



Clarendon Vale Community Park;  
Students work in progress



Clarendon Vale



We are here to help

## Smoke alarms inspections

– your safety is our greatest concern



**Testing your smoke alarm once a year is essential smoke alarm maintenance that we must do. It's required by law and is one of the ways we can look after your house, you and your family. You should have received a letter from us at the beginning of March on purple paper with all the details you need to know about your upcoming smoke alarm check.**

Our contractor Waystons will be in touch with you by phone so you can agree on a time and date for the contractor to enter your home to do the inspection. **You can also call Waystons directly on 6273 7912 to agree on a time and date for the contractor to enter your home.**

Please make sure that you, or a friend, neighbour or relative are at home to allow the Waystons contractor to enter

the property so we can make sure your alarms are in good working order.

If no one is home on the agreed day and time and we can't access your property, another visit will need to be arranged and this may mean that you will have to pay for the second visit.

**It's important that we have the correct phone number for you so Waystons can get in touch.** If you need to update your details, you can complete the form that came with the purple letter and send it back to us in the reply-paid envelope, drop it into the office or give us a call and update your details over the phone. **Thanks for working with us – it's really appreciated!**

And if you would like a copy of our **Fire Safety and Your Home** brochure please speak to our Client Services Officer or you can download it from our website, [missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)

## Do you need to down size?



Over the last few months, we have been working with some of our tenants living in older 3 bedroom properties that are no longer suitable for their needs.

These tenants let us know that the size of their current home was becoming difficult to maintain. We have been able

to support these tenants to down size and move from their large home into a smaller home that is easier to manage and a better fit for their needs.

**We are expecting there will be a few places available by the end of this year, so if you are in need of a smaller property please get in touch.**

## 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)



**If you are not happy with the services provided by Mission Australia Housing or one of our staff members, we would like to know about it so we can deal with the matter as soon as possible and improve how we support people.**

## Making a complaint

Complaints can be made anonymously if you prefer. All complaints will be reviewed and, if you provide contact details, we will get back to you within 28 days. Staff can also help you to make the complaint and fill in the form. Complaints can be made by email, letter, phone or by completing a form that you can get from your local office or download from our website, [missionaustralia.com.au/housing/for-tenants/give-feedback](http://missionaustralia.com.au/housing/for-tenants/give-feedback).

**For more details on our complaints process please call 1800 269 672.**

## Your privacy

Mission Australia cares about protecting your privacy and is required by law to comply with the Privacy Act 1988, including the Australian Privacy Principles. We take our privacy obligations seriously and our Privacy Policy outlines our privacy practices. You can read more here: [missionaustralia.com.au/privacy](http://missionaustralia.com.au/privacy)

The Office of the Australian Information Commissioner (OAIC) is an independent national regulator for privacy and freedom of information. The OAIC promote and uphold your rights to access government-held information and have your personal information protected. **Visit [OAIC.gov.au](http://OAIC.gov.au) or call 1300 363 992.**





## FROM OUR EXECUTIVE

**Hello everyone,** welcome to the first newsletter for the year! I hope your new year is off to a great start and you had a restful break over the holiday period, re-energising after a particularly challenging 2020.

The year is definitely off and running, and I can't believe it's March already! Mission Australia's COVID-19 response continues to be front of mind as we all remain vigilant to keep our staff, tenants and your communities safe. We will continue to provide updates on what we can and can't do in regards to housing services and community activities but please keep checking your state government health websites for the most current information in your area. As we have experienced, this can change quickly.

Every year, we conduct an **Annual Tenant Survey through the Community Housing Industry Association (CHIA)**. Like most things last year, this was delayed but we are now working closely with CHIA to roll out the survey across the country in June. It is a great opportunity for you to give feedback to Mission Australia

Housing and tell us what you need from us.

Thank you to all tenants who completed last year's survey! Results seem to show the challenging year we all had with bushfires, floods and COVID-19 which meant we were not able to do many of the things that we value at Mission Australia Housing. **We experienced disruptions to our Repairs & Maintenance program, property inspections, as well as tenant and community events due to social distancing restrictions.**

Now as we hopefully turn the corner on the pandemic and get back to our **new normal** we are working towards getting back to delivering our full range of services.

I am delighted to see that we have commenced construction on **7 new social homes in Clarence Plains**. These will be made up of **4 villa-style homes and 3 free-standing houses**. These new homes have been funded through Round 2 of the Community Housing Grant Fund and I look forward to providing further updates on their development throughout 2021.

**Take care everyone and wishing you a safe and happy Easter,**

Chris Bratchford  
Executive, Mission Australia Housing

### What you told us in 2020

**79%\***

Overall satisfaction with housing services

**81%\***

Satisfaction with condition of home

**78%\***

Overall satisfaction with repairs & maintenance

*\*of tenants satisfied nationally*

### Easter holiday dates

**Fri 2 April**, Good Friday  
**Sat 3 April**, Easter Saturday  
**Sun 4 April**, Easter Sunday  
**Mon 5 April**, Easter Monday  
*Offices closed Easter Friday and Monday.*



### Easter pancake special

#### Ingredients:

1 cup self-raising flour  
1 egg  
Half cup of milk  
1 tablespoon brown sugar  
Pinch of salt  
Punnet of strawberries

#### Method

Mix all ingredients together and whip with a whisk.  
Cook at low heat until browned to your liking.  
Add Easter eggs of all varieties for that special Easter treat.

#### Optional ingredients:

A pinch of cinnamon, half teaspoon of vanilla essence, half cup of your favourite butter and of course, whipped cream.



### Remember!

Make sure you always use your Tenant ID number when making payments at the bank. Payments may get missed if we can't tell who made them.

### We've updated our policies & procedures

During 2020, our teams got together over many months to review our policies to make sure they meet any legal requirements and to provide the best possible services to you.

The updated set of policies look a little different and we will let you know about any updates in a number of ways:-

#### Tenant fact sheets

Easy to read information on important tenancy policies; available on our website.

#### Tenant newsletters

Just like this one, and we publish four a year. These are another way to keep you up-to-date on new policies and procedures.

**You can always contact us if you would like more information, and keep an eye on our website and upcoming newsletters.**

The 2020 team achieved;

4 

tonnes removed

30.28

tonnes removed since 2018 or

140  ute loads

# Hard to Skip 8.0



The Hard to Skip team had been pretty down in the dumps during 2020 until we got the green light to squeeze Hard to Skip 8.0 in just before Christmas. And, we are so glad that we did, because with your support, we removed more than 4 tonnes of hard waste from our community, and we also recycled some old fridges, BBQ's and cardboard in an effort to keep doing our bit for the environment. Another favourite part of Hard to Skip 8.0 was the twelve community

members we supported to remove the hard waste that would otherwise still be in a big pile at their home. Since Hard to Skip 1.0 in 2018, we have removed about 450 cubic metres or 30.28 tonnes (or roughly 140 ute loads) of hard waste from our community! There's no flies on us! Keep an eye out on the Clarendon Vale and Rokeby Neighbourhood Centre Facebook pages for dates and details of the next Hard to Skip.

**Are you inspired to help? Chat to your friendly Neighbourhood Centre about how you could be involved.**



## Celebrating NAIDOC together

**On Wednesday 11 November 2020, Mission Australia Housing, in partnership with the Rokeby Neighbourhood Centre, celebrated NAIDOC Week 2020, Always Was, Always Will Be.**

Well-known local Aboriginal artist Takira Simon-Brown started the day with Welcome to Country delivered in Palawa Kani and shared with us the rich history of the area.

Takira is a resident of Rokeby, with a long history of Aboriginal educators, elders, and community members in her family. Her grandmother and her mother both have shell jewellery showcased at the Tasmanian Museum

and Art Gallery. Her uncle Tony is the former curator for the Aboriginal history section of the same museum. Finally, her Uncle Bucky, is one of the voices of the Aboriginal art statues at Franklin Square!

Throughout the day, guests got involved in a range of cultural experiences, including tasting some wallaby snags and saltbush cooked on the BBQ, browsing the display of local Aboriginal artwork, participating in an interactive art lesson run by Takira, as well as planting some native seedlings in their newly decorated terracotta pots.



Everyone who attended had a wonderful time enjoying the days' activities. As the event wound down, people were talking about what next years' event could look like as community members voiced their strong desire to continue to respect and celebrate our Aboriginal people here in Clarence Plains.

**What makes a great community? you do!**

One Community Together would love to hear from you to help shape the future of Clarence Plains. Every survey entry goes in the draw to **win a \$50 Coles gift card.** Have your say today.

Scan the QR code here or visit [surveymonkey.com/r/octcommunityvoices2021](https://surveymonkey.com/r/octcommunityvoices2021)



**@Mission Australia Housing Clarence Plains**



**Have you joined our local facebook page?**

Once we receive your request to join the **Clarence Plains group** on Facebook, we will be in touch to complete a consent form. When it's signed and returned we can add you to the group which means we can **easily keep you up-to-date with local, national housing and community news and events quickly.**

## VOLUNTEERS NEEDED!

You don't even need a green thumb!!!!

**Mission Australia Housing had such a fantastic time planting out a tucker garden in the Clarendon Vale Community Park with 43 students from John Paul II Catholic school.**

This community-designed tucker garden has been 12 months in the making and just before Christmas, with the support of **One Community Together, staff from Clarence City Council, volunteers from the Tranmere and Clarence Plains Land and Coastcare group, Year 3 and 4 students and local residents and volunteers** the baby plants finally went in the ground.

Many community members designed the garden over a number of months before voting on what edible natives they wanted to grow.



While our tiny seedlings were busy growing big and strong at the Plant Nursery of Tasmania, Year 3 and 4 students from John Paul II and their teachers got involved by researching the plants so they could make their own plant guards to protect the growing seedlings.

Term 4 kicked off with students busy designing their guards, including handy 'how to use this plant' drawings that identified the plant and the student they belonged to.

The finished plant guards were a joy to read and are super informative on which parts of the plants are edible and how to prepare them – we couldn't help but smile when we saw the finished product. We also installed a number of large mud stone rocks as a design and safety feature to deter illegal trail bike activity through the garden.

The garden is now doing its' thing, all the baby plants are in and growing big and strong! (see pic below).



**We urgently need your help!**

Do you have some spare time? Would you like to find out more about volunteering on this project? Give me a call or pop into the office, I'd love to chat about the possibilities with you. You don't even need a green thumb to participate. **Call 1800 269 672 and ask for Kathryn.**



## Are you paying the right amount of rent?

Each year we are required to review the household incomes of all our tenants to make sure you are paying the correct rent. We call this a **Household Income Rent Review**. We try to do this twice a year for tenants in social housing and once a year for affordable housing properties. We also need to check the market rent for your property. This is called the **Market Rate Rent Review**. We check this once a year in our May review.

The amount you pay for rent may go up or down depending on:-

- If your income has changed
- The market rent on your property has changed
- The number of people in your household has changed

**The first Household Income Rent Review and the Market Rate Rent Review for 2021 will begin in March and changes to rent will happen in May.** Please check your letterbox regularly for the letter and forms that you will need to fill in and return to us.

**Act early, talk to us.**

## Fire safety matters

**With the cooler months just around the corner it's everyone's responsibility to learn about fire safety and how to prevent fires.**

You can find some helpful resources here:

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

**>>TIP!** Now is a good time to clean up leaves and branches around your property. Leaf litter is fuel for fires!



**Since our last newsletter we said a sad farewell to Lee and now it's time to say 'Hi' to our new Assets Officer, David.** David loves music so we asked him about some of his favourite musical influences.

Bruce Springsteen in Melbourne, 2014 is the best concert I've been to by a country mile.

*Up there Cazaly* by Mike Brady reminds me of my childhood.

*Ripper 76* various was the first single/album I ever bought.

*REO Speedwagon*

*In my Dreams* is a favourite

that I always have on heavy rotation – it's a fave.

*Tears in Heaven* by Eric Clapton always makes me cry.

*Working Class Man* by Jimmy Barnes would be my karaoke choice.

*When the Saints come Marching In* by St Kilda Football Team is what I'm obsessed with right now.

*Let the Franklin Flow* Going sounds like home.

*Heaven* by Bryan Adams reminds me of a key moment in my life, the night I met my lovely wife.

*Spanish Eddie* by Laura Branigan makes me feel like dancing.

