

NEWSLETTER WINTER 2017



RENT REVIEWS

As you are aware the June rent reviews have been done. Thank you to all tenants who submitted their documents. If you have any questions regarding your rent review, please call Metro and speak to your housing worker.

PLEASE CHECK THE BACK PAGE OF THIS NEWSLETTER REGARDING UNIDENTIFIED DEPOSITS. THANK YOU

FIRE SAFETY FOR WINTER

All properties are required to have working smoke alarms at the start of the tenancy but it is your responsibility to ensure they remain in working condition.

All tenants who occupy a leasehold property are reminded to check their smoke alarms once a year. It is a good idea to check them when daylight savings begins and ends. Please report to Metro if you think your smoke alarm is faulty. It is your responsibility to change the batteries,

Smoke alarms will be tested once a year to check they comply. This is a legal requirement.

Turn off all heaters and electric blankets before going to sleep.

Keep clothing and other flammable materials at least one metre from heaters and open fires.

Clean lint filters in the clothes dryer before every use.

Do not overload power points.

Never leave stove tops or other open-flame materials such as cigarettes and candles unattended.

Never use your gas oven or stove as a room heater.

Make sure children know that if their clothes catch on fire, they mustn't run away – this only makes the fire burn hotter and faster. Instead, tell them to:

STOP immediately where they are.

DROP quickly to ground and cover their face with their hands.

ROLL over and over to put out the flames.

Dental Information day

- Do you need general information about dental health care?
- Are you in need of a toothbrush or toothpaste?
- Would you like to make a dental appointment?

Ozanam Learning Centre has a Dental Service Info Day on the first Friday of every month 2-3pm.

99 Forbes Street Woolloomooloo 93588170

Metro Community Housing **Fact Sheet – Mould**

Mould is a common problem in many homes in Sydney. Mould is often worse in the colder months. This fact sheet is designed to help tenants to prevent and deal with mould issues.

Condensation and Mould:

Condensation is a major contributor of mould. When air that is full of moisture comes into contact with cold walls or ceilings, it chills and the water condenses on the cold surface. You may have noticed that condensation often occurs when:

- When you have had a shower or a bath
- If you have dried clothes in a dryer – especially if the dryer is not properly ducted
- When you are cooking or boiling water
- If you have been using an unflued gas heater
- It is a cold day and you keep all the windows closed for warmth

How to prevent mould:

- Ventilate the property as much as possible especially in the rooms that produce the condensation eg bathrooms, laundries and kitchens
- Use exhaust fans and range hoods as much as possible where available
- When drying clothes in a clothes dryer, it is highly recommended that the dryer is ducted to the outside. If this is not possible, ventilate the room as much as possible and keep the doors of that room closed. This will help prevent the rest of the house from being affected by the condensation that the dryer produces - the dryer removes all the water from the wet clothes and expels it into the air
- Avoid drying clothes indoors on drying racks as this puts more moisture into the air. The best place to dry clothes is outside.
- If wardrobes/clothes are prone to mould, try to leave the wardrobe doors open for ventilation
- Clean mould as soon as it starts. You can use commercial cleaners or natural products – try cleaning with cheap white vinegar or oil of cloves or baking soda
- Wipe condensation off walls and windows immediately
- If an unflued gas heater is used, ventilate as much as possible as these types of heaters produce water
- When using heaters in general, it is better to try to and maintain a low constant heat rather than shorts bursts

Please contact your Landlord (if you are in a leasehold property) or Metro Housing (if you are in a capital property) if you believe you have any issues such as rising or lateral damp, a leaking pipe or roof/gutter. Damp can be caused by specific issues such as this and would need investigation.

PETERSHAM TAFE

Petersham Tafe offers some great courses – Please check the information below and go to the website for further details - <http://sydneytafe.edu.au/future-students/petersham-college/petersham-college>

CII Intro Construction – Info session Thursday 27 July 10am at the CEAD Centre 255 Wilson Street North Eveleigh.

Upholstery and Upcycling – Starting 9:30am Tues 8 August at the CEAD Centre 255 Wilson Street North Eveleigh.

Basic Computing – Info session Wed 26 July 10am Petersham TAFE Library (Crystal Street Campus)

WOW (Work Opportunities for Women) Computing – Info session Tues 18 July 10am Petersham TAFE Library (Crystal Street Campus)

Cert I Computing – Info session Wed 26 July 12pm Petersham TAFE Library (Crystal Street Campus)

Graphic Fundamentals – Starting Tues 1 August 9:30am Addison Road Community Centre

Urban Food Growing - Info session Fri 4 August 10am Petersham TAFE Library (Crystal Street Campus)

Intro to Horticulture – Info session Wed 19 July 10am Addison Road Community Centre

Eco-therapy – Info session Tues 18 July 12pm Petersham TAFE Library (Crystal Street Campus)

Access to Aged Care Course – Info session Wed 19 July 10am Petersham TAFE Library (Crystal Street Campus).

You will need to attend the **Information Session** for each of the courses that have info sessions or in the case of the Upholstery and Graphics courses, attend on the first day of class.

Students are welcome to contact me if they can't attend an info session or need further details. Patricia Kenny – 9335 2588 or Patricia.Kenny@tafensw.edu.au.

You will also need to bring their USI (unique student identifier) number. If they don't have a USI or have lost it, there are details attached for how to get one.

How to get a USI - It is free and easy for students to create their own USIs online.

While students may create their own USI, training organisations are also able to create USIs for students. Training organisations should do this as part of the enrolment process when students begin studying. Where this service is provided, training organisations will let students know.

Steps to create a USI

The following steps show how students can create a USI: _____

Step 1 Have at least one and preferably two forms of ID ready from the list below:

Driver's Licence , Medicare Card, Australian Passport, Visa (with Non-Australian Passport) for international students
Birth Certificate (Australian), Certificate Of Registration By Descent , Citizenship Certificate, Immi Card

IMPORTANT: To make sure we keep all a student's training records together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

Step 2 Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

Step 7 The student should then write down the USI and keep it somewhere handy and safe.

For more information please visit: usi.gov.au Or contact us at Email: usi@industry.gov.au Phone: Skilling Australia Information line – 13 38 73 To view this document online please visit: usi.gov.au

BETTER LIFE MOBILE

No contracts - No Fixed Prices

“It's our mission at Better Life to keep all Australians connected and included: whether you're unemployed or working full time, everyone deserves a reliable 4G* connection.”

We offer all Australians an affordable mobile phone plan with first-rate coverage that never goes over the set rate. Too often, customers are confused by big and unexpected bills and end up paying for things they don't need. For those on low incomes, this means disconnection from their mobile phone and disconnection from welfare and social support.

They have four plans Small, Medium, Large & Data only. There are two ways to apply for a Better Life Mobile phone plan:

- 1) Go to website – betterlifemobile.com.au and just click on order here tab to choose your plan and enter your information, or:-
- 2) Request an order form. Call 03 90185349 or email sales@betterlifemobile.com.au

There is no credit check since payment is always in advance but you will need to provide ID.

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).

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 2017

DATE	AMOUNT	TYPE/LOCATION
17/10/16	\$518.00	CASH DEPOSIT CONDELL PARK
28/10/16	\$406.00	CASH DEPOSIT ASHFIELD
1/12/16	\$550	CBA ATM MAROUBRA
1/12/16	\$300.00	CASH DEPOSIT CAMPSIE
6/12/16	\$397.60	CASH DEPOSIT – EARLWOOD
30/12/16	\$400.00	CBA ATM – MARRICKVILLE
18/1/17	\$258.87	15045 - BANKSTOWN CENTRAL
31/1/17	\$190.00	CASH DEPOSIT CBA ATM MARRICKVILLE
7/2/17	\$320.00	CASH DEPOSIT CBA ATM MARRICKVILLE
8/2/17	\$0.25	NAB TRANSFER RENT
21/2/17	\$176.00	CASH DEPOSIT CAMPSIE
15/3/17	\$50.00	CASH DEPOSIT SUMMER HILL
3/4/17	\$570.62	CASH DEP MARRICKVILLE
24/4/17	\$220.00	CASH DEP KOGARAH
11/5/17	\$516.60	DIRECT CREDIT 407876 3577928
8/6/17	\$500.00	CASH DEP WESTFIELD HURSTVILLE
8/6/17	\$804.60	DIRECT CREDIT 407876 358721

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.

BILL BUSTERS CAMPAIGN – FRIENDS OF THE EARTH

Bill Busters is a great campaign designed to bring in minimum energy efficiency standards for all rental housing in NSW. We want to ensure that all homes have simple, affordable, energy saving improvements that bust electricity bills, energy wastage, and greenhouse gas pollution for everyone. As we build public awareness and support we will be better able to effectively lobby the government for mandated changes. Please visit the Friends of the Earth website for more information and to lend your support – www.foe.org.au

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