

# Housing News

Happy Easter



## Mould attack pack

**The last couple of weeks have been very wet and everyone is experiencing the after effects.**

As the water recedes there are damages that will need to be attended to. We appreciate your patience while we process the reported damages, balance that with available tradespeople and insurance company requirements. **If you have new damages to report, please call us on 1800 269 672.**

If you have not had damage to your property, there is still a lot of dampness in the ground and in the air. This is perfect for mould growth. Please see the **Mould Fact Sheet** included with this newsletter for more information.

The NSW Government has released details of their financial assistance package for anyone impacted by the floods.

You can find details at: [service.nsw.gov.au/floods/financial-assistance](http://service.nsw.gov.au/floods/financial-assistance)

**We have free Mould Attack Packs available for tenants. Just call us to pick one up or we will deliver to your door! If you have a mould issue that is beyond general cleaning, please contact us urgently on 1800 269 672.**

## Mission Australia Housing Forum goes online!

**With the always changing COVID regulations we have not been able to come together to talk about what is important to you!**

So this year, we are hosting a large online tenant forum along with smaller pop up forums in your local neighbourhood or complex.

**Join in the fun at 10am – 11.30am, Wednesday 4 May 2022**

We will have lots of guest speakers including Centrelink, Disability Services, NSW Police, Mission Australia Housing staff and many more... **Watch this space!**

There will be great prizes and give-aways from \$50 gift vouchers, Western Sydney Wanderers apparel, GWS Giants apparel, Sydney Zoo tickets and much, much more.

**Keep an eye on your notice boards and Facebook groups for login details in April.**

## Your safety is our greatest concern



**Testing your smoke alarm once a year is an essential property inspection that we must do to make sure your smoke alarm is working correctly and is compliant.**

This reduces risk to you and your loved ones during a fire.

Remember home fires are not just contained to your home but can also spread to your neighbours. Winter is on its way so it is really important that we are able to access your home to check your smoke alarm. Please talk with your Housing Officer if you have any questions.

## CONTACT US

- 📞 Mission Australia Housing hotline: **1800 269 672**
- 🏠 Level 2, 81 Flushcombe Road, Blacktown NSW 2148
- 💻 [missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)
- 📘 [facebook.com/groups/MissionAustraliaHousingSydney](https://facebook.com/groups/MissionAustraliaHousingSydney)

**We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia. We pay our respects to Elders past, present and emerging.**



# Update

FROM OUR EXECUTIVE

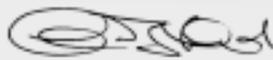
## Welcome to the first newsletter for the year!

With the lingering effects of COVID-19 and then the devastating floods across NSW, I am constantly amazed by the resilience and strength of our communities in these challenging times.

I would like to thank you for your patience over the past couple of years as we have responded to Government guidelines and restrictions throughout COVID-19. We are excited to be returning to offices and seeing you back out in the community and in your homes, carrying out regular housing services. It is a really re-energising feeling to be connected again to our tenants and communities.

We are excited about coming to you through our **pop-up mobile offices** that will be visiting a number of unit complexes soon. Look out for your Mission Australia Housing team who will be onsite to go through any questions, paperwork or concerns you have in person.

**Wishing you all a very safe and happy Easter and that this Lunar Year of the Tiger continues to bring us all strength.**



Chris Bratchford  
**Executive, Mission Australia Housing**



## REPAIRS AND MAINTENANCE CORNER

Here's what's been happening since January in your area:

**437** repairs and maintenance requests received

**426** work orders completed

### Most common repairs:

Leaks, roofing, electrical safety and blocked toilets

**\$429,399**  
total spend

**With NSW Government now easing lockdowns and restrictions, we can now get out n' about more.**

Watch out for the friendly faces of **Regional Assets Manager, Teena** and familiar face, **Danielle** who is now your **Asset Officer**.



The Assets team will be out and about through April to June to assess your property and it's condition, and to plan any maintenance. This is also known as a Property Assessment Survey.

## Rapid Antigen Tests available (or more commonly known as RATs)

Through the NSW Government we have a limited supply of RATs for tenants. **Please contact your local office on 1800 269 672** if you need a RAT or ask staff onsite who will have stock of them.

Get out and about over Easter and Anzac Day with **FREE PUBLIC TRANSPORT**, Thursday April 14 to Tuesday April 26!

## What is pandemic fatigue?

**We can all tick the box when it comes to being affected by COVID-19 in some kind of way.**

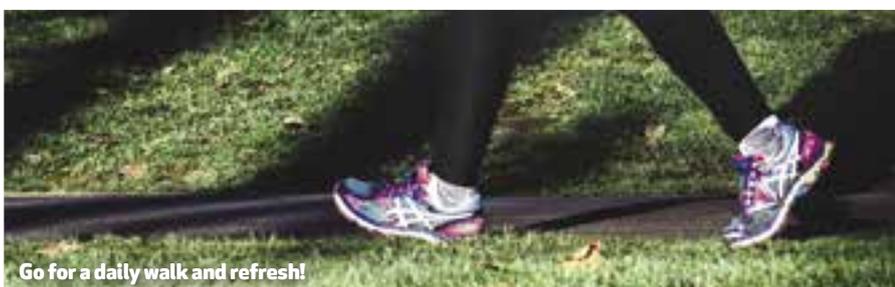
Some symptoms you may experience are:

- feeling hopeless and trapped
- lack of motivation
- nervousness
- tearfulness
- tiredness
- headaches
- not hungry
- sore muscles
- wanting to be alone
- feeling slower

### Tips for recovery

- Please see your local GP if you are concerned
- Start walking daily
- Eat healthy meals
- Stay away from too much media, including news, phones and devices

For more information visit [health.nsw.gov.au/Infectious/covid-19/update/Pages/pandemic-fatigue.aspx](https://health.nsw.gov.au/Infectious/covid-19/update/Pages/pandemic-fatigue.aspx)



Go for a daily walk and refresh!

## Are you paying the right amount of rent?

Each year, Mission Australia Housing carries out a rent subsidy review for all tenants. This is to check if you are still eligible for a rent subsidy and paying the correct rent based on the income earned or benefits you receive. **The difference between the market rent value and the rent you pay is called the rent subsidy.**

Each year, we also check the rental market to see how much average rents are in your area and update your property market rent to match.

**Market rent reviews and Affordable Housing rent reviews happen once a year. Social Housing rent reviews happen twice a year.**

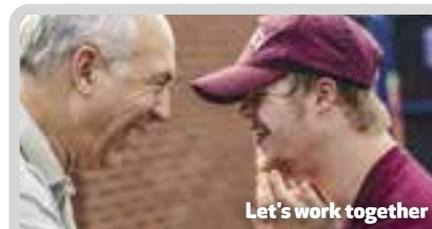
We will contact you by letter to let you know when this is happening.

## Working hand in hand with local Councils

Over the past few months in between lockdowns we have been taking local councils on tour across our housing portfolio so they can get a better understanding of tenants' needs.

This is what **Andrew Churchill, Sustainable Resources Multi-Unit Dwelling Officer with Blacktown City Council** had to say:

*"Going on community tours with Mission Australia Housing is a great way to learn about the environment, residents, successes and issues associated with each complex. Taking part in these community tours benefits Council greatly so we can work together to improve your neighbourhood."*



## Would you like to be a part of a group that makes your community safer and more active?

There are already some small groups of tenants doing lots of great things around the place improving complexes and neighbourhoods. These groups and individuals come together to work with Mission Australia Housing and other tenants on projects like **fruit and vegie gardens, safety audits in complexes, working bees** and much more.

These projects add great skills to include on your CV or resume, especially if you are the Champion Tenant and leading on the project.

### Want to know more?

Chat to your Housing Officer or your Community Development Officer by calling 1800 269 672. **You can be the change you want to see!**

## Meet Danielle



Assets Danielle

**One of Mission Australia Housing's unsung champions of the Sydney team, Danielle started with us as a teenage student placement and is now all**

**grown up and is your Asset Officer.**

### How long have you worked here?

I started my traineeship in 2018 and joined Mission Australia Housing in 2019.

### What other positions have you had while working at Mission Australia Housing?

Business Trainee, Client Service Officer – Reception, Acting Asset Officer.

### How did you end up working for Mission Australia Housing?

When I was fresh out of high school I wanted to complete a traineeship instead of going to University. I was interviewed by Mission Australia Housing who agreed to host my

traineeship. At the end of my traineeship the reception role was vacant, I went for the interview and was successful. The rest is history!!

**Favourite colour?** Pink

**Favourite sport to play?** Paintball

**Favourite holiday you have been on and why?** Travelling with my partner to see family and friends in northern and north west of NSW.

**Favourite vegetable?**

Hot potato chips

**Favourite meat?** Chicken

**What's your favourite style of music?** Club music

**Where do you love to shop?** Big W

**Favourite NRL team?**

Penrith Panthers

**If you were the Prime Minister of Australia, what would you change?** Make child care/ day care free, increase weekly pension rates and emergency disaster funds.

## Easter & Anzac dates



**15 April** – Good Friday

**16 April** – Easter Saturday

**17 April** – Easter Sunday

**18 April** – Easter Monday

**25 April** – Anzac Day

The Mission Australia Housing offices are closed on Easter Friday, Easter Monday and Anzac Day. **For emergencies, please call 1800 269 672.**



**Scan the QR code to receive the latest updates via Facebook.** Join Mission Australia Housing's Facebook groups to receive updates regularly. **If you prefer to receive notifications via email or SMS,** please call 1800 269 672. [facebook.com/groups/MissionAustraliaHousingSydney](https://facebook.com/groups/MissionAustraliaHousingSydney)



**Welcome to Chappy chat.**

A community chaplain is someone who has the time to listen to your hopes and dreams, hears your pains and struggles, and helps you through your life. Community chaplains are also here to help connect you into helpful communities.

**~ Do you sometimes get the feeling you're going around in circles? Do you beat yourself up, tell yourself you're wasting precious time? If you do, then perhaps it's time for a change?**

Everywhere we look we can see things happening in circles: the seasons take a full twelve months to circle around; the moon takes a month to circle the earth and the earth – the magnificent blue marble we call our home – is located in a spiral galaxy that rotates every 200 million years.

Outside my home, I have a maple tree whose leaves reflect the circling of the seasons; my friend, the tree a constant reminder that growth does not happen overnight and that every season, even the hard and cold ones, eventually come to pass.

So, whenever you feel as though you're going around in circles take heart. Perhaps your circling is giving you space to think? Perhaps your circling is the way you process anxiety and fear? Whatever the cause, remember that you're not alone in your circling and know that as sure as spring follows winter, and day follows night God will make everything perfect in its time.

**Chaplain Karen Ravenscroft-Wheeler, NSW State Chaplain**



**If you would like to chat about this column or anything else with chaplain Karen, please call 1800 269 672.**

**Thank you!** We thank our volunteer tenant group members for helping improve our communities! We greatly appreciate your ideas and involvement. **Interested in getting involved with local groups?** Call 1800 269 672 to speak with your Community Development team.

**Hot cross bun french toast**



Let's indulge in some warm, fuzzy and crunchy deliciousness this Easter! This is a unique take on the traditional Easter hot cross bun. Enjoy!

**What's in it**

- 6 hot cross buns
- 2 eggs
- 1/3 cup + 100ml cream
- 1/4 cup milk
- 1 tbsp caster sugar
- 1/2 teaspoon ground cinnamon
- 50g butter



**How to**

1. Slice the hot cross buns in half horizontally, and set aside.
2. In a bowl, whisk together the eggs, cream, milk, caster sugar and ground cinnamon.
3. Preheat a non-stick frying pan to a medium heat, add the butter.
4. Take each hot cross bun piece and dip it in the egg mixture, coating all sides.
5. Let the extra mixture drip off the bun, then place into the frying pan.
6. Cook on each side for 2-3 minutes or until golden brown.

**What's on?**

With lockdowns now a thing of the past... **expos, events, conferences, celebrations, community hubs, markets** and all other gatherings are back on!

To make sure you do not miss out on the action near you, please visit your local council website to see what's on!

**Please check for events on your community noticeboard, your Facebook group and your letterbox for updates.**

**Are you falling behind in paying your rent and bills?**

Talk to your Housing Officer who can help you to set up a payment plan. **Paying off debt in small amounts often can help you get on top of this!** Call 1800 269 672 for more information.

**Safety in your community 1800 333 000**

The team at Mission Australia Housing is committed to the safety of everyone in our communities but **we are not the police.**

If you think you see something that is illegal or a crime you need to report it to the police. The link below is the **NSW Police Community Portal** with important information about what to do when you are feeling unsafe.

**[police.nsw.gov.au/safety\\_and\\_prevention/your\\_community](http://police.nsw.gov.au/safety_and_prevention/your_community)**

**Tips and tricks from your local police constable:**

1. You can always choose to be anonymous.
2. When you report an incident, ask for an incident number to track it.
3. Your phone call and information could be the most important piece that brings the needed change.



Happy Easter everyone!