

MISSION AUSTRALIA | Housing news

Spring 2016 edition



From our Executive



Over the past few months there has been a lot of movement within the housing sector and so it has been a very busy but exciting time for us here at Mission Australia Housing.

In Tasmania, we are very excited to welcome our new Operations Manager, Leanne Nugent. I am sure you will all get to know Leanne well as she familiarises herself with your neighbourhoods.

By the time you read this I know many of you will have either joined in with this year's Clarence Plains Spring Clean or are about to. Whether you help to improve the look of your community, volunteer at your local Neighbourhood Centre or simply smile and wave at the people you pass in the street you are, every day, making Clarence Plains a better place to live.

We also received our Annual Tenant Survey results. Whilst there is always room for improvement I am really pleased with what has been achieved. This year we were above all 3 National Regulatory System of Community Housing thresholds and we had an increase in satisfaction levels in 20 out of 23 survey questions. You will see more about these results throughout the newsletter.

I am also very excited to announce that the dedicated Mission Australia Housing website has "gone live"! This website has been developed for you, our tenants, so that you can quickly and easily access information on our services and on housing more broadly.

You can check it out here and also find out more about the Annual Tenant Survey results: www.missionaustralia.com.au/housing. Your feedback is very welcome!

I hope you are all enjoying some of this lovely spring weather after a chilly winter!

All the best

Chris Bratchford
Executive,
Mission Australia Housing

Contact us

- 📞 Mission Australia Housing hotline: **1800 269 672**
- 🏠 9/7 Saladin Circle, Clarendon Vale TAS 7019
- 💻 missionaustralia.com.au/housing

From little things, big things GROW

You might have noticed that the construction of the GROW Community Garden has finally started!

Since "turning the first sod" the Conservation Volunteers Australia construction team has been busy.

One of their main projects has been the construction of raised garden beds made of Tassie timber salvaged from Forestry Coups. Wood that would have otherwise gone to waste.

When finished they will be "wicking beds". A wicking bed means that the base of the garden is lined with plastic and filled with gravel and water. The soil is put on top of that, on a layer of geo fabric.



The bigger garden beds will hold about a hundred litres of water when full. The water "wicks" up to the soil as needed. This means much less watering in summer!

Another job the team have been working on is paving a flat area for a wood fired oven! When the oven is finished, we will be able to cook pizza and bread in the garden. We plan to have pizza nights there. Watch out for an invite once it's finished. Come up and enjoy some pizza with your community!!!

Tenant news and events



The Annual Tenant Survey - what you said...

Earlier this year we sent our Annual Tenant Survey to all of our Tasmanian tenants – that's almost 500 households. We asked a range of questions to help us understand what is important to you and to find out how you think we are going.

We had a good response this year with 136 tenants completing the survey! Overall your feedback was positive and showed that tenants are mostly happy with the service provided. But you also showed us some areas where we need to improve... **this is great because it helps us to know how we can serve you better!**

Some of the key things we found out were that:

- **86%** ↑ of tenants know their rights and responsibilities
- **85%** ↑ of tenants now understand how their rent is calculated
- **95%** of tenants had a property inspection in the last twelve months
- **48%** of tenants do not know how to appeal a decision made by Mission Australia Housing
- **86%** ↑ of tenants were satisfied with the quality of repairs carried out at their home

- **85%** ↑ of tenants felt that their maintenance call was answered in a timely manner
- **73%** of tenants were satisfied with the condition of their home, **19%** were not
- **92%** ↑ of tenants find Mission Australia Housing staff helpful

The top 3 major neighbourhood concerns were

1. Abandoned or burnt vehicles
2. Drug use or dealing
3. Rubbish or litter



The top 3 housing issues you are interested in are:

1. Repairs and maintenance
2. The overall condition of your home
3. Your neighbourhood as a place to live

Thanks you so much if you completed a survey – it really does help us to help you!

And finally congratulations to this year's winners of the survey prize draw, Matt and Mark from Rokeby and Anne and Leanne from Clarendon Vale – hope you enjoyed your winnings!

Tips and tricks – Spring has sprung!!

The arrival of Spring often brings about inspiration to do some spring cleaning! Here are 3 great tips to get your place ready for the warm weather!

- 1. Wash the windows and screens**—ready to be opened and let in those glorious spring breezes!
- 2. Dust those easy to forget places**—doorways, fans and tops of cupboards. Your highly sensitive spring nose will thank you!

- 3. Wash that winter linen**—wash all the flannelette sheets and heavy blankets ready to be packed away in the warmer months!

Clarence Plains Headcase

Our community bike helmet program is about to begin...

The need for a bike helmet program was identified by local resident, Marie Crick. Mission Australia Housing and the Clarence Council Youth Centre have been working with Marie over

the past year to see her idea become reality. The program will make bike helmets available to kids and young people living in Clarendon Vale and Rokeby where there is a real need.

Applications for bike helmets can be made through the Clarence Council Youth Centre. Payment for the bike helmets is minimal – either \$5 or a commitment of 5 hours of community contribution completed by the child or a family member. There will also be an assortment of stickers available

for the child or young person to make the helmet their own.

All helmets are new and have been provided through the generous support from individuals and community partners.



VALE FIT COMING SOON!

If it's time for you to get fit for summer then our trainer **Marieke** can offer you the following for much less than the usual fees in other gyms (even less if you have a health care card!) ...

- ⌘ High Intensity Interval Training
- ⌘ Weight Training
- ⌘ Active Sessions for Seniors

And much, much more

**So this spring ...
get fit, get VALE FIT!**

Contact Clarendon Vale Neighbourhood Centre on ph 6247 8163 for more information

Supported by the Crown through the Department of Health and Human Services.



ORANGE SKY LAUNDRY IS HERE

THIS IS A **FREE** WASHING AND DRYING SERVICE FOR THE PEOPLE IN THE ROKEBY COMMUNITY

EVERY WEDNESDAY @ 11AM – 2PM
AT THE
ROKEBY NEIGHBOURHOOD CENTRE

FOR FURTHER INFORMATION PLEASE CALL 6247 6778





e-Waste not, e-Want not

As we buy new technology, we also throw away our old stuff. Electronic or electrical products that we don't want any more is called e-waste. E-waste includes things like computers, televisions and mobile phones.

A lot of e-waste contains dangerous chemicals such as lead and mercury – even mobile phones contain arsenic and lead! These can hurt plants and animals and even humans if they leak out of e-waste dumped in creeks or bushes or sent to the tip.

But the good news is that many parts of electrical products can be recycled and used again. This stops dangerous waste from going to landfill.

E-waste that you can recycle includes:

- Mobile phones
- Televisions
- Computers and keyboards
- Printers, fax machines and scanners
- Cartridges

So do the planet and yourself a favour... recycle your e-waste!

The National Recycling Scheme provides a free recycling service for television and computer equipment. Simply call Office Works on 6230 9400 or Harvey Norman on 6230 1100 to arrange the drop off of your e-waste.

You can recycle your mobile phones at either Australia Post in Rosny or at the Clarence City Council.

Think before you throw

Have a look at how long the rubbish on the list below will hang around for before it has fully rotted away...

- | | | |
|--------------------------------|-------------------------------|----------------------------------|
| * Paper - 2.5 months | * Plastic bag - 10-20 years | * Beer can - 200-500 years |
| * Orange peel - 6 months | * Disposable nappy - 75 years | * Styrofoam - Never |
| * Milk carton - 5 years | * Tin can - 100 years | * Glass bottles and jars - Never |
| * Cigarette butt - 10-12 years | | |

Make Clarence Plains a better place to live and ask yourself these questions before you throw that thing in the bin ...

- Can I recycle it?
- Can I compost it?
- Can I use it for something else?
- Should I just not buy it anymore?

Some things you just have to bin but the less you bin the happier Clarence Plains (and the planet) will be.

So be good to your mother (nature)... !!!



You Can Chuck It Anytime You Like But..

It Will NEVER Leave!



Carols under the stars



You're invited to join us at Carols Under the Stars 2016!

Come along and enjoy the festivities with over 5000 other people from your local community, hear from some of Hobart's best musical talent, taste some delicious food and be a part of our free family festival and activities for kids!

Date: Saturday 17th December
Venue: Lauderdale Primary School Oval (off Acton Rd)
Time: 6pm Free Family Festival, 7:30pm Carols Begin!
Cost: Entry and all activities are FREE.
More info:
www.abundant.org.au

We can't wait to see you there!



And if you can't get yourself there...

A bus service will be available for residents of Rokeby and Clarendon Vale for this year's Carols Under the Stars on Saturday the 17th of December. This service can be booked by paying \$5 per adult and \$10 per family - your booking fee will be refunded to you when you get on the bus on the night.

Please book early as seats are limited. Bookings can be made by ringing Mission Australia Chaplain Stephen on 0476 844 326. Pick up points will be the Neighbourhood Centres in both suburbs.

Mushroom, tomato and bacon tartlets

Ingredients:

2 sheets of puff pastry
6 eggs
1 cup of grated cheese
4 sliced mushrooms
1 sliced tomato or 4 sliced cherry tomatoes
1 chopped spring onion
¼ cup chopped parsley
2 sliced rashers of bacon
Salt and pepper to taste

How to make:

- Pre-heat oven to 180C
- Grease cup cake or muffin trays
- Cut pastry into circles big enough to line the trays and place in individual tins
- Combine all the ingredients except the tomatoes in a bowl



- Spoon mixture into pastry cases
- Lay a slice of the tomato on top of each
- Cook in oven for 20-25 minutes or until golden brown
- Place on wire rack to cool and enjoy!

Recipe was supplied by a Clarence Plains' resident. Tracey was the adult winner of the 2015 Nutrition Kitchen Cooking Competition.



Congratulations to the winners of last month's Guess Who competition:

- Tania from Clarendon Vale
- Lynette from Rokeby

Enjoy your prizes!!



A quick interview with Leanne - our operations manager for Clarence Plains



1. If you could buy any type of food what would you buy?

Ice cream is my favourite food.

2. If you could be any animal what would it be?

I have a cat that lies around in the sun all day so I often think I would like to be her however, I would hate to have to eat cat food, so maybe a pampered pooch.

3. What is your favourite summer activity?

I love to go to Bruny Island and walk along the beach.

4. What is your favourite thing to do?

I love doing jigsaw puzzles.

5. What is the best holiday you ever had?

Last year I visited Vietnam and it was lovely.

