



CEO's Intro

**Tenant Newsletter
Issue 55 | Autumn 2022**

Dear NCCH Tenants,

Welcome to the Autumn issue of our Tenant Newsletter which is the first one for 2022 and what a hectic few months we've all been through! Here's what's been happening in NCCH.

Northern Rivers 2022 Flood Emergency

Without a doubt, the flood event which took place on 28 February 2022 will long be remembered for being the worst disaster on record that our region has had to endure. The utter devastation and heartbreak has been felt by everyone near and far, and it will take a considerable period of time for everyday life to get 'back to normal'.

We extend our deepest sympathies to those who have lost loved ones, their beloved pets, their homes and possessions, and their livelihoods.

As we go to print, 115 of our properties have been impacted by flood damage—including our own Lismore office which was inundated by flood waters to a level that was totally unexpected. A number of our staff also had their homes affected by the floods and will be well aware of the impact of losing their homes and possessions like many people in our local communities.

Due to the damage to our Lismore office, we have had to find alternative office space for the staff members. We will let you all know when we have alternate offices and then when we are back in our Lismore home.

The Chair of our Board of Directors—Robyn Hordern—said in her message ...

"This organisation of ours is tough and resilient. Despite such a knock down and temporarily losing our Lismore office and a number of our properties, we will remain. We have stable income, which, together with our strong management team and team, means we will continue to be financially viable and maintain our registration as a Tier 1 housing provider. Our assessors are out there also making sure we rightly place a focus on safety in our properties. Our Board's thoughts and confidence is in the NCCH team, our community and you our tenants."

We are working with the relevant Federal, State and Local governments who are responding to the flood recovery in order to return everything to business as usual as soon as possible.

It has been a case of "all hands on deck" to assist displaced tenants to relocate into temporary or long-term accommodation and, to date, we have been able to house 12 affected tenants.

Announcing retirement as NCCH CEO

Some of our readers may not be aware that in August this year, John McKenna, our CEO, will be ending his time as North Coast Community Housing's CEO. "I have had 13 great years at the helm of NCCH but I am looking forward to my next adventure as a head off into 'life after work' (otherwise known as retirement)", said John when making the announcement to staff this week.

After a slight delay due to the flood event, the Board has commenced the new CEO recruitment, and we hope to be able to give an update in our next newsletter.

Shorter newsletter this month

Yet again, due to the impact of the floods on our staff and equipment, we have been unable to put together a jam-packed issue, however we wanted to send out the most relevant information as possible and have included details regarding office closures and flood-related information for you all. So, until our next issue, please take care and have a Happy Easter!

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Please note that our offices will be closed for the Easter break from 4pm on **Thursday, 14 April 2022.** We will re-open for business at 9am on **Tuesday, 19 April 2022.** We will also be closed on **Monday, 25 April 2022** for the ANZAC Day public holiday .



We wish all of our readers a very safe and Happy Easter.

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



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A reminder that Round One of our NCCH Scholarships for 2022 is NOW OPEN.

Eligible NCCH tenants have until 13 May 2022 to apply for:

- ✓ \$1,200 — adults/school leavers interests in creative arts, sports or education
- ✓ \$1,200 — University or TAFE students
- ✓ \$800 — High school students
- ✓ \$400 — Primary School students



The NCCH Scholarship Program has helped many tenants and families to assist with costs including:

- ⇒ Laptops & PCs
- ⇒ Sports fees, travel costs, training costs
- ⇒ TAFE course costs
- ⇒ Desk Chair/Office equipment
- ⇒ Art supplies
- ⇒ Swimming lessons
- ⇒ Ballet Shoes.

To download an info/application pack:

- * Visit: <https://www.ncch.org.au/ncch-scholarships-applications-now-open/>
- * Give us a call on (02) 6627 5300



- * Send us an email to info@ncchc.org.au



“The NCCH Scholarship is absolutely incredible - without the support from NCCH, I would not have been able to complete my studies. I can’t thank NCCH enough for this scholarship and the magic you’ve brought to continue and support tenants to follow their dreams”.

2021 NCCH Scholarship Award recipient

Happy Easter!





Updates & Info

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Emergency maintenance issues over the Easter Break—call the Property Repairs Hotline



As our offices will be closed for the Easter break, tenants are reminded to call our Property Repairs Hotline **anytime**, 24 hours a day, 7 days a week to report any maintenance requests.

They will then decide if a contractor has to attend as an emergency response or not and then organise for the work to be attended to within the correct timeframe.

(02) 6627 5333



Mould and your health

After the recent heavy rain and flooding you may find mould in your home. Mould is a type of fungi that can be found almost everywhere.

What can I do if I have mould in my home?

If you decide to remove mould yourself, make sure there is good ventilation – open windows where possible and wear protective clothing such as a shower cap, rubber gloves, eye protection, suitable shoes and a P1 or P2 face mask (available from your chemist).

- To clean mouldy surfaces, use mild detergent or vinegar mixed with water (4-parts vinegar to 1-part water)
- For mould that is hard to remove, use bleach mixed with water (250mls of bleach in 4 litres of water).
Open your windows if possible

When cleaning mould the following people should not be nearby:

- children under 12 years
- pregnant women
- people over 65 years
- those with weakened immune systems, allergies, severe asthma or lung diseases



How can I prevent mould in my home?

The key to preventing mould growth is reducing dampness in the home. This can be done by:

- Maintaining proper ventilation
- Turn on exhaust fans, particularly when bathing, showering, cooking, doing laundry and drying clothes.
- Open windows when weather permits, to improve cross ventilation
- Reduce humidity
- Limit the use of humidifiers
- Limit the number of fish tanks and indoor plants





Community Noticeboard

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Flood Recovery Information

Many of our regional Councils and Shire Councils are providing important up-to-date Flood Recovery information on their websites. We have provided the links below for you to access your local Council's information:



	https://ballina.nsw.gov.au/news/flood-recovery
	https://www.byron.nsw.gov.au/Community/Community-safety/Emergencies-and-disasters/Flood-recovery#:~:text=Call%20Service%20NSW%20on%2013.us%20on%2013%2077%2088
	https://www.clarence.nsw.gov.au/Emergency-management/Disaster-recovery/2022-flood-recovery
	https://kyogle.disasterdashboards.com/dashboard/overview
	https://lismore.nsw.gov.au/flood-2022-information
	https://richmondvalley.nsw.gov.au/2022-flood-recovery-information/
	https://www.tweed.nsw.gov.au/community/emergency-planning-recovery/recovery-dashboard





**Community Noticeboard
continued**

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Service NSW Vouchers available

2 x \$25 Dine & Discover NSW Vouchers to be used for dining, arts and recreation. The vouchers can be used 7 days a week, including public holidays at participating NSW businesses until 30 June 2022.

1 x \$50 Stay NSW Voucher to use towards the cost of accommodation at participating NSW businesses. This voucher can be used 7 days a week, including public holidays until 9 October 2022.

5 x \$50 Parents NSW Vouchers eligible for one person per household. The vouchers can be used 7 days a week, including public holidays at Discover NSW businesses for entertainment and recreation activities at Stay NSW businesses for accommodation bookings until 9 October 2022.



Apply through your MyServiceNSW Account or if you're unable to apply online, call **13 77 88**.



Cost of Living Rebates

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

Visit the Cost of Living website to 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, and health rebates just to name a few!

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-of-living#get-started> then click the link **"Find savings now"** and you may find rebates that you might be eligible for.

Going through a tough time?

Contact **13YARN** on **13 92 76** (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

13YARN [Thirteen YARN] is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping.

13YARN offers a confidential, one-on-one yarning opportunity.

