

Metro Community

Housing -

Newsletter Autumn Edition 2013



Well summer is nearly over; we hope everyone enjoyed the warm weather.

Now we get to look forward to all the beautiful colours of Autumn. Make sure you take time to walk around and enjoy the vibrant colours that this season brings.

BELVOIR - The Belvoir Theatre is running an unwaged performance program. This enables people who are unwaged and would otherwise be unable to afford theatre tickets, to attend performances free of charge. Eligible people are invited to attend a 2pm Thursday Matinee performance of each upstairs production of the season.

Unwaged performances are available to people with a Pensioner, Health care card or Veterans Affairs card. Tickets can be claimed on the day of the performance from the theatre, upon presentation of a valid card. The box office opens at 12pm and tickets are allocated on a first come first served basis. These unwaged performances are very popular with queues for tickets often weaving down the street, so get in early.

The next performance is *Cat on a Hot Tin Roof*, showing on Thursday 4th April at 2pm.

The theatre is located at 18 Belvoir St Surry Hills - 9699 3444

The remainder of the 2013 performances are as follows:

Forget me not - 16th May

Angels in America Part 1 - 11th July

Persona - 15th August

Miss Julie - 3rd October

Hamlet - 28th November

A phone call each day to check you're ok
Housing NSW Tenant Connect

Housing NSW Tenant Connect is provided by Red Cross for older tenants living alone in public, community and Aboriginal housing across NSW.

Tenants receive a short daily call from a friendly Red Cross volunteer at an agreed time. If the call is not answered Red Cross takes action to make sure the tenant is okay.

If you know a tenant who could benefit from this service FREECALL **1800 827 677**

NSW Human Services Housing NSW

Australian Red Cross THE POWER OF HUMANITY

Metro reminds all tenants to report any maintenance issues as they arise and to keep handy any Emergency Contacts on their lease, as tenants in leasehold properties may incur charges when calling the Metro after hrs number, as this is for Capital properties ONLY.

Also remember to ventilate your property as the weather cools down, not doing so can lead to damp and mould

Exiting Tenants check list – Metro will be giving tenants who are exiting Metro or moving from one property to another, a checklist of things that need attention, this will help lower costs incurred during this process. The checklist will cover things such as required cleaning, e.g., ovens, kitchen cupboards and drawers, range hoods etc. Cleaning up of any outdoors areas including lawns. Wiping down high traffic areas such as bathrooms, around light switches and door handles, wiping down unseen areas such as the top of doors, door frames and on top of kitchen cupboards. Cleaning of bathroom cabinets and shower screens, and making sure bins are out and all rubbish is removed. When these things are not attended to tenants can incur cleaning charges and additional charges for rubbish removal.



RENT REVIEW

It's that time of year again – rent review! **Everyone must complete the yellow form.**

We are no longer producing Form B Confidential wages & salaries statements for employers. Instead we require all tenants with income from employment to provide a continuous period of payslips for the last **13 weeks**

If you have signed a consent form, we are able to access your Centrelink income statement, otherwise you must also provide us with a current income statement.

Please remember that we need income information for everyone that is living at your property – this includes children, partners, parents etc.

If you do not provide this information by the **1st April** you will automatically be put on market rent. Please don't hesitate to call the office if you have any questions about the process.

MYSTERY DEPOSITS

Please remember to ALWAYS include your name or agent number when making rent or non rent deposits. If you do not include them we have no way of knowing who the payment is from.

Also please check your rent statements against your deposit information, that way you can be sure we have the right information.

If you believe you may have forgotten to include your name or agent numbers please check the unknown deposits below and give us a call. In doing so you must provide evidence from the bank (deposit slip).

Please phone reception if you are unsure of your agent number

DATE	AMOUNT
28/07/2011	\$410.00
25/08/2011	\$500.00
01/09/2011	620.00
03/02/2012	100.00
06/02/2012	900.00
22/02/2012	300.00
14/03/2012	100.00
15/05/2012	40.00
23/05/2012	50.00
31/05/2012	385.60
07/06/2012	100.00
22/06/2012	332.00
26/10/2012	400.00
29/10/2012	250.00
29/10/2012	50.00
14/12/2012	200.00