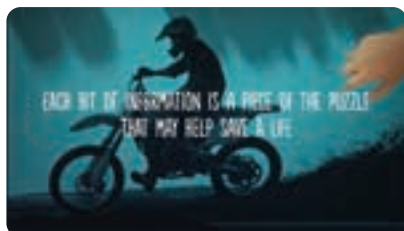
**Wishing you all a very happy and safe Christmas and New Year break.**

Chris Bratchford  
Executive, Mission Australia Housing



# Stand up for the place you live in

**As the weather starts to warm up and daylight hours increase, so too does unsafe and illegal trail bike activity across the community –** illegal riders are a danger to themselves and others so



it's important we keep riders and our community safe.

Clarendon Vale and Rokeby are great communities with great people that want the best for everyone who lives here! A few local people

though do not always act in ways that make this a safe place for everyone... and this is really frustrating for everyone else!

Let's work together by reporting activity

that puts riders and others in danger.

Every piece of information that you report is another piece of the puzzle that helps police identify people who are riding trail bikes illegally.

**You can contact Crime Stoppers on 1800 333 000** or submit a report online at **crimestopperstas.com.au** or contact **Tasmania Police** on **131 444**. Reporting is anonymous – information is

what's needed to solve crime, not your name.

**When you report, tell them what you saw:**

- Describe the bike (colour and any other features)
- Describe the rider
- Registration details (if plates visible)
- Date, time and place
- If safe to do so, take a photo with your phone.



## Keep your cool

**During the warmer months, air conditioners can be one of the largest energy users in our homes, typically using between 1,000 and 20,000 watts to run. Carbon Cops from ABC TV suggest:-**

- Set your air conditioner at the highest temperature setting where you still feel cool enough, **25° celcius is usually adequate**. Each 1° increase of the thermostat setting will save about 10% on your energy usage.
- Use the movement sensor setting if your air con has one, this will reduce power and energy usage when the room is unoccupied.

If you don't have an air conditioner and use a fan during summer, consider the following:-

- If you have ever stood in front of a fan, the breeze makes you feel

cooler. It does not actually make anything more cold, but what it does is take heat away from your skin faster which helps you cool down more quickly. That is why fans only need to be on when you are in the room because it is not actually changing the temperature of anything but your skin.

**Keep in mind!** Many electronic appliances use a constant trickle of power when they are on standby.

**Did you know?**

- Mobile phone chargers still use power when they are not charging anything
- Fans still use power even when they are not running

The total of all your electrical appliances plugged in and on standby is called the '**phantom load**' of a house.

**To cut your phantom load down switch off those electrical appliances at the power point when not in use.**



**1 This summer, drink plenty of water**



**2 Keep cool**



**3 Minimise sun exposure**



**4 Have a plan!**



**5 Take care of others**

**Your Mission Australia Housing Office will be closed** over the Christmas and New Year period, **from 5pm on Thursday, 24 December 2020 through to 9am on Monday, 4 January 2021.**

**For any property emergencies over this period please call the Mission Australia Housing 24 hour hotline on 1800 269 672.**

## Indigemoji

Australia's first set of Indigenous emojis made on Arrernte Land in Mparntwe/Alice Springs

**Over the 2018 summer school holidays, young people in Mparntwe/Alice Springs worked with local Indigenous artists, designers and Arrernte cultural advisors to decolonise the internet by learning to design and make a new set of emojis relevant to their culture and lives for you to use.**

Called Indigemoji, they were originally only going to feature 19 pictures but now they have a total number of 90 available and were developed on Arrernte land in Mparntwe, aka Alice Springs, by Central Australia's young Aboriginal people. The young people were asked to design new emojis that were relevant to their culture and lives, with symbols that feature the Aboriginal flag on crowns, hands and hearts among them. Other images include animals, plants, landscape, vehicles, faces, gestures and symbols.

You can use the emojis by downloading the free sticker set app available through the App Store and Google Play, which was developed by Leigh Harris at Indigenous design agency Ingeous Studios in Cairns. Or, head to **indigemoji.com.au** for more info.





# Thinking about making changes to your property?

To our valued tenants, just a reminder to ask us before making any changes to your property (for example, putting hooks in walls, installing an air conditioner or putting up a shed).

If you would like to make changes to your property you will need to put a request in writing to the Assets Team by completing a 'Request to Make Alterations' form. The Assets Team will review your request and may need to do an inspection before we can agree to any changes.

Some examples of changes to your property that need a 'Request to Make Alterations' form filled out includes installing:

- Anything requiring council approval
- Pergolas
- Air-conditioning
- Sheds
- Concrete slabs
- Bathroom or kitchen modifications
- Renovations such as painting
- Building alterations
- Electrical work
- Additions
- Securing a TV to the wall
- Hand-held showerheads or lever style taps
- Flyscreens on windows
- Replacing internal window coverings
- Cleats or cord guides to secure blinds or curtain rods
- Child safety gates inside the property
- Window safety devices for child safety
- Replacing hooks, nails or screws to hang pictures
- Carriage service for connecting a phone line or accessing the internet

The last thing we want to see is work done without approval, then you having to change the property back at your own cost!

The best thing to do is talk to your Housing Officer or the Assets Team before you change any part of the

## Act now for bushfire season

Our hearts go out to everyone affected by bushfires.

Be safe this bushfire season by preparing your home to survive a bushfire. Even if your plan is to leave early, the more you prepare your home, the more likely it will survive a bushfire or ember attack. A well prepared home can also be easier for firefighters to defend and is less likely to put your neighbours' homes at risk. A well prepared home will also give you more protection if a fire threatens suddenly and you cannot leave.

property so they can let you know if a 'Request to Make Alterations' form is required for the work you plan to do.

## Need more info?

You can always contact us if you would like more information.

You can also jump online and have a look through our **Tenant Factsheets** with easy to read information on important tenancy policies, these are available on our website, [missionaustralia.com.au](http://missionaustralia.com.au)

## Introducing new staff – Helen and Owen

We have two new members of our team for you to meet. Welcome to **Helen** who has joined us in the role of **Customer Service Support Officer** and welcome to **Owen** who has moved from Sydney to beautiful Tassie to join us in the role of **Regional Manager, Asset Services Vic/Tas**. We asked them both to share a bit about their musical taste (as we love music in the office) and here's what they had to say:-

Here are some basic maintenance tips to prepare your property:

- Clean up fallen leaves, twigs and debris around the property
- Clean your gutters of leaves and twigs
- Keep lawns short and gardens well maintained
- Cut back trees and shrubs overhanging buildings
- Have hoses long enough to reach around your house

Visit the TAS Fire Service website for more info:

[fire.tas.gov.au](http://fire.tas.gov.au)  
#readytogether



Tasmania Fire Service

### Soundtrack to my life – Helen

**Any song by the Beatles** reminds me of my childhood

**Crowded House** I always have on heavy rotation – it's a favourite

**Reflections of my Life** by **The Marmalade** always makes me cry

**Joanne** by **Michael Nesmith** would be my karaoke choice

**Late 60's & early 70's music** on YouTube is what I'm obsessed with right now (so much that I never saw when young)

**Summer Breeze** by **Seals & Crofts** sounds like home

**Nights in White Satin** by **The Moody Blues** reminds me of a key moment in my life – (lost love)

Nothing!! makes me feel like dancing

### Soundtrack to my life – Owen

**The Eagles**

reminds me of my childhood

**Stutter Rap (No Sleep 'Til Bedtime)** was the first single/album I ever bought

**Seth Sentry** I always have on heavy rotation – it's a favourite

**Counting Crows - Mr Jones** would be my karaoke choice

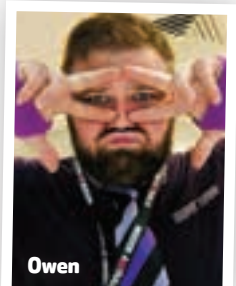
**Finding new music** is what I'm obsessed with right now

**AC/DC** sounds like home

**Metallica Nothing Else Matters**

reminds me of a key moment in my life

**Blister In The Sun** by **Violent Femmes** makes me feel like dancing



Owen