



From our General Manager



So, we're in the middle of winter with snow recently blanketing Tasmania down to sea level and the higher and middle ranges of NSW and Victoria. At the same time our clients in Cairns, Queensland have had their usual warm winter weather in the mid-20s.

The weather report as it affected Australia's East Coast is a useful reminder that Mission Australia Housing supports our clients in tenancies in all four of these East Coast states. We own or manage approximately 2,200 properties housing over 4,000 tenants.

Winter also brings with it other stresses such as bouts of the flu and higher energy costs. The costs of keeping warm can be significant, and we know that its especially tough at Clarendon Vale and Rokeby where your homes are older. Over the past year we have

upgraded over 100 heaters. We still have a long way to go and are working hard with Lake Maintenance, but we also have a tight budget – a budget that only tightens when impacted by things like arson, rent arrears, theft and deliberate damage (so always let us know if you see anything).

While providing houses to over 4,000 tenants supports our goal of reducing homelessness and strengthening communities, it is still a small contribution relative to the approximately 105,000 people in Australia who are currently homeless.

In the coming years we aim to use our resources as effectively as we can to provide additional housing and individual and community support and are committed to building 40 additional homes.

We are dedicated to achieving better outcomes for you and will continue to pursue new opportunities to further this aim.

Kind regards,

Chris Bratchford
General Manager,
Mission Australia Housing

Paddock 2 Plate

Ever wondered if that compost heap is alive or dead? Or how much bacteria is living inside a worm? Probably not because, let's face it, it's not something that usually comes up in conversation.

In June, more than 150 school students from 4 local schools and over 30 members of the local community attended Paddock 2 Plate held at the Rokeby Neighbourhood Centre.

They learned that compost is alive and that there are over 10 billion bacteria in each worm. Along with composting, there was an opportunity to learn about healthy cooking, barbecuing, gardening, growing fruit and veg, and worm farming, as well as participating in a range of competitions. Everyone learned lots of useful information to put into practice at home. Hopefully Paddock 2 Plate will be back again next year.

Special thanks to Rokeby Neighbourhood Centre and volunteers Jen Dare and Carolyn George, Corina McCarthy, FIMBY and partners, the Clarence Plains Community Shed, Mission Australia's Youth Beat, the Clarence Council Youth Centre and Mission Australia Housing, as well as 6 fantastic TAFE students for making the day a success and to Church Communities Australia for funding the event.

Happy growing!



Contact us

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

🏠 9/7 Saladin Circle, Clarendon Vale Tasmania 7019

💻 missionaustralia.com.au

Hawks come to the Plains

Earlier this year, Mission Australia invited the Hawthorn Football Club to visit Clarence Plains once again.

Over 100 community members came along to meet Hawks players Sam Mitchell, David Hale and Jono O'Rourke. The players demonstrated their ball and goal kicking skills, and then helped with face painting and made balloon animals.

We'd like to thank the Hawthorn Football Club for making it out to the Plains.



Photo: Hawks at the Village Green

Smart ways to save on call costs

You can call Mission Australia Housing on 1800 269 672 for free or Lake Maintenance on 1300 452 537 for the cost of a local call if you call from a landline rather than a mobile phone.

Did you know that the cost of a call to 13/1300 and 18/1800 numbers depends on the:

Type of phone you are calling from eg. mobile, landline, payphone

Telephone company that provides your telephone service

The mobile call plan you have chosen

Calls to numbers starting with 18 and 1800 are free if you call from a

landline, but will cost you whatever your mobile phone provider charges if you call on your mobile phone.

Calls to numbers starting with 13 – for example most Centrelink numbers – and 1300 will be charged to you at the cost of a local call if you call from a landline, but will cost you whatever your mobile phone provider charges if you call on your mobile phone.

Some mobile phone companies are starting to allow free calls to 18/1800 numbers. You will need ask your provider about how much they charge to call 13/1300 and 18/1800 numbers.

If you don't have a landline at home feel free to pop in to your local Neighbourhood Centre and ask to use their landline.

The simplest way to save money is to think about the 13/1300 and 18/1800 numbers you call regularly and plan to call them on your landline.



Tasmania office hours

Office opening hours

A reminder of our office opening hours:

- 10-4pm on Monday, Tuesday, Thursday and Friday
- 10-1pm on Wednesday

Drop in to see us whenever you need to.

For urgent, out of office hours assistance, please call the Mission Australia Housing Hotline on 1800 269 672.

Healthy cooking ideas



Are you interested in healthy cooking ideas and seeing more fruit and vegetables growing in Clarence Plains? If so, please call Matt on 1800 269 672.

Date change for Clarence Plains Festival

Please note that our annual Clarence Plains Festival has moved from October 2015 to April 2016.

So start planning now. The festival will take place at Neilson Park in Rokeby on Saturday, 30 April 2016, offering residents and visitors a fantastic day of family entertainment.



Annual Tenant Survey results

Earlier this year, we sent our Annual Tenant Survey to 1900 tenants across NSW and Tasmania. We asked a range of questions to find out what is important to you and how we can improve the services we provide.

We received a fantastic response, with 641 tenants completing surveys. Overall your feedback was positive, indicating that you are satisfied with our services, but you also highlighted some areas that we needed to improve.

Your feedback was as follows:

- 76% overall satisfaction with Mission Australia Housing services, up from 73%
- 76% said that queries were responded to in a reasonable timeframe and 79% found staff to be helpful
- 96% of tenants have had a property inspection in the last 12 months
- 83% of tenants happy with condition of their home
- Repairs and maintenance was identified as the biggest priority for tenants
- Biggest communal area/neighbour issues are – parking, rubbish, noisy neighbours

76%

overall satisfaction with Mission Australia Housing services (up from 73%)

83%

of tenants said they are happy with the condition of their home

96%

of tenants have had a property inspection in the last 12 months

76%

of tenants said their queries were responded to in a reasonable timeframe

- Knowledge and satisfaction of the appeals and complaints process was low
- A number of tenants are unsure of how their rent is calculated

Your feedback is invaluable. We've already started to look at how we can address some of your concerns.

Over the next 12 months, some of the things you can expect from us include:

A policy on car parking for unit complexes that have onsite parking

A full suite of tenant fact sheets on key housing policies and procedures

More information and policies available on our website

Workshops in all regions on key tenancy topics such as appeals, rent calculations etc

As part the survey, everyone who completed the survey was put into a draw to win a gift voucher. We would like to congratulate the following people: Kathy G – Mid North Coast; Takira – Tasmania; June – Western Sydney; Tania – Western Sydney; Bruce – Tasmania

Thanks to everyone who completed the survey and to the NSW Federation of Housing for managing this survey on our behalf.

Find your voice

Think you can't sing? You may be surprised.

For the past year, Mission Australia Housing and Community Health have hosted Find Your Voice – a group that proves that anyone can sing.

Find Your Voice caters to men and women of all ages. We have people in their twenties to people in their eighties. We don't audition and we won't ask anyone to sing alone.

Singing together is one of the most fun and uplifting things you can do. It really does make you feel good so please join us! Everyone is welcome.

Find Your Voice takes place every Wednesday during the school term at the Clarence Council Youth Centre, Grange Road from 1-2.30pm.



Community spring clean

ONE Community Together presents The Community Spring Clean 2015

Come and shape the community you want by joining others and helping to clean up the Plains on 17 October 2015.

Call Matt on 1800 269 672 for details on getting involved



Save power, save money

Follow these savvy tips to keep your energy bills in check

Don't leave your electrical goods on standby: standby power is the energy used by appliances when they are not in use. Even though it's a small amount for each appliance, it all adds up. On average, the cost is 12% of your home's total energy use – that's 12% of your bill!

Buy and rent 'energy efficient': large appliances such as fridges, washing machines and dryers cost a lot upfront. But they can last 10-15 years. The energy efficiency of the model you buy or rent will make a big difference to the running costs and power use over its lifetime. Before you buy or rent, ask yourself – is it energy efficient? For any appliance, ask yourself: can I turn it off when I'm not using it?

Consider the energy rating: if you're buying or renting white goods, check the energy label to see how many kWh (kilowatt hours) per year it uses - the lower the better. A fridge or freezer with a 5-star energy rating uses half as much energy as one with a 1 star. You can



even work out how much an appliance costs to run. Power costs about 25c per kW. This means that a fridge with energy rating 530kW per year will cost about \$150 per year to run: **530kW x \$0.278 = \$147.26**

Congratulations to our adorable pets winner

Thank you so much for sending in photographs of your pets for the adorable pets competition.

Our winner is Yvonne from Marayong who sent in this adorable picture of her dog, Chad. We agree with you Yvonne, he is very cute and we hope he enjoys his pet hamper!



Chad

Ella's Stuffed Mushrooms

A comforting classic, these stuffed mushrooms make a warming winter meal



Serves 2 people

Recipe ingredients

2 large mushrooms	1 finely chopped tomato
1 tbsp BBQ sauce	1 tbsp thyme
2 tbsp sour cream	1 spring onion
¼ cup chopped parsley	Pepper and salt
Two slices of finely chopped ham	1 tbsp bread crumbs
1 egg	½ cup grated cheese

Directions

1. Take stems out of the mushrooms and chop.
2. Chop the rest of the ingredients finely and put in a bowl then mix.
3. Sit the mushrooms on a lined baking tray, top down, to make "mushroom cups".
4. Place heaped spoonfuls of the mixture in the middle of the mushrooms. Sprinkle bread crumbs on the top and bake in the oven for 20 minutes at 170C.

Serve with BBQ sauce.

This recipe comes from Ella aged 9 years, who was the winner of this year's Paddock 2 Plate cooking competition in Tasmania. Thanks Ella!

Calling all budding photographers!

Please send in your best landscape photograph to go into the draw to WIN A \$50 GIFT VOUCHER.

Send your photo to:

jeanlouiss@missionaustralia.com.au
by 20 September for your chance to win.

