



CEO's Intro

Dear NCCH Tenants,

Welcome to the first edition of our Tenant Newsletter for 2021. Here's what we've been up to since our last issue....

Strategic Planning process

We have commenced the review of our current Strategic Plan as we head towards implementation of our new Strategic Plan which will be in place from 2021-2024. The Exec Team will be working with the Board, staff and Tenant Council to decide on the areas of focus and goals for the organisation going forward. It is hoped that the Strategic Plan will be finalised by the June Board meeting and, once approved, we can then work on the business plan for the next 12 months.

Development Update

We are in the process of taking all of our vacant land through the development application process and should have designs approved by the end of June. This will allow us to provide some much-needed housing for our region, for which NCCH continues to lobby, subject to gaining the funding required.

Welcome to our new Operations General Manager, Tania Crosbie

Late last year, **Tania Crosbie** filled the role of Interim Operations General Manager until we had completed a recruitment process for the position of "Ops GM". I am pleased to announce that Tania was the successful applicant and appointed to the role. Tania will lead the Tenancy Teams across all of our three offices. Tania has quickly become a valuable member of the Executive Team and is putting efficiencies in place to our existing processes to make for better customer services across the organisation.

New People & Culture Manager appointed

I would also like to welcome **Carly Bairstow** who has joined NCCH as our People & Culture Manager.

Carly's background includes 2½ years at Housing Choices in Melbourne where she managed the merger with Access Housing in Western Australia. I believe that Carly will offer NCCH much more than just HR given her wide experience with organisational development.



Current COVID situation

As I conclude this article, we thought that COVID was on the way out however, as you would all be aware, that is not the case for anyone who has visited the greater Brisbane and/or the Byron area. Please follow any lockdown restrictions and/or guidelines that have been put in place by the health authorities and remember to keep up with your

COVID-safe practices.

Please stay safe and look after yourselves!

Until the next issue ... John McKenna

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All NCCH offices will be closed on Friday, 2 April and Monday, 5 April for the Easter break.

We will re-open for business at 9:00am on Tuesday, 6 April 2021.

NCCH acknowledges the Bundjalung, Arakwal, Gumbaynggir and Yaegl peoples who are the traditional custodians of the land that comprises the Northern Rivers.



SCHOLARSHIPS

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Could you be eligible for an NCCH Scholarship? Applications are now open!

Round One of our NCCH Scholarships Program open on 1 April 2021.

Applications will be accepted until 13 May 2021, with Scholarships being awarded at the end of May.

For more information or an application pack, please visit our website at <https://www.ncch.org.au/ncch-scholarships-program/> or contact Julie on (02) 6627 5315 or send an email to info@ncchc.org.au.

Scholarship Categories	Area	Award amount	What can the Scholarship money be used for?	
Primary Student	Education Sport Creative Arts	\$400	Education	Computers, software, books, technology, school supplies, tuition, excursions, school trips.
Secondary Student	Education Sport Creative Arts	\$800	Sport	Sports equipment, uniforms, registration fees, coaching sessions.
Tertiary (university) student / TAFE student / School leaver (not currently enrolled in school or education)	Education Sport Creative Arts	\$1,200	Creative Arts	Musical equipment, costumes/ uniforms, tuition fees, music/drama/art classes.
Adult	Education Sport Creative Arts	\$1,200		

Some of our well-deserving NCCH Scholarship recipients from 2020!



SCHOLARSHIPS





Updates & Info

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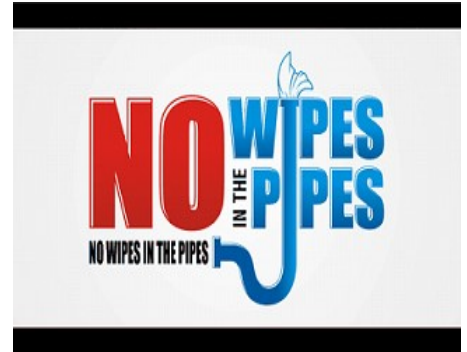
From our Assets Team

A reminder NOT to flush wet wipes down the toilet

Baby wipes and sanitising wipes should be thrown away in the trash, **not** in the toilet. They do not breakdown like toilet paper and will cause unwanted back ups and could even cause permanent and expensive damage.

Please note that if wipes are found to be the cause of the problem, it will be a Tenant Responsible charge and you will be required to pay for the repair.

Save the pipes – don't flush the wet wipes!



ncch
north coast community HOUSING

Maintenance Hotline

**PHONE
(02) 6627 5300
THEN PRESS 1**

**PLEASE LEAVE YOUR
NAME, ADDRESS &
PHONE NUMBER AND A
MAINTENANCE TEAM
MEMBER WILL CALL
YOU BACK**

Calls to our Maintenance Hotline

A reminder to place maintenance calls via our Maintenance Hotline. Call **(02) 6627 5300—then press 1.**

Please don't be afraid to leave a message on the voicemail when calling our Maintenance Hotline.

If we don't call you back straight away, that means we are busy with other calls, however, we will call you back as soon as possible.

Please note that when we call you back, it may appear on your phone's caller ID as a Silent/Private number.

Lights not working??

A light in your home may stop working for a number of reasons. The most common is that the bulb or tube/starter (if a fluorescent fitting) has reached the end of its life and needs to be replaced.

Just a reminder that all tenants are responsible for replacing light bulbs, tubes and starters within their home.



If you have changed the bulb or tube/starter and find this has not resolved the issue for you, please call the Maintenance Hotline, press 1 for maintenance where one of our team will provide further assistance.



Wishing all of our readers a Happy Easter!

Simon, Yolanta, Andrea, Brian, Khara & Nicki





Updates & Info continued

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From our Operations Team

Getting Connect with MyConnect



NCCH is pleased to announce we have partnered with independent utility connection company, Myconnect, to offer a free connection service to our tenants who are moving into NCCH homes.

Myconnect is an easy, one-stop connection service who can provide tenants with a choice of available suppliers for:

- ✓ electricity
- ✓ gas
- ✓ phone
- ✓ internet
- ✓ pay TV



Tenants can choose the best supplier for their needs and preferences and have their connection ready to go on move in day.

This free service is a great way to make it easier for new tenants to settle into their home.

Communication to Tenants in 2021

NCCH has commenced the first of 2021 **fixed rent review** so you will have received letters and SMS messages asking you to complete forms and return them to us. NCCH conducts these reviews twice a year and in the past NCCH was able to manage any adjustments however there have been a number of Centrelink changes that means both you and the NCCH team have to complete new forms – every rent review period.

We understand that this can be time consuming, however it also ensures that NCCH has the most up-to-date information about your situation – which is ideal for both of us.

NCCH will contact you formally for a number of reasons during the year:

- twice a year for **Fixed Rent Review** (in 2021 March and October)
- once a year for the annual **Tenant Feedback Survey** (in 2021 in June)
- at least four times a year for home visits and routine inspections
- plus four times a year for the newsletter.

All other communication will be ad hoc and specific to your situation.

All things COVID, Job Seeker and Job Keeper

The changes that the Government put in place last year to cover job losses during COVID came to an end on the 28th of March 2021. So if you have any issues with regards to paying your rent or your arrears, contact your friendly Tenancy Manager, before it becomes an issue.

Plus we have commenced all home visits and routine inspections now that the worst of COVID has passed. Please remember to follow any guidelines forwarded to you by your Tenancy Manager when an inspection is booked.

Exciting Cadetship Opportunity—Closing very soon!

There is an exciting new cadetship program that provides opportunities for tenants to undertake paid employment and training in property management and asset development. Go to www.communityhousing.org.au/cadetship to find out more information about the cadetship program. Applications at 5pm, Friday 6 April 2021.

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Updates & Info continued

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From our Operations Team ... continued

Meet Your Tenancy Manager

Meet Nicole Cadby who is a Tenancy Manager in the Richmond Office.

Where are most of the properties you look after?

I have properties all over from Nimbin to Ballina to Byron to Mullumbimby and Lismore.

How long have you worked for NCCH?

I moved to NCCH from Southern Cross Housing in NSW about a year ago. I worked for Southern Cross as a Housing Officer for a number of years before moving to NCCH.

What do you like most about your job?

The tenants – I get great job satisfaction from building strong tenant relationships and empowering tenants to sustain their tenancy. Seeing happy people be proud of their homes is a great feeling.

What do you love about the Northern Rivers?

I love the weather, beaches and culture. The people up here are way chilled.

What do you like to do when you are not working?

I love to 4WD, camp and tinker with all types of engines.



ABOVE: Nicole about to hit the road to do a home visit



On behalf of everyone in NCCH’s Operations Team, have a great Easter!

Tania Crosbie, Operations General Manager

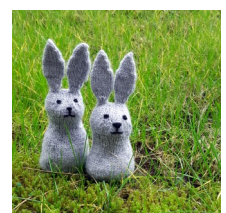
Fire and electrical safety around the home

⊙ Electrical faults are a major cause of homes fires. You can help make sure your home is safe by:



- ⊙ Not overloading powerpoints or powerboards in your home and use powerboards with an overload protection.
- ⊙ Don't use faulty electrical equipment.
- ⊙ Don't place extension leads under carpets or furniture.
- ⊙ Clean dryer filters before every use and make sure they are well ventilated.
- ⊙ Make sure dryers complete a cool down cycle.

⊙ Not exposing extension leads to the outdoor elements (rain etc)





Updates & Info continued

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Contacting Tenant Councillors

Just a reminder that your tenant representatives—Tenant Councillors—are always happy to discuss issues with you, so please give them a call on one of the numbers listed below.

Tenant Councillors can raise matters with NCCH staff on your behalf if you don't feel confident to speak up yourself. Please be assured that all calls are treated confidentially.



Peter (02) 6624 2619 | **Walter** 0411 117 276 | **Diane** (02) 6674 0540



The Tenant Council would like to wish everyone a safe and Happy Easter!

Peter Harris



Your local NCCH office

- Lismore: (02) 6627 5300
- Tweed: (07) 5523 5800
- Grafton: (02) 6642 9100
- General email: info@ncchc.org.au



<https://www.facebook.com/northcoastcommunityhousing/>



The Importance of taking out Contents Insurance

Have you considered what might happen if a flood, fire or other event occurs at the property you are renting from NCCH and your personal property or belongings are damaged or stolen?

If your personal items are damaged or stolen from your property, NCCH is not responsible for replacing items such as furniture, TVs, fridges, washing machines, beds, clothing etc. To protect yourself in case any of these events occur, you need to have your own 'Contents Insurance'.

The benefits of taking out contents insurance is that you are able to cover the costs of replacing these items if they are damaged or stolen. It is the responsibility of NCCH tenants to take out contents insurance for all items within their homes. It is not that expensive and well worth spending the money for peace of mind of knowing that if something happens, you will be able to buy new items and start again. It's one less thing to worry about if a disaster happens.

For more information, visit the *MoneySmart* website which helps explain contents insurance in more detail: <https://moneysmart.gov.au/home-insurance/contents-insurance>.

If you're on a low income, one organisation that may be able to help is *Good Shepherd Microfinance*, who offer cheaper & simpler contents insurance, with flexible payment options. To find out more about this insurance option, you can visit the *Good Shepherd Microfinance* website at <https://goodshepherdmicrofinance.org.au/services/good-insurance/>.

NCCH cannot advise you of what company to choose for your contents insurance, but you can contact your local NCCH office and we can provide you with general information on contents insurance.





Community Noticeboard

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Service NSW Mobile Service Centres — coming to a town near you!



Service NSW have Mobile Service Centres that travel around the region offering similar services to their physical sites including:

- Driver licence, photo card applications and renewals
- Driver Knowledge Tests
- Working With Children Check applications
- Applying for birth, death and marriage certificates
- Cost of Living service to access more than 70 government rebates and savings



Location schedules are regularly updated on the Service NSW website so check out their website <https://www.service.nsw.gov.au/campaign/mobile-service-centres> where you can search by suburb, postcode or current location to see when they'll be in your area.



It's time to turn back your clocks!

Daylight Savings ends at 3am on Sunday, 4 April 2021 so don't forget to turn your clocks BACK by 1 hour BEFORE going to bed on Saturday night!

Did you know?

That daylight savings was first introduced across Australia more than 100 years ago as a fuel-saving measure during WWI, but was quickly abandoned.

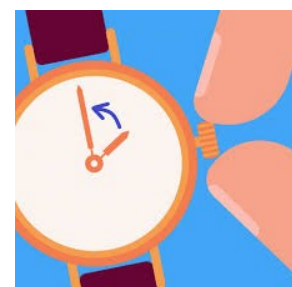
It was later re-introduced in the summers of 1942-44, but again, it didn't stick.

Following WWII, no state in Australia observed Daylight Saving until Tasmania adopted it in 1967.

New South Wales, Victoria, South Australia and the Australian Capital Territory followed suit in 1971 and have been turning their clocks back and forth since then.

Western Australia and Queensland have had turbulent histories with Daylight Saving Time. Four referendums on the topic - held in WA in 1975, 1984, 1992 and 2009 - were all rejected.

The states, along with the Northern Territory, do not observe it, meaning the country is split into five time zones during the Daylight Saving period.





**Community Noticeboard
continued**

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**DINE &
DISCOVER
NSW**

Coming soon!

Dine & Discover NSW—coming to NSW residents soon!

The NSW Government’s *Dine & Discover NSW* has been designed to encourage the community to get out & about, supporting dining, arts and tourism businesses and stimulate spending in the economy by providing vouchers to all NSW residents aged 18 & over.

The rollout of *Dine & Discover NSW* commenced in March and, throughout each week, vouchers are becoming available in more and more Local Government Areas (LGAs). By the end of March, the vouchers will be available across the state.

HOW DOES DINE & DISCOVER NSW WORK?

Every NSW resident aged 18 and over will be eligible for four \$25 vouchers worth \$100 in total. The vouchers can be used at participating NSW businesses who are registered as COVID safe.

The *Dine & Discover NSW* vouchers will be divided into two categories:

- two \$25 vouchers to be used for eating in at restaurants, cafes, bars, pubs and clubs from 7 days a week, including public holidays
- two \$25 vouchers to be used for entertainment and recreation, including cultural institutions, live music, and arts venues, available 7 days a week, including public holidays.

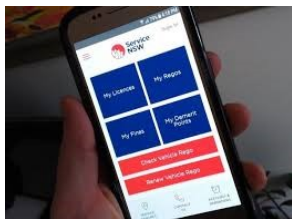
The vouchers cannot be used for retail, tobacco, alcohol, gambling and accommodation.



HOW DO I APPLY FOR THE VOUCHERS?

To participate in *Dine & Discover NSW*, you must have an account with **MyServiceNSW**.

You may already have the *MyServiceNSW* app from doing COVID-safe sign-ins but, if you don’t, download the *MyServiceNSW* app and register for a *MyServiceNSW* account ahead of the vouchers becoming available.



WHERE CAN I USE MY VOUCHERS?

You’ll be able to search for participating businesses where you can use your *Dine & Discover NSW* via the *ServiceNSW* app or on the *ServiceNSW* website. Vouchers must be redeemed in person at participating businesses and can only be used once.

Additional information is available at the *Dine & Discover NSW* website:

<https://www.service.nsw.gov.au/campaign/dine-discover-nsw>

The *Service NSW Dine & Discover NSW* vouchers which will be issued to all NSW residents aged 18+ in the coming weeks. For more information and to check if the vouchers are available in your area, please visit the *Service NSW* website

<https://www.service.nsw.gov.au/transaction/apply-dine-discover-nsw-vouchers>

Deals for NSW Seniors Card and NSW Senior Savers Card holders!

Check out deals that are available for NSW Seniors Card and NSW Senior Savers Card holders by visiting the NSW Seniors Card website at <https://www.seniorcard.nsw.gov.au/discounts>





**Community Noticeboard
continued**

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Stepping On

Stepping On is a free, exciting and friendly community-based falls prevention program for seniors, designed to build knowledge, strength and confidence to prevent falls and keep you active & independent.

It will teach you how to maximise your independence and ability to do everyday activities.

You can join if you are:

- * 65 years or older
- * Living at home in NSW
- * Able to walk independently or with a walking stick
- * Fearful of falling or fallen recently

Programs are run regularly in towns right across Northern NSW.

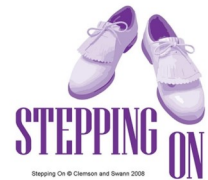
Call 6620 2553 for more info or you can visit the Active & Health website →<https://www.activeandhealthy.nsw.gov.au/>



Stepping On

Maintain your independence, health and mobility. Stepping On is a free program for people aged 65 years and over.

Call 6620 2553 to register.



**active &
HEALTHY**



Happy Easter!



REBATES

Cost of Living Rebates

Helping you find NSW Government rebates & savings that are relevant to you

Below is a link to the Cost of Living website where you will find a list of over 70 NSW Government rebates and savings, including gas rebates, electricity rebates, free Power of Attorney and Will preparation appointments through the Trustee & Guardian (located in Zadoc Street, Lismore), health rebates and much more!

People who receive assistance from the Department of Human Services (such as concession cards) may be entitled to receive rebates such as the NSW Low-income Household energy rebate; NSW Gas rebate; Medical energy rebate; Active Kids Vouchers; Creative Kids Vouchers; Regional travel; Photo ID & Drivers Licence; Car registration; MPS Permit (Mobility Parking permit); Power of Attorney & Will services for residents 60+ and who receive the full AGE Pension; NSW Specs program; IPTAAS (isolated Patients Travel and Accommodation Scheme).

Please note, not all rebates & savings are directly applicable for clients who hold Department of Human Services' benefit cards.

Go to <https://www.service.nsw.gov.au/campaign/cost-living#get-started> then click the link "Find savings now" and you may find rebates that you may be eligible for.

Or you can go directly to the questionnaire: <https://questionnaire.costofliving.service.nsw.gov.au/questionnaire>





**Emergency Contractors List
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IMPORTANT NOTE TO TENANTS (FOR OUT OF HOURS EMERGENCIES ONLY)

- ◆ Advise the contractor you are a tenant with NCCH
- ◆ The contractor may not answer but will have an answering machine – Please leave a message and the contractor will call back shortly (*please do not contact another contractor*)
- ◆ If you are in a **leasehold property** and require emergency repairs, please refer to your lease for emergency after hours contractors.



Alstonville/Ballina/Casino/Evans Head/Lennox Head/Lismore

Plumber: A E Campbell..... 0428 272 445
 Electrician: Arthur Walker Construction 0410 577 325
 Handyman/Glazier: Arthur Walker Construction 0410 577 325



Bangalow/Byron Bay/Brunswick/Mullumbimby

Plumber: Cape Byron Plumbing 0422 246 409
 Electrician: Arthur Walker Construction 0410 577 325
 Handyman/Glazier: Arthur Walker Construction 0410 577 325



Kingscliff/Murwillumbah/Tweed Head Coast/Tweed Heads

Plumber: John Kirk 0412 755 535
 Electrician: Glenn Taylor Electricals..... 0412 508 406
 Handyman/Glazier: Kevin Moroney..... 0418 871 972



Grafton/Wooli

Plumber: John Wright Plumbers..... 0417 423 790
 Electrician: Ken McGrath.....(02) 6642 4170/0404 898 980
 Handyman/Glazier: Graeme Mills..... 0419 407 785



Maclean/Yamba

Plumber: Graeme Mills..... 0419 407 785
 Electrician: Graham Watts 0418 660 889
 Handyman/Glazier: Graeme Mills..... 0419 407 785

