

autumn newsletter

March - May 2015



community housing

RENT REVIEW:

It's that time of year again- rent review! Everyone must complete the yellow form. We will conduct the next rent review to commence **June 1 2015**.

We require all tenants with income from employment to provide continuous 13 week paylips or a payslip showing "year to date" income.

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 Centrelink "income statement for Housing Authorities"**. Please remember that we need income information **for everyone** that is living at your property – this includes children, partners, parents etc.

REPAIRS & MAINTENANCE

Response Times:

- Routine repairs is 28 days
- Urgent Repairs is 5 days
- Emergency repairs is one day

Emergency Repairs include:

- Failure of external doors or locks (if a tenant locks themselves out – note this will be a tenant charge).
- Flooding caused by burst water pipe, a major water leak
- Raw sewerage overflowing in your home, blocked toilets
- A gas leak, failure of essential supplies such as gas, water and electricity, dangerous electrical faults
- Reporting fire or storm damage to a property

HOW TO REQUEST REPAIRS:

All tenants During office hours please report maintenance requests to your Housing Worker or to reception. Do not contact agents/owners directly or organise repairs yourself.

Emergency repairs – Leasehold. After hours refer to your lease for the name of the managing agent/owner and the names of contractors used by those agents. Generally the real estate agent will also have this information on their answering machine.

Capital Properties. Contact 'WellDone' on 1300 190 139.

Smoke Alarms

As you are aware, all Metro Housing capital properties have a 12 month service check of smoke alarms. This work is carried out by "Smoke Alarm Solutions" and they will contact you by phone, text or letter and give you an appointment once per year. You are able to change this appointment at your convenience by calling them on 1300853910.

Please ensure that when you have an appointment, you make the time to let them in and check all of your smoke alarms. This way, you are less likely to need to change the battery which is tenant responsibility.

Please remember that the annual smoke alarm check is legal requirement – it is for your own safety, and is free of charge to the tenant.

If you have any questions about your smoke alarm, please contact Metro Community Housing on 9565 4599.

MYSTERY DEPOSITS as of 16 March 2015

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
14/10/2013	400.00
14/11/2013	309.80
29/11/2013	300.00
09/01/2014	60.00
10/06/2014	100.00
12/06/2014	351.35
17/07/2014	480.00
25/07/2014	370.00
30/09/2014	92.00
14/11/2014	530.00
21/11/2014	308.66
26/11/2014	130.00
15/12/2014	100.00
03/02/2014	450.00
18/02/2015	511.00
04/03/2015	511.00

Our Location:

Suite 208, 1 Erskineville Rd
NEWTOWN NSW 2042
PH: 02 9565 4599

Office Hours:

Monday, Tuesday, Thursday

9:30am – 4:00pm

Wednesday

1:00pm – 4:00pm

Friday

by appointment only

You can also contact us online.
reception@metrohousing.org.au

Appeals & Complaints

At Metro we take your feedback and complaints very seriously. Below is an update on the processes involved for lodging complaints and appeals:

Metro Housing Complaint Statement

If you are not satisfied with our service or one of our policies you have the right to complain. Please give us a chance to fix the problem. If you want us to reconsider a decision we made, you can request an appeal of the decision.

How do I start the procedure?

- Talk directly to the person in the organisation who you think is responsible for solving the problem (most likely your housing worker)
- Explain your problem, what you would like to happen in future, and listen to their response.
- If you are not satisfied with this the next step is as follows.
- Put your complaint in writing to the Board of Directors of Metro Housing who will refer the complaint to its Disputes Sub Committee. You can contact the board via email at board@metrohousing.org.au.
- The Disputes Sub Committee will contact you to request a meeting to discuss the matter.
- You may have an advocate or support person present and representing you when you meet with the Disputes Sub Committee if you prefer.
- The Disputes Sub Committee can take immediate action when it meets and seek endorsement from the Board of Directors at its next meeting.

How do I appeal a decision?

You can appeal against a decision or action by the Board of Directors or staff on the basis that the decision was unfair or a denial of natural justice. Where the person with the complaint considers Metro Housing has acted outside its authority or has breached its policy they should refer to the Metro

Disputes Policy

www.metrohousing.org.au/downloads/disputes.pdf).

How will the appeal be dealt with?

An Appeals Subcommittee appointed by the Board of Directors, comprised of two directors and an independent person, will meet with you within two weeks of a written request for a meeting being received by Metro Housing. The subcommittee will make a recommendation to the next Board of Directors meeting.

If you are not satisfied with the outcome of an internal review you have the right to seek an external review through the **Housing Appeals Committee**.

Roach Control

With the current weather conditions – hot and humid –cockroach infestations are very common. Our Policy in relation to fumigation is:

Leasehold Properties: Except for fumigation at the start of a tenancy, owners/agents will not fumigate after the commencement of the tenancy and treatment will be at your cost. **Capital properties** Except for fumigation at the start of a tenancy, Metro will not fumigate after the commencement of the tenancy and treatment will be at your cost..



Tips For safe Roach control:

- Do not leave food exposed (including fruit), all pantry items should be stored in well-sealed containers
- Place sticky baits in and under cupboards
- Wash down chopping boards etc immediately after use. Make sure the kitchen and the sink are clean every night.
- Spray under sinks/around bathroom drainage holes/basins/outlets where the cockroaches may be accessing water
- Deny them access to food, water and shelter by repairing leaks, sealing entry points and removing clutter.
- Cockroaches like dark crowded spaces, so monitoring efforts should include wall voids, voids in cabinets and drawer spaces, behind clocks and under sinks.
- If you decide to use pesticides, always read and follow the label directions carefully. Some pesticides might repel cockroaches, rather than kill them. Make sure you're not chasing the cockroaches into other rooms or apartments.
- After the cockroaches have been eliminated, continue prevention and maintenance practices to keep them out.

more info: <http://www.termite.com.au/cockroach-pest-control.html>

Petersham TAFE Outreach Courses

Contact No. 9335 2790

- Basic Computing & Internet – for absolute Beginners
- Construction trades for young people
- Learn about Work & Study Options
- Aged Care Course
- Work Opportunities for Women (WOW)
- Urban Food Growing & Sustainable Living

Electricity – Low Income Household Rebate

Did you know that if you are on a Centrelink Benefit you may be entitled to a Low Income Household Rebate.

For More information call 13 77 88 or talk to your energy provider.

Please note this information is also available to you on your Electricity Bill.

INFORMATION

NSW SCHOOL HOLIDAYS

Autumn: 3 April to 20 April 2015

PUBLIC HOLIDAYS:

- Friday 3 April - Good Friday
- Monday 6 April - Easter Monday

Community Housing Conference

"Metro" is happy to fund the cost of up to 5 tenants to attend the NSW Community Housing Conference **to be held 5/6 May 2015.**

Details can be found on

www.communityhousing.org.au".

If you would like to attend please contact Metro Community Housing

by 27 March 2015