

Housing Plus acknowledge the Traditional Custodians of the land on which we work and live, and recognise their enduring connection to the lands, waters, and culture. We honour their stories, resilience, and wisdom, which continue to enrich and guide us in a shared journey towards a respectful and inclusive future



Dear Customers

THERESE SHORT, HOUSING SERVICES MANAGER

I hope this newsletter finds you well. Please see some updates from the team below and enclosed in this newsletter.

Policy Updates

At Housing Plus, our team has been diligently reviewing and updating our Housing Services policies, procedures, and factsheets to ensure they remain relevant and effective.

We've updated our Housing Services policies to ensure they meet legal obligations, improve readability, align with best practices, and focus on your needs. These updates help us stay current, regulatory-compliant, and better serve you. We've also created easy-to-understand factsheets, designed to make information easier for you to access. Our updated policies and simplified factsheets are now available on our website. For more details, contact our office staff or your Housing Officer.

5-Star Review System Expansion

In our ongoing commitment to improving service delivery, we're extending our 5 Star Review system to gather feedback from tenants who have had routine inspections or received support from our Support Coordination team. This system, which you may already be familiar with through maintenance work updates, helps us ensure we're continuously meeting your needs and improving our services based on your valuable feedback.

Updates to the Residential Tenancies Act

As part of our ongoing dedication to keeping you informed, we want to highlight some key changes to the Residential Tenancies Act recently announced by the State Government, that may affect your current or future tenancy. These changes, coming into effect in the next few months, include:

- **Ending 'No Grounds' Evictions:** Landlords will now be required to provide valid grounds for eviction, ensuring that tenants can only be asked to leave for reasons specified by law.
- **Adjusted Notice Periods:** Notice periods for ending fixed-term agreements will change—agreements of less than six months will require 60 days' notice, while those over six months will require 90 days.
- **Easing Pet Ownership Restrictions:** Tenants will now have the right to request permission to keep a pet. If a landlord does not respond within 21 days, the request will be automatically approved unless a valid reason for refusal is provided.

For more details on these changes, visit: <https://www.nsw.gov.au/departments-and-agencies/fair-trading/changes-to-rental-laws>.

Thank you for being a valued part of the Housing Plus community! We are committed to ensuring that your experience is positive, and we encourage you to reach out for any further information or clarification on these updates.

MEET THE TEAM: OUR HOUSING OFFICERS



ANDREA

Location: Orange
02 5340 5290
0466 587 499

Fun fact: I work in the Bunnings Tool shop on weekends



TAYLOR

Location: Orange
02 5340 5205
0432 966 233

Fun fact: I used to work in a factory, where my photo was taken for a poster now displayed in a factory in Thailand.



MADISON

Location: Bathurst
02 5340 5809
0431 569 967

Fun fact: I am 39% Irish



SAMANTHA

Location: Orange
02 5340 5828
0402 606 905

Fun fact: I collect farm animals



ALISON

Location: Bathurst
02 5340 5296
0402 852 540

Fun fact: I like crunchy M&Ms



DEBBIE

Location: Mudgee
02 5340 5127
0427 914 367

Fun fact: I am a member of Mudgee Rotary



SHANAYA

Location: Mudgee
02 5340 5252
0403 277 227

Fun fact: I like running in my spare time



BRONTE

Location: Mudgee
02 5340 5814
0489 029 363

Fun fact: I like to ride my postie bike in my spare time



KALLIE

Location: Dubbo
02 5340 5829
0401 422 873

Fun fact: I like to cook in my spare time

WE WANT TO REWARD YOU FOR YOUR FEEDBACK!

Our annual Customer Satisfaction Survey has been delivered to you via post. It is a really important way for us to receive your feedback on our service and we encourage you to fill it out.

By completing Housing Plus' Customer Satisfaction Survey you automatically go into the draw to **win one of ten \$150 Essential Shopping vouchers** (redeemable at Woolworths, BIG W and Ampol).

There are two vouchers available per region; Orange, Dubbo, Mudgee and Bathurst, including surrounding towns. Prize winners will be drawn after the survey closes on Friday 23 May 2025.

If you have not received your survey or need help filling it out, reach out to your Housing Officer.

"I enjoyed completing the survey and it only took 5 minutes! I was very happy to win the voucher and used the money when I took my great niece and grandson to Disney on Ice in Newcastle." - Leonie, past voucher winner



Our New Home In Dubbo

At the start of February, we officially settled into our brand-new office location at 62 Bultje Street, Dubbo, where we continue to deliver all of our services, in addition to Plus Community's Opportunity Pathways program.

Come visit us at our new digs! While our address has changed, we promise it's the same friendly faces you know and love. Plus, there's no need to worry—all your regular contacts, including their emails and phone numbers, are staying the same.



Check Out Our New ID Badges

You may have noticed that we are starting to roll out our brand-new ID badges. These badges are designed to provide you with official identification, ensuring that Housing Plus staff and authorised contractors are easily recognisable and authorised to enter your home.

We hope this new initiative gives you peace of mind and reassurance that everyone who visits you is properly vetted and identified.



Sarah's Story*

Sarah* was renting privately during the COVID pandemic and faced financial difficulties when her rent increased by \$40 per week. Unable to afford the new rate, she applied online for Affordable Housing with Housing Plus. After some time, she was offered a suitable property, and Housing Plus further supported her by facilitating a transfer to a home that better met her medical needs. The Support Coordination Team made her case a priority, advocating for her to secure her current home.

Since the move, Sarah's mental health and wellbeing have significantly improved. She feels happier, more positive, and enjoys walking her dogs and spending time in her garden again. Sarah has even created a "Memory Garden" in her backyard, which brings her joy. She is deeply grateful for Housing Plus's help, saying the experience has given her a renewed sense of purpose.

Sarah speaks highly of the tenancy team and feels at peace in her new home with her beloved dogs.

DEVELOPMENT UPDATE



Bathurst, NSW

In February, we were thrilled to officially announce the opening of three additional units at The Orchard Bathurst – emergency domestic and family violence accommodation for women and children.

Constructed by Housing Plus and operated by Plus Community, the new units will provide a safe haven for at least 32 women and children in Bathurst each year. The Orchard Bathurst now boasts a total of 8 emergency accommodation units dedicated to those in need.



Blayney, NSW

We are excited to announce the completion of six new units in Blayney, NSW, providing more much-needed housing in our community. This project was made possible through the support of the NSW Government's Community Housing Innovation Fund (CHIF) and Social Housing Accelerator Fund (SHAF).

These new units will be home for up to 9 new tenants. The first few households have moved in and we couldn't be more thrilled!



Mudgee, NSW

Construction is well underway on eight modern dwellings in Mudgee, NSW, set to accommodate approximately 18 social housing residents.

This project, funded by the NSW Government, is transforming a previously disused, ageing social housing site into energy-efficient, modern homes. Completion of the project is anticipated to be in June 2025.

HOUSING**PLUS**

HOUSING PLUS TENANT EDUCATION GRANTS ARE NOW OPEN!

Education grants of up to \$1,500 for the 2025 academic year are available for Housing Plus tenants currently undertaking one of the below study options:

- Primary School
- High School
- Vocational Education & Training (VET)
- University

To find out more, including what the grant can be used for, please visit your local office, visit our website below or email grants@housingplus.com.au

Eligibility criteria applies. Applications for Round 4 will close on 1st June 2025.



1800 603 300



<https://housingplus.com.au/tenants/educationgrants/>



@housingplusau

MAINTENANCE UPDATES

Do You Have Our Number?

Housing Plus would like to inform you that the previous hotline phone number, 1300 435 400, will soon be disconnected and permanently replaced with our current 24/7 hotline number **1800 603 300**.

We are confident that most of you are already using our 24/7 hotline number, 1800 603 300. This number is answered by our staff during business hours (8 am - 4 pm). For urgent repairs outside of these hours, the call will be diverted to our after-hours call centre.

Please ensure that you delete 1300 435 400 from your phone to avoid any issues when reporting repairs in the future. You can also report any issues via email at repairs@housingplus.com. Please include your name, phone number, address, details of the repair needed, and photos if possible.



Important Reminder To Keep It Flowing!

Only flush the 3Ps down your toilet: pee, poo, and (toilet) paper. Anything else (e.g., wet wipes, paper towels, and face tissues) can cause blockages. Please dispose of these items in the bin. If a plumber attends your property for a sewer blockage and the report states that the blockage was caused by anything other than the 3Ps, a charge may be applicable.



Emergency Preparedness - Know Your Meters

Do you know where your water and gas meters are located and how to shut them off in an emergency? If not, please take a moment to locate them. If you are unsure, you can ask one of our team members when they are at your property or give us a call on 1800 603 300.





JOIN US FOR A COFFEE & A CHAT IN 2025!

Feeling isolated? Want to get out and about? Get to know Housing Plus and each other with our monthly **Coffee & a Chat** meet ups at your local Housing Plus office in 2025.

BATHURST

**10am, every 1st
Wednesday of
the month:**

7 May
4 June
2 July
6 August
3 September
8 October
5 November
3 December

To RSVP, call
1800 603 300 or
scan the QR code:



DUBBO

**10am, every 2nd
Wednesday of the
month:**

14 May
11 June
9 July
13 August
10 September
15 October
12 November
10 December

To RSVP, call
1800 603 300 or
scan the QR code:



MUDGEES

**10am, every 3rd
Tuesday of the
month:**

20 May
17 June
15 July
19 August
16 September
21 October
18 November
16 December

To RSVP, call
1800 603 300 or
scan the QR code:



ORANGE

**10am, every 4th
Wednesday of the
month:**

28 May
25 June
23 July
27 August
24 September
22 October
26 November
17 December

To RSVP, call
1800 603 300 or
scan the QR code:



HOUSING PLUS PLUS COMMUNITY



HOW TO CONTACT US

HOUSING PLUS

Report A Repair 24/7
repairs@housingplus.com.au
1800 603 300

Housing Services
tenancy@housingplus.com.au
1800 603 300

Corporate Office
info@housingplus.com.au
02 6360 3300

PLUS COMMUNITY

Central West DV Services
dv@pluscommunity.org.au
1300 384 357

Western DV Services
dv@pluscommunity.org.au
1800 940 406

Central North DV Services
dv@pluscommunity.org.au
1800 959 304

Far West DV Services
dv@pluscommunity.org.au
1800 407 728

Orange Homelessness Service
homelessness@pluscommunity.org.au
1800 674 474

Opportunity Pathways
op@pluscommunity.org.au
1800 940 409

Men's Behaviour Change
mbc@pluscommunity.org.au
1800 959 825

Together Home
info@housingplus.com.au
02 6360 3300

Initial Transitional Service
its@pluscommunity.org.au
02 6360 3300

Postal Address

PO Box 968
Orange NSW 2800

Orange Branch

113 Byng Street
Orange NSW 2800
Monday - Friday
9am - 5pm

Bathurst Branch

61 Boyd Street
Bathurst NSW 2795
Monday - Friday
9am - 5pm

Dubbo Branch

62 Bultje Street
Dubbo NSW 2830
Monday - Friday
9am - 5pm

Mudgee Branch

34 Market Street
Mudgee NSW 2850
Monday - Friday
9am - 5pm



www.housingplus.com.au
www.pluscommunity.org.au



@housingplusau
@pluscommunityau



@housingplusau
@pluscommunityau

Join our Customer Advisory Group

Calling Our Tenants! Help Shape the Future of Housing Plus

Do you want to make a real difference in your community? We're inviting you to join our Customer Advisory Group and be the voice of our tenants!

Interested?

Email Rochelle on
rochelle@housingplus.com.au
or call 02 6360 3300



02 6360 3300



www.housingplus.com.au

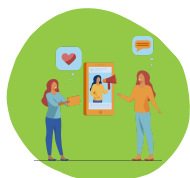
What's in it for you?



Influence: Share your thoughts on key projects and help shape our services.



Impact: Your ideas will directly contribute to how we improve and deliver services.



Engagement: Dedicate just 2 hours every second Thursday of the month between 10am-12pm to meet online and discuss what truly matters to you.

Our promise to you:



Transparency: You'll get exclusive insights into our strategic plans.



Respect: We'll listen to your feedback and make sure it's considered in our decisions.



Collaboration: Together, we'll identify changes that better serve our community.

HOUSINGPLUS

Customer Service Standard

Tenant's Rights and Responsibilities.

HOUSING PLUS

Improving people's lives through independence & choice.

When using our services you have a right that:

1. We will demonstrate respectful, fair, ethical, and professional behaviour in all dealings with you.
2. We will always work collaboratively with you and provide you with the reasons for the decisions we make. You have the right to be told about the services we are offering you, are involved in and agree to the decisions with the services.
3. We will be professional and helpful, and will endeavour to provide accurate advice, and respond to questions in a timely manner.
4. We will listen to your feedback and complaints and will respond in a timely manner.
5. We will respect your privacy and confidentiality. We need your consent and permission to share or ask for information from other people or services as part of us being able to provide the best service for you. The only times we are not able to keep your information confidential is when your safety or the safety of someone else is at risk
6. We have the right to be treated with respect and will reserve the right to disengage with you if the conversation becomes disrespectful, abusive, threats are made, or if there is no willingness to keep listening to advice or information. This includes asking you to leave the premises if required.
7. We of Housing Plus will comply with all laws, contracts, policies, procedures, guidelines, and other relevant obligations to the best of their ability.



When using our services, you have a responsibility to:

1. Treat us respectfully, honestly and courteously. A reflection of how you like to be treated.
2. Be aware that we are required to adhere to policy within our service, as well as those set by state and federal governments, including the National Child Safe Principles.
3. Tell us if your personal circumstances change at any time so that we can keep your personal information accurate, complete and up to date.
4. Allow us reasonable access to your home when inspections or maintenance are scheduled.
5. Abide by the Housing Plus Customer Feedback, Appeals and Complaints Policy when bringing matters to our attention for review and action.
6. Not record any part of a session or interaction with us, without our consent.
7. Follow expectations as set out in the Residential Tenancy Agreement.
8. Show respect & consideration by not storing your personal items in common areas of your property, such as foyers, stairwells etc..

Our full Rights and Responsibilities Charter can be found on www.housingplus.com.au



www.housingplus.com.au



1800 603 300



info@housingplus.com.au

NEW POLICIES

As of February 2025, we have created the following policies. You can access them via our website. You can also find updated policies here.



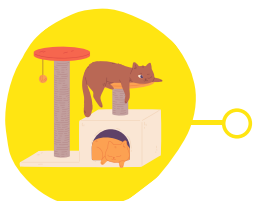
Affordable Housing Policy

This new policy outlines Housing Plus's approach to allocating and managing affordable housing.



Occupancy Policy

This new policy explains how many people can live in a home, the rules for visitors, and what to do if you are away for a while. It helps make sure social housing is used fairly.



Pets Policy

This new policy explains what pets are allowed, how to follow local pet rules, and how to take care of pets. It also deals with problems like noisy pets.



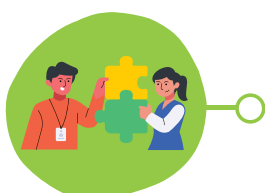
Property Access and Inspections Policy

This new policy explains the rules for entering and inspecting homes. It helps keep properties in good condition, safe, and respects tenant rights.



Use of Property Policy

This new policy helps tenants get along with their neighbors and explains the rules for running a business from home. It makes sure tenants know their rights and responsibilities.



Former Tenancy Policy

This new policy explains how Housing Plus classifies former tenancies and what former tenants need to do to become eligible for the Housing Pathways waitlist again.

