



From our CEO—Craig Brennan



I hope this Newsletter finds you well.

It is with excitement that I inform you of an important decision regarding North Coast Community Housing. In line with our commitment to our tenants, our community, and our evolving direction, we have decided to change our trading name to **Northern Rivers Housing**.

Why change?

Over recent times, we have recognised that the name “North Coast Community Housing” no longer accurately reflects the full scope of our services. Indeed - while the word "Community" has served us faithfully in the past - our offerings have expanded to encompass a much broader range of housing solutions, with our reach now extending beyond the boundaries of our initial community housing focus. Although the word "Community" will no longer be part of our trading name, it will forever remain deeply ingrained in our organisation's values and mission. Our dedication to serving the community and fostering meaningful connections will continue to be at the core of everything we do - particularly within the Northern Rivers region.

As many of you are aware - our operating footprint is significant - covering much of the Northern Rivers Region. Adding “Northern Rivers” to our trading name better reflects where we work and the communities in which we serve.

What does this mean for me?

Other than using our new trading name moving forward – the change does not impact you directly. Your Tenancy Agreement and any other agreement with us remains unchanged.

NRH Scholarships Program

I am pleased to announce that we received a record number of scholarship applications from our tenants in Round 1 of our Scholarships Program. We congratulate each of our successful applicants and hope that the funds they are awarded will assist them with their endeavours. The Scholarships Program is currently being reviewed so stay tuned for more information on the revamped program.



Please enjoy this Winter Edition of the Northern Rivers Housing Newsletter.

Craig

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How to stay safe from COVID-19 and the flu

COVID-19 symptoms

Practise good hygiene

Practise physical distancing

Stay home if you can

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





Community Villages Update

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What's been happening in our Community Villages?

Activities in the Villages



Below: Our Community Garden is coming along very nicely



Above: Prepping for our healthy cooking days

Below: Fee getting into the spirit of Taco Tuesday at our Kingscliff Village



Above: Residents' suggestions for activities to be run in the Villages



Above: Weaving activity

Below: Lismore Lantern Parade



Over the last few months the Community Engagement Team have been busy across the seven villages – from Kingscliff to Evans Head and out to East Lismore.

Some of the activities held have been developing a **community garden** at Kingscliff, NAIDOC event at Ballina Village, **weaving**, financial support workshops and **healthy cooking days**. Staff and residents from the Lismore Village attended the Lismore Lantern Parade in June.

We have also worked with other agencies to hold activities for the children in school holidays including Taco Tuesday and supported 10 children to attend a **surf day** organized by Ballina Council.

The Team held a **consultation day** with residents at each Village. Overwhelmingly the residents were positive about their life in the Village and highlighted the positive relationship with staff in the Villages. There was an opportunity for residents to have a say on what activities they would like to be involved in. Following the consultation the Team are developing a program of activities which include designing murals which will be facilitated by an art therapist, more community gardens, weaving, healthy cooking and opportunities to access jobs and training.

The Team looks forward to continuing to build connection with residents and strong working connections with other organisations such as Red Cross, WORTH (Women's Outreach Trauma Health Service), Councils and Neighbourhood Centres.



Updates & Info *continued*

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Assets Team Update

What can you expect when you request a repair?

Our contractors have set timeframes to complete work depending on the urgency of the work.

Category	Target Time Frame
Emergency Repairs: Issues like burst water mains, blocked toilets	4 hours
Urgent Repairs: Issues like exposed electrical wiring or broken hot water systems	24 Hours
Routine Repairs: Issues like refitting flyscreens or blocked rain gutters	21 Working Days
Planned Maintenance: (Upgrade Works)	Year Scheduled to be undertaken

Do you need to report a maintenance issue?

Give the Property Repairs Hotline a call!



Tenants are reminded to call our Property Repairs Hotline **anytime**, 24 hours a day, 7 days a week to report maintenance issues.

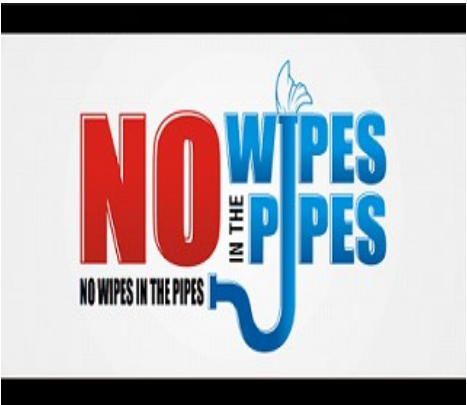
The staff in the call centre will then decide if a contractor has to attend as an emergency response or not, and then organise for the work to be attended to within the correct timeframe.





PROPERTY REPAIRS HOTLINE

 **02 6627 5333** 



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!



Assets Team Update *continued*

Fire safety—it's everybody's responsibility

During winter, the risk of fires in homes increases with the use of heaters and dryers. It is a good time to remind yourself of the importance of having a working smoke alarm in your home.



Tenant Fire Safety

Who is responsible for what?



NRH is responsible for:

- ✓ Keeping your building's fire safety up to date including smoke alarms, fire doors, emergency and exit signage and lighting and fire extinguishers
- ✓ Carrying out a yearly inspection to make sure smoke alarms are working properly
- ✓ Carrying out repairs to smoke alarms that are not working
- ✓ Changing smoke alarms at least every 10 years



Tenants are responsible for:

- ✓ Notifying NRH if they discover that a smoke alarm is not working, including battery changes
- ✓ Providing access to inspectors once a year to make sure your smoke alarm is working properly
- ✓ Taking precautions to prevent fire such as switching off appliances that are not being used, not smoking in bed, not overloading power boards, and not leaving cooking unattended.
- ✓ You must not remove or interfere with the smoke alarm

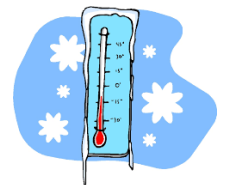
For more information on fire safety, visit <https://www.fire.nsw.gov.au/>



A reminder about Winter Safety in the Home

We remind all of our tenants to take necessary fire safety precautions during the winter months:

Electric blankets – if they were stored during warmer months, examine them thoroughly before use. Always follow manufacturer's guidelines for safe use and storage.



Heaters - Ensure everything is kept a metre from the heater.

Wheat bags—Wheat bags can help pain, but they also have the potential to cause burns and fire if not used properly.



Updates & Info *continued*

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NRH Scholarships Program

Our Board of Directors were overwhelmed—and overjoyed—by the number of applications we received for Round One of the NRH Scholarships Program. It was the highest number of applications we’ve ever received!

Five applicants were awarded scholarships in categories including primary sport and adult (TAFE/university) education, totalling \$5,200.

We are in the process of organising presentation of certificates to our successful applicants and hope to bring you some photos in our next issue.

The NRH Scholarships Program is designed to support and encourage our tenants to pursue higher education and training opportunities. We strongly encourage our tenants to apply for a scholarship if they meet the criteria.

It's important to note that training providers must be a Registered Training Organisation in Australia for applications to be considered.

The program is currently being reviewed and we are looking into a change of what scholarship funds can be used for. The revamped Scholarships program will continue to provide tenants with funds to help them with their educational and/or sporting pursuits (eg camp/excursion fees, sporting registrations, uniforms, etc). We are looking at a new category called “social connection” where tenants can use funds towards the cost of obtaining a driver’s licence or paying for driving lessons which, in turn, could help them gain secure employment and therefore sustain their tenancy. Funds in this category can also be used for professional networking or social interaction with others, reducing instances of social isolation (eg internet costs, social club memberships, etc).

Stay tuned for further information that will come out in our next issue of *NRH News*.





Updates & Info continued

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Your local NRH office

- Lismore: (02) 6627 5300
- Tweed: (07) 5523 5800
- Grafton: (02) 6642 9100
- General email: info@nrh.org.au
- Website: <https://www.nrh.org.au/>



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

Do we have the correct contact details for you?

We need to have your correct contact details in case we need to contact you.

You can easily update them by :

- calling one of our offices listed above
- emailing us at info@nrh.org.au
- visiting our website (www.nrh.org.au), click on the “[Contact Us](#)” tab and completing our online form.




Stay informed

Would you like to receive your next copy of our newsletter via email? Let us know by emailing info@nrh.org.au



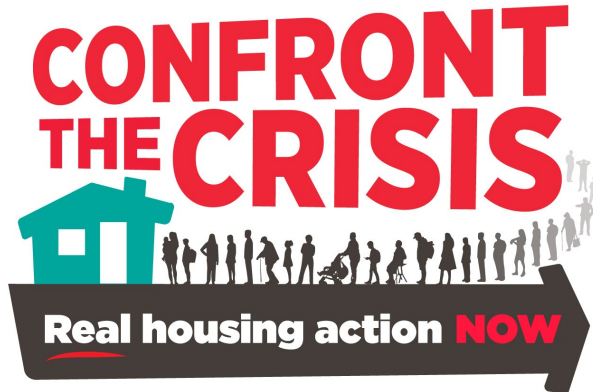

A reminder that our **Tweed office** is now located at:

42A Wharf Street, Tweed Heads

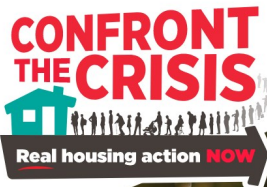
Ample parking is available right outside the office.

Our number is the same: **(07) 5523 5800**

To get in touch, email tenancy.tweed@nrh.org.au or info@nrh.org.au



There is a housing crisis in NSW and here is how you can help.
Log on to www.confrontthecrisis.com/petition and support the Community Housing Industry Association's campaign for long-term government investment in social and affordable housing by signing the online petition.



THERE IS NO EXCUSE FOR ABUSE. 

STOP DOMESTIC VIOLENCE

Hands should be used to help rather than harm.
Together, let's take a stand against domestic violence.



FOR EMERGENCIES - CALL 000
OR CALL 1800 RESPECT (1800 737 732)
For more info: <https://www.1800respect.org.au/>

1800RESPECT

NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE

1800 737 732

www.1800RESPECT.org.au


NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE
1800 737 732

We are here.
24 hours a day, 7 days a week.

If you are impacted by domestic or family violence, call 1800 737 732 or web chat at 1800respect.org.au

If you are in danger, call 000.



Let's Get Cooking



Pumpkin Risotto

4 ingredients | Serves 4



Ingredients

- ◆ 3 cups (750ml) Vegetable stock
- ◆ 700 grams butternut pumpkin peeled, seeded and cut into 2cm cubes
- ◆ 3/4 cup Arborio rice
- ◆ 1/2 cup Parmesan grated

Method

1. In a saucepan, bring the vegetable stock and pumpkin pieces to the boil.
2. Reduce heat, cover and simmer for 10 minutes.
3. Add the rice and continue to simmer for 20 minutes, stirring regularly, or until the rice is soft and most of the liquid has been absorbed.
4. Stir through half the Parmesan and season with sea salt and pepper.
5. Serve sprinkled with remaining Parmesan.

This recipe is from "4 Ingredients Menu Planning" by Kim McCosker

All-Natural Caramel Truffles

4 ingredients | Makes 15



Ingredients

- ◆ 1/2 cup pine nuts
- ◆ 10 Medjool dates pitted
- ◆ 1/2 teaspoon vanilla extract
- ◆ 1/4 cup desiccated coconut

Method

1. Add pine nuts to a food processor and grind until fine.
2. Add the dates and vanilla and process until the mixture is well combined.
3. Place the coconut onto a flat plate.
4. Roll a teaspoon of mixture into a ball, and then roll in coconut.
5. Continue until all the mixture is rolled.
6. Store in an airtight container in the fridge for up to two weeks.

This recipe is from "4 Ingredients More Gluten Free Lactose Free" by Kim McCosker



Community Noticeboard
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Keep the cold out and bills down with EWON’s winter warmers

The Energy & Water Ombudsman NSW (EWON) have some handy winter warmer tips available on their website. They provide helpful information on how you can save power this winter, including topics such as:

- ☞ Energy saving tips that won’t cost you your comfort
- ☞ Rebates and assistance
- ☞ Planning for your power bill
- ☞ Energy saving myths—busted

Visit the “Winter Warmers” page on EWON’s website at: <https://www.ewon.com.au/page/customer-resources/ways-to-save-on-your-bills/winter-warmers>

Saving Money

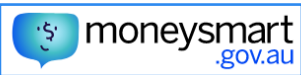


With the cost of living skyrocketing, everyone is looking for ways to save money.

The Australian Government’s website has some great information available on how to make the most of the money that you have.



The website covers a lot of different topics—Find Out How To *Save Money* Every Day And Make A *Savings* Plan To Stay On Track. Achieve Your *Savings* Goal With The Help Of Monthly Budgeting System. Managing *Money*. Seeking Help. Find *Money* Help. Financial Decisions.



Visit their website at <https://moneysmart.gov.au/> for more hints and money saving tips.

Cost of Living Rebates

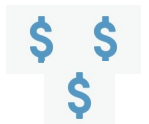


Helping you find NSW Government rebates & savings that are relevant to you.

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!

If you receive assistance from the Department of Human Services (such as concession cards) you 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; 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. Visit <https://www.service.nsw.gov.au/campaign/cost-living#get-started> then click the link “**Find savings now**” and see if you are eligible for any rebates.



CHOICE is another great place to find some money saving tips, such as How to save money at the supermarket; How to save on power and gas; How to save in the car; How to save on insurance; and

Things to avoid if you want to save money. They also provide information on where to get help if you find yourself being overwhelmed by bills. Visit: <https://www.choice.com.au/money/budget/cost-of-living/articles/our-top-money-saving-tips>





Community Noticeboard
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Local Food Pantries providing assistance in these tough economic times



The Good Pantry Lismore

Location: The Winsome Hotel, 11 Bridge Street, Lismore
Open: 7 days per week 9am—1pm | **Ph:** 0422 981 363



Five Loaves Mobile Soup Kitchen (Lismore)

Location: Lismore Transit Centre | **Open:** Mondays

Five Loaves Ballina

Location: Cnr Kerr & Tamar Streets, outside the ADRA store | **Open:** Thursdays 5—6pm (Please note that in August & September 2023 they will be operating from 54 Cherry St, Ballina at the Uniting Church)



Liberation Larder Inc

Location: Fletcher Street, behind the Byron Community Centre Kitchen, 69 Jonson St, Byron Bay | **Open:** Mondays & Thursdays 7am—2pm | **Ph:** 0435 879 778

Murwillumbah Food Hub/Pantry

Temporary location: 5 Tumbulgum Road, Murwillumbah | **Open:** Wednesdays 9:30 am to 3:30pm
Cash only and BYO carry bags | \$5.50 yearly membership fee



Vibe Care Pantry



Location: Vibe Church, 3 Beryl Street, Tweed Heads | **Open:** Tues, Wed, Thurs, Fri 9am—11am

Casino Community Kitchen

Location: 67 Richmond St, Casino | **Ph:** 0400 155 392 | **Open:** Fridays, 4:30-5:45pm | Free take away meals and Dine-In service is available via a booking request.



Hope Food Pantry



Location: 30 Cambridge Drive, Goonellabah | **Open:** Thursdays 9:30-11:30am

Maclean Food Hub

Location: Maclean SDA Church, 39 Church St, Maclean | **Open:** Fridays 9am-12pm | **Ph:** 0414 909 630



The Cathedral Pantry



Location: Grafton Cathedral OpShop, Fitzroy Street, Grafton (opposite Grafton Shopping World) |
Open: Mon—Thurs 10am—2pm. **Closed** on public holidays.

Tweed Coast Community Food Pantry

Location: Kingscliff Uniting Church, 24 Kingscliff St, Kingscliff (down the lane)
Open: Wednesdays 9:30am—11:30am



The Community Pantry (Mid-Richmond Neighbourhood Centre)



Location: Shop 5, Oaks Arcade, 6 Oaks Street, Evans Head | **Open:** Mon, Wed, Fri 11am—2pm
Membership costs \$3.00/year

Food Pantries

