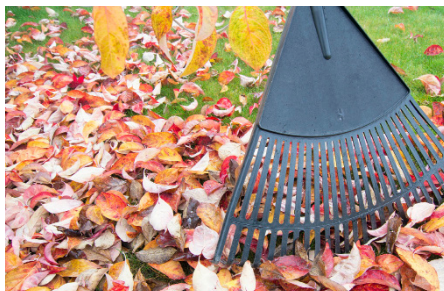


# MISSION AUSTRALIA | Housing news

Autumn  
2015 edition



## From our General Manager



**My name is Chris Bratchford and it's my privilege to lead Mission Australia Housing and achieve the best possible outcomes for our tenants.**

Since I started in January, I've enjoyed getting to know many of you, as well as our wonderful staff across New South Wales, Victoria and Tasmania. I've visited properties and met with government housing authorities and regulators in order to better understand our organisation and the needs of the communities we serve.

Prior to starting here, I worked in the social housing sector as Chief Operating Officer of Australia's largest private social housing maintenance company and as Chief Executive Officer for one of the largest community housing providers. I have also worked at a senior level in the financial services sector in both Australia and the United Kingdom.

While we do many things well at Mission Australia Housing, our recent tenant survey results indicate that we also have a lot of work to do. This includes improving maintenance service delivery, tenant engagement and making sure you are aware of our policies and procedures.

Last year we made a lot of improvements to our Tasmanian maintenance delivery arrangements. This is just one of many areas that we are committed to developing in order to better meet your needs. We are encouraged by your hopes and dreams for your community and welcome your involvement in our work.

**One of the best ways to have a say in your future is by completing this year's tenant survey.** Your feedback is confidential but will help to inform any major decisions we make. We will share the results with you in May.

I look forward to meeting with you and, in the meantime, if you have any queries or concerns don't hesitate to get in touch.

Kind regards,

**Chris Bratchford**  
General Manager  
Mission Australia Housing

## Tenant fact sheets

**We are pleased to announce the release of a series of tenant fact sheets, designed to provide you with information on key matters relating to your property and tenancy.**

**Fact sheet topics available:**

**Appeals & Complaints**

**CCTV**

**Keeping Pets**

**Rent Arrears**

**Rent Payments**

**Rent Setting**

**Repairs and Maintenance**

**Water Usage**

**Visitors and Additional Occupants**

**Rent Review**

**Looking After Your Property**

To receive a copy, or provide a suggestion for future topics, please contact your local Mission Australia Housing office or visit our website [missionaustralia.com.au](http://missionaustralia.com.au).

## Contact us



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



9/7 Saladin Circle, Clarendon Vale Tasmania 7019



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





# Clarence Plains master plan

A master plan aimed at building a stronger community for the suburbs of Clarendon Vale and Rokeby is now in its final stages.

Together with Housing Tasmania, we have created a plan that will help guide the physical, social and economic future of the community over the next 10 years. Known as the Clarence Plains Master Plan, the framework has considered feedback from community members and services, business and industry and all levels of government – all important aspects of building a flourishing community.

Thank you to everyone who has taken the time to talk to us. Your input has significantly contributed to the plan's development and helped us form realistic pathways to make Clarendon Vale and Rokeby even stronger communities.

Community building is an ongoing process, and we look forward to working with you more to make sure the existing strengths, passions and commitments in Clarendon Vale and Rokeby continue to shape Clarence Plains.

To find out more about the plan and/or to become involved in the community, please contact Matt on 1800 269 672.



# Grow your own Winter veggies

If you're tired of costly supermarket vegetables, why not try growing your own?

March and April are the best time to plant Winter veggies such as these:

<b>Broad beans</b>	<b>Cabbage</b>	<b>Leeks</b>
<b>Spring onions</b>	<b>Broccoli</b>	<b>Cauliflower</b>
<b>Onions</b>	<b>Turnips</b>	<b>Radishes</b>

You can also plant spinach and kale until August and lettuce all year round. For a family of four use 2 punnets of seedlings or a packet of seeds. To ensure a regular crop, try planting in two lots – one in March and one in April.

**Try this:** Plant basil, parsley and chives to make a healthy 'living border' for your vegetable plot as well as annual herbs such as rosemary, oregano and marjoram.

Over the coming months, we will be offering opportunities for you to learn more about growing fresh fruit, vegetables and herbs as well as how to make some great meals. Keep an eye out for an event near you or contact us on 1800 269 672 for more information.



# One Community Together forms vision for a safer Clarence Plains

Community members from Clarendon Vale and Rokeby gathered together late last year to form a vision for safety in Clarence Plains.

Known as 'One Community Together', the group held cafe forums on 26 and 27 of November to discuss issues and share ideas around safety in the Clarence Plains community.

Attended by 27 community members, the forums identified key areas of concern and avenues for making a positive difference. These findings formed a draft vision for safety in Clarence Plains, named *Clarence Plains: creating a safer community that is welcoming, attractive and passionate about the future.*

## The main areas of concern identified:

- Having a positive community culture where people care and welcome others
- Reducing anti-community behaviour
- Having an attractive environment that has a better look and safer feel
- Having more activities and services - more things for people to do, whether young or older
- Employment and education - opportunities to work and people ready to get involved

## The avenues for making a positive difference:

- Community Life eg. we could try and build hope, reward good things that people do, have welcoming people and signage, be good role models

- Community Spaces eg. we could try and get better lighting, clean up rubbish, build safe road crossings, fix the laneways, make nicer public spaces
- Community Activities & Services eg. we could try and make more activities for kids & adults, art & sports projects, school holiday fun, gardens, support programs
- Community Employment and Education eg. we could try and create training, new skills, work experience opportunities, a local skills register, local enterprise

To get involved and help make a positive difference, please contact Matt on 1800 269 672.



# Help us help you: food for thought

We would like to keep improving the quality of houses under our care in Clarence Plains, however every time properties are damaged or tenants fall behind in rent we have less money for planned improvements.

For example:

**\$50,000**

damage from a house fire

**15-20**  
heat pumps



**\$10,000**

damage from a deliberately damaged house

up to **6**  
full house re-carpets



**\$5,000**

worth of property damage

**4-5**  
hot water service replacements



**\$1,000**

of rent arrears

approx **5-8**  
room re-paints



Fun times, balloons and a visit from Santa at the **Mission Australia Housing Christmas Barbecue 2014**

# Reporting repairs

To report a repair call Lake Maintenance, now responsible for your home maintenance needs.



To lodge your request, simply give their friendly staff a call on 1300 452 537. This is a 24 hour phone service.

When you report a repair, please advise:

- Details of the type of repair needed
- Details of how the repair issue was caused (if known) and other relevant information
- A phone number for the contractor to call or a time for them to visit

For more details on repairs and maintenance for your home, read the Repairs & Maintenance fact sheet at [missionaustralia.com.au](http://missionaustralia.com.au)



# Chicken pie

Try this tasty chicken pie that will have the kids coming back for more.



Makes 6 small or 1-2 large pies

## Recipe ingredients

1 tablespoon olive oil	900g skinless chicken breasts
225g mushrooms, sliced	115g frozen peas
1 onion, finely chopped	1 teaspoon fresh thyme, chopped
350g carrots, sliced	675g puff pastry
2 celery sticks	1 egg
1 litre chicken stock	salt and pepper
85g butter	
55g plain flour, plus extra for dusting	

## Directions

1. Preheat oven to 200C. Heat the oil in a large saucepan. Add the mushrooms and onion and cook over a medium heat, stirring often, for 8 minutes until onion is golden.
2. Add carrots, celery and half the stock and bring to the boil. Reduce the heat to low and simmer for 12-15 minutes until the vegetables are almost tender.
3. Meanwhile, melt the butter in a large saucepan over a medium heat. Whisk in the flour and cook, stirring constantly, for 4 minutes.
4. Gradually whisk in the remaining stock, then reduce the heat to medium-low and simmer, stirring, until thick. Stir in the vegetable mixture and add the chicken, peas and thyme.
5. Simmer, stirring constantly, for 5 minutes. Taste and adjust the seasoning, adding salt and pepper to taste if needed. Divide mixture between 6 small ramekins or 1 or 2 large pie dishes.
6. Cut 6 small rounds of pastry to fit on top of small ramekins or to suit the large pie dishes.
7. Crimp top of pastry and cut a cross in the centre of each round of pastry.
8. Put ramekins or pie dishes on a baking sheet and brush with beaten egg. Bake in the preheated oven for 35-40 minutes, until golden brown and bubbling.

# Reduce condensation

Reduce condensation in your home with these simple tips.

Condensation occurs when warm moist air touches a cold surface and often leads to mould. To reduce condensation in your home, try to limit moist air and steam with the following tips.

## Top tips:

- Open up windows and doors on sunny days
- Use ceiling and/or wall fans in bathrooms and kitchens or open windows to help get rid of steam
- Cover pots with lids
- Wipe down wet windows
- Don't dry clothes inside the house (eg. on a clothes horse)
- Make sure a window is open if using a clothes dryer
- Use a fan heater in damp rooms for a few minutes each day



Condensation can lead to mould



**CONGRATULATIONS to Matt Lapham, one of the lucky winners who received a Woolworths gift card after completing a Master Planning Survey for Mission Australia Housing.**


# Pet competition

**Do you have a lovable pet that you think is special, talented or simply adorable? Send in a photo of your pet along with 25 words or less on why they deserve to win, by Monday 20 April 2015 and you could WIN ONE OF 2 PET HAMPERS valued at \$50 each.**



## Please send entries to:

 [jeanlouiss@mahousing.com.au](mailto:jeanlouiss@mahousing.com.au)

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