

Rent Review!

We will be conducting the next review for rent changes to commence on 1 December 2016

- All tenants with income from employment need to provide pay slips for the period 1 July to 30 September 2016 or a pay slip showing year to date income).
- If you receive Centrelink benefits and have signed a consent form, we can download your Centrelink income statement; otherwise you will need to provide us with a current Centrelink Income, _Note: for everyone over 16 years of age living at your property will also be required to provide evidence of income.
- All tenants **MUST** complete the yellow form with details of all household members.

***** Tenants who do not satisfy the requirements for rental subsidy by providing income details will be charged market rent.**

Garbage bins – when they are lost, stolen or broken

Garbage bins are provided by Local Councils (via rates charges) and each council has their own rules and charges. Councils will fix broken bins for free but charge the owner for lost or stolen bins that require replacement. If you think your bin is lost or stolen, please check your street carefully as the bin is often there, just accidentally taken by a neighbour and will re-appear at the next collection time.

Here is a brief overview for issues with any garbage bins:

- Leasehold properties – you need to contact Metro who will advise the agent about a problem with your bin.
- Capital properties – Contact Metro who will contact your local council.

If your bin collection is accidentally missed, you can call the council directly and most councils will send a team to do a one off empty (no charge).

Councils also offer free clean up services for white goods and bulky goods/furniture. Generally, you can book a collection or check when the next pick up service is due by calling your local council or checking their website.



Insurance for your personal possessions.

The extreme weather events in April and August resulted in Metro having to submit claims to our insurer for storm/water damage to our properties. A number of tenants who contacted us about damage at their properties believed that their personal possessions should have been covered by our insurance policy.

Unfortunately this is not the case and we therefore wanted to remind tenants that household contents such as furniture, electronic equipment and devices, whitegoods, bedding and clothing are not covered by our insurance policy and tenants need to take out contents insurance themselves to ensure they are covered for damage or loss.

We also want to remind our tenants to make sure that any potential problem areas that may allow water to enter properties through damaged guttering or downpipes, loose or missing roof tiles or tree branches that are too close to a property, are reported to us immediately.

REPAIRS & MAINTENANCE

Response Times:

- Routine repair - 28 days
- Urgent Repair - 5 days
- Emergency repair - 1 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.

Capital Property Tenants

If you are in a house that is capital property, you are responsible for cleaning your gutters.

All tenants (capital and leasehold) are responsible for the upkeep of their balconies including clearing the drains.

Keeping these clear prevents the risk of flooding to the property in heavy rains.

All tenants are also responsible for maintaining their own yard and gardens including weeding (asthma weed included), clearing of leaves and mowing.

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.

N.S.W COMMUNITY HOUSING TENANT NETWORK NEWS

WOULD YOU LIKE TO LIKE TO BECOME A MEMBER! IT IS FREE!!

You will receive free 4 (quarterly) Newsletters per year, plus the opportunity to attend about 3 Forums / Workshops on Public Housing related Topics / Issues per year.

There are 3 options on how to become a member.

1. Membership forms are available at Metro office.
2. Write to: -
The Secretary - N.S.W Community Housing Tenant Network
P.O Box. 1001, SURRY HILLS NSW 2010
State your name, address, phone number, email address (if you have). The name of your Community Housing Association i.e. Metro, then sign and date.
3. If you have a computer and printer go to communityhousing.org.au
Click on top right (Find a Housing Association). This will give a drop down menu, **click** on Tenant Network, this will take you the Network web page giving all information. **Click** on Membership Form, the Membership form will come up. Now **print** it and **post** it to:-
The Secretary
N.S.W Community Housing Tenant Network
P.O. Box 1001, SURRY HILLS NSW 2010

AIMS OF THE NETWORK

1. To promote effective tenant participation in the Community Housing Sector.
2. To represent the interests of all N.S.W Community Housing Association tenants.
To comment and have input on the office of Community Housing (by whatever it is currently called) and wider government policy matters.
3. Work towards the involvement of all Community Housing Associations tenants.
4. Become a tenant led network.
5. Break down the isolation felt by individual tenants.
6. Share information about successfully projects and learn from other tenants experiences.
7. Encourage and support tenant leaders.
8. Promote educational and training opportunities to support tenant participation in the sector.

If you want **information contact** - Metro Tenant Network representative

Name: Malcolm Pollard.

Phone: 9664 7750

Mobile: 0490060843

Email: malcolmpollard@hotmail.com.

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**.



MYSTERY DEPOSITS
as of 22 May 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	TYPE / LOCATION
25/07/2014	\$370.00	Direct Credit – Ref “421520 Every day Account”
30/09/2014	\$92.00	Cash Deposit – Kogarah Branch
14/11/2014	\$530.00	Direct Deposit – Ref “421520 Everyday Account”
21/11/2014	\$308.66	Cash Deposit – Redfern Branch
26/11/2014	\$130.00	Cash Deposit – Branch 06 2004
15/12/2014	\$100.00	Cash Deposit – Newtown Branch
29/05/2015	\$600.00	Cash Deposit – Burwood Branch
13/08/2015	\$200.00	Cash Deposit – Redfern Branch
21/04/2016	\$220.00	Cash Deposit – Lalor Branch

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 via email
reception@metrohousing.org.au*