



Newsletter

www.housingplus.com.au

SPRING 2022

Dear Customers

As the winter cold slowly starts to subside and we look forward to some milder Spring days, the Teams at Housing Plus have been gradually resuming normal business operations. You will be hearing from your Housing Officer soon, if not already to book in a routine inspection. We've also implemented a new phone system to improve how we communicate with you. The system has been live for two months and we welcome your input to get it just right. In our next edition I'll be able to share the results of our recent Customer Satisfaction Survey, thanks to all that participated. Stay safe and well.

Liz Stamatelos

Head of Customer Service

New Phone System for Housing Plus



Housing Plus introduced a new phone system in July.

With some recent expansion to the Team we will be sending out an SMS message confirming your Housing/Leasehold Officer's contact details including their direct dial number, mobile number and email address so you can contact them directly.

We have implemented our new system to improve your experience when contacting Housing Plus by phone, and we appreciate your patience as we make the transition.

There are new menu items to choose from to help you reach the team you need to talk to quickly.

If you have any feedback on this system or would like to share your experience, please email us at info@housingplus.com.au



Phone numbers

Report A Repair	1800 603 300
Housing Services	1800 603 300
Domestic Violence Services	1300 384 357
Domestic Violence Services - Dubbo, Mudgee & Central North West NSW	1800 940 406
Homelessness Services	1800 674 474
Homelessness After Hours Service	
Link2Home	1800 152 152
Opportunity Pathways	1800 940 409
Men's Behaviour Change	1800 959 825
Together Home	6360 3300
Corporate Services	6360 3300



Email

- Report a Repair**
repairs@housingplus.com.au
- Tenancy Enquiries**
tenancy@housingplus.com.au
- General Enquiries**
info@housingplus.com.au
- Domestic Violence**
DV@housingplus.com.au
- Homelessness Service**
hsm@housingplus.com.au
- Opportunity Pathways**
op@housingplus.com.au
- Initial Transition Services**
its@housingplus.com.au



Office Hours

- Orange** 9am - 5pm Mon - Fri
- Bathurst** 10am - 2pm Tues and Thurs
- Dubbo** 9am - 5pm Mon - Fri
- Mudgee** 10am - 2pm Tues and Thurs

To ensure we can provide the level of service you require please book an appointment to ensure your Housing Officer can meet with you. Your Housing Officer is available on their mobile or on their direct number during business hours.

Education Programs for Customers

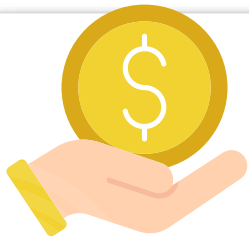
New Program for Junior High School Students

The Housing Plus Support Coordination team have been facilitating the Love Bites Senior Program (aimed at years 10 and 11 High School students) at various schools within the Central West with positive feedback. The team have recently completed the Love Bites Junior training (aimed at yrs. 7, 8 and 9) in Dubbo and are now excited to start facilitating the program in these same schools.

The Love Bites program is all about healthy relationships. The program is delivered with other external

agencies including Barnardos, WDVCS, Community Health, NSW Police, Likemind and Vivability and is a great example of multiple agencies working together to achieve a common goal.

Support Coordinators are also setting calendar dates to facilitate other programs with our clients and the general community including Rent It Keep It and Money Minded. Stay tuned for confirmed dates and invites in the Bathurst, Orange, Dubbo, Mudgee, and Kandos/Rylstone areas.



Easing the Cost of Living for Families

The NSW Government have more than 70 rebates and savings available and we encourage you to see if you or a family member are eligible for any rebates, vouchers or financial assistance on some household living expenses. Simply visit <https://www.service.nsw.gov.au/campaign/cost-living> to find out more and to check what you might be eligible for including the Regional Seniors Travel Card, Active Kids Vouchers, Creative Kids Vouchers and/or the newly announced Parents Vouchers for those who had children enrolled in school in 2021.

Education Grant

Housing Plus Education Grant Successful Applicants June 2022

We are pleased to announce that we had five successful applications for Round 1 of the Housing Plus Education Grant Program.

Applications came from tenants in Bathurst, Orange, Dubbo and Mudgee, and were for a range of items including laptops, uniforms and excursions.

If you are interested in finding out more about our Education Grants and when our next grant round will open. Please keep an eye out on our website <https://www.housingplus.com.au/housing-services/educationgrant/>

Applicants must be:

- Living in a Housing Plus property or in crisis accommodation
- An Australian citizen or permanent resident
- Not earning an income higher than the NSW social housing eligibility limits (if earning an income).
- Currently studying, or enrolled to study, in formal education or training.
- Able to demonstrate a commitment to achieving your goal.



The Educational Grants are non-cash, instead tenants are reimbursed for education or study related expenses, or a supplier can be paid directly.

New Affordable Homes as Housing Plus build their first homes in Forbes

Housing Plus are pleased to announce the commencement of construction of four new affordable homes that will be built in Forbes by Housing Plus in 2022. These are the first homes Housing Plus have built in Forbes and will include two one-bedroom and two two-bedroom homes.

These homes are built to a 7-star rating under the Nationwide House Energy Rating Scheme.

These homes are fully insulated, rainwater catchment is included, LED light fittings are standard, reverse cycle air conditioning has been installed and all homes have had solar panels installed to increase energy efficiency for our tenants. Keeping energy costs low will help our tenants meet day to day living costs.

Housing Plus have an impressive track record for delivering new affordable homes, building over 325 homes across the Central West between 2019 and mid-2023.

The homes in Forbes are part of a project funded by the NSW Government's \$50

million Community Housing Innovation Fund (CHIF) and along with \$1.3million being invested by Housing Plus, will see Housing Plus build 12 homes across the Central West; four in Forbes, four in Parkes by the end of 2022 and four in Blayney by early 2023.

Housing Plus Chief Executive Officer David Fisher said Housing Plus would deliver and manage these properties and will then provide the residents with tailored support packages. "We are delighted to be providing these much-needed new homes in Forbes and other regional towns across Central West NSW. Our new customers in these homes will also benefit from the tailored support we are able to offer them to assist with their health, education, and employment needs. Our work shows the impact that we can have in the regional communities as a locally based regional Community Housing Provider working with Government to meet local needs" says David Fisher Chief Executive Officer of Housing Plus.

Meet the Bathurst Tenancy Team

Housing Officer Bree has been working in Community Services for over 10 years and is also a qualified Beauty therapist, Bree has been with Housing Plus for 3 years supporting tenants to sustain tenancies.

Leasehold / Housing Officer Harmony is a footy fan and likes to volunteer in the Bathurst community, Harmony has been with Housing Plus for 1 year and has successfully built and strengthened relationships with her tenants and supporting services.

You can contact the Bathurst Tenancy Team from Monday to Friday 9-5, and they can assist you with, but not limited to:

- Answering all your tenancy enquiries
- Assist with linking you in with our Support Services
- Resolving complaints
- Logging repairs
- Engaging with the community



If you wish to contact Bree

D 02 5350 5105

M 0401 416 750

Bree-anne@housingplus.com.au



If you wish to contact Harmony

D 02 5354 5150

M 0423 404 533

Harmony@housingplus.com.au



Get Involved

There are many ways you can get involved and support your community. Housing Plus has some great opportunities for volunteers in Orange, Bathurst, and Dubbo. So, if you're interested, please visit our website or **email** rochelle@housingplus.com.au or call **02 5340 5142** to speak to Rochelle.

Tenants Advisory Group

Do you want to:

- Be a voice for Housing Plus clients
- Work alongside Housing Plus, providing a client perspective of services, policies, and decisions
- Provide feedback on tenant related documentation

The Tenant Advisory Group allows tenants to assist and provide advice to Housing Plus in relation to improving service delivery. The Tenant Advisory Group will represent all tenants on key service delivery issues and proposed changes which could affect them. If this is something you might be interested in, but you haven't done anything like this before, call us and have a chat, we provide training and support for all members of the Group.

Call 02 5340 5142 to speak to Rochelle

Repairs and Maintenance

Preventing and Treating Mould in your home

Although mould can be found almost anywhere, it needs moisture and nutrients to grow. The key to preventing mould growth is reducing dampness in the home. Here are some tips on prevention and treatment:

Preventing Mould

- Ventilation; Turn on the exhaust fan or open a window in the bathroom
- Let sunlight and fresh air in
- Wipe down tiles – mould can feed on soap scum
- Wipe away condensation on the inside of glass
- Use moisture absorbers in closed-off rooms and cupboards
- Regular vacuuming, dusting, and cleaning in kitchens and bathrooms

Treating Mould

- For routine cleaning: clean with diluted vinegar (4 parts vinegar to one part water)
- For stubborn mould: clean with diluted bleach solution (250mls of bleach in 4 litres of water). When using bleach, protective equipment is recommended: PVC or nitrate rubber gloves; safety glasses; and safety shoes. Make sure the



area is well-ventilated while you are cleaning with bleach

- Once cleaned, ensure surface is completely dry.

For more information visit www.health.nsw.gov.au

Homelessness Week (1-7 August)

The theme for Homelessness Week 2022 - To end homelessness we need a plan.

Homelessness Week aims to raise awareness of the impact of homelessness on Australia via national and local community events, including providing information on the importance of housing as a solution and educating communities on how they can make a difference.

As the Specialist Homeless Service provider in Orange, we invited our cities leaders to visit Wirree our homelessness refuge and talked to them about the issues impacting homelessness and what needs to be done to support the people into long-term and safe housing by providing more affordable housing.

Our Dubbo tenancy team also attended an event coordinated by Mission Australia. There was a BBQ lunch and a shelter building contest. Housing Plus staff helped raise awareness for



Homelessness Week by making a pledge on how we can work together to end homelessness together.

In Bathurst we joined service providers, Wattle Tree House, and Veritas House to host a free BBQ lunch. The event was designed as an opportunity for vulnerable residents to receive a free meal and learn about the services that are available; and for the wider community to have a conversation with agencies about what can be done locally to address homelessness.

YOUR HOUSING OFFICER'S CONTACT DETAILS

ORANGE

Kirsty 02 5340 5152 0411 865 604
Harmony 02 5354 5150 0423 404 533
Chris 02 5340 5167 0435 798 571
Kate 02 5340 5209 0466 433 896
Bree-Anne 02 5350 5105 0401 416 750

BATHURST

Bree-Anne 02 5350 5105 0401 416 750
Harmony 02 5354 5150 0423 404 533

MUDGEE

Sherry 02 5340 5131 0401 456 850
Debbie 02 5340 5127 0427 914 367
Bec 02 5340 5215 0413 904 424

DUBBO

Sonya 02 5340 5114 0402 054 840

FEEDBACK AND COMPLAINTS

We are committed to delivering our services to the satisfaction of our customers. Your opinions are important to us because we use them to improve our services to the community and investigate and respond to any issues of concern. You can contact us with your feedback or complaint by telephoning our Customer Service Team on 1800 603 300, emailing us at tenancy@housingplus.com.au, sending us a letter to Housing Plus, PO Box 968, Orange, NSW 2800 or visiting one of our local offices.

 HOUSINGPLUS.COM.AU

 1800 603 300

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