

THE HHS TENANT NEWSLETTER

MARCH 2016

HAVEN; HOME, SAFE AND COMMUNITY SECTOR BANKING SCHOLARSHIPS

Haven; Home, Safe is delighted to announce our scholarship recipients for 2016.



Late last year we launched a Haven; Home, Safe and Community Sector Banking Scholarship fund for university and vocational study. We were flooded with enquiries, inspiring stories, and applications from all ages.

We are excited for the future of this fund and the lives it will help to transform. Congratulations to the following people on their scholarships and continued commitment to themselves, their futures, and their education.

Liam, [Swan Hill](#), Bachelor of Environmental and Conservation Science
Kraig, [Bendigo](#), Bachelor of Business (Accounting)
Terri-Lynn, [Mildura](#), Bachelor of Education
Julie, [Essendon](#), Bachelor of Education
Janet, [Whittington](#), Diploma of Community Services
Rosemary, [Frankston](#), Diploma of Counselling
Akolda, [Heidelberg West](#), Certificate IV in Community Services

We wish them all the best in their studies for 2016! Watch this space....

Introducing MICHELE McNEIL



Michele McNeil is our new Community Engagement Coordinator for Melbourne, based at our Preston office.

If you see her around make sure you say hello!

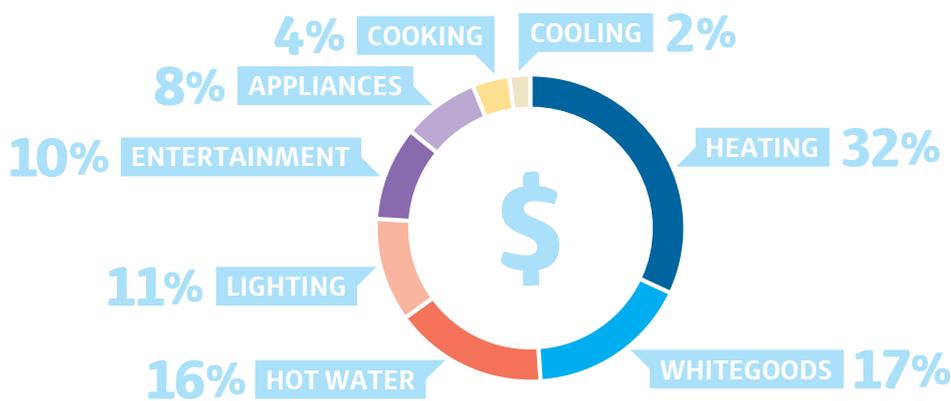


Did you know? The scholarships aim to alleviate the study costs for Haven; Home, Safe tenants and/or their dependents studying at either vocational or tertiary level. University scholarships provide up to \$3,000 each, paid over two years. Vocational scholarships up to \$2,000 each, paid over two years.

AUTUMN IS HERE! IT'S TIME TO SAVE ON ENERGY BILLS

The average Victorian household spends more than \$2,500 on energy bills every year.

The graph below shows where an average Victorian household spends their energy dollars.



Source: Sustainability Victoria 2013

WHAT ABOUT YOUR ENERGY BILLS?

- During the colder months it is best to set the thermostat for a comfort level between 18°C and 21°C
- Check for draughts and use your curtains to manage temperature in your home. Close doors to rooms not in use.
- Keep a record of your energy bills, you can then compare with other people in similar environments and use them to help you budget.

Is it time to replace older inefficient appliances? Talk with your Tenancy Manager about options for concession card holders.

If you want to find out more head to www.sustainability.vic.gov.au

DEAKIN UPGRADES MILDURA



Work has been completed at our Deakin Apartments in Mildura to improve the amenities and security of the complex.

The 18 month project included the installation of an automated gate, sensor lights in the stairwells, a new sign on the building, and a complete refresh of the communal courtyard. We made sure we put the new BBQ to good use by celebrating the finished upgrades with tenants before Christmas.

LIFE HACKS

Are you sick of spending money on expensive cleaning products? We have some environmentally and budget friendly solutions – some you may have in your cupboards already!

Baking Soda

- ✓ Great natural deodorizer. Pour into a container and place in the fridge to get rid of smells.
- ✓ Gentle but effective cleaning on hardened stains. Especially good to use on easily scratched surfaces.

Washing Soda

- ✓ Available in the laundry aisle of most supermarkets.
- ✓ Boosts the power of regular laundry detergent (add ½ cup to each load with regular washing detergent).
- ✓ Great for cleaning your bathroom.

Lemon

- ✓ Antibacterial. Squeeze one lemon and add the juice to a spray bottle, dilute with water and it is good to go!

White vinegar

- ✓ A natural disinfectant and deodorizer.
- ✓ Can be used as an all-purpose cleaner on most surfaces around your home.
- ✓ Use to cut grease and remove mildew.
- ✓ Mix a solution of half water and half vinegar in a spray bottle.

Borax/Sodium Borate

- ✓ Excellent multi-purpose cleaner.
- ✓ Well-suited to cleaning painted and wallpapered surfaces.
- ✓ Effective floor and wall cleaning solution.

Cornstarch

- ✓ An excellent oil absorber, great for cleaning grease off stovetops, range hoods, cabinets and other areas in the kitchen.
- ✓ Use to deodorize and refresh carpets.
- ✓ Mix with water to form a paste.

NOISY NEIGHBOURS?

In a perfect world some of us would enjoy living far away from each other so we could make as much noise as we want. However, most of us live close to other people so we need to manage our noise and think about the impact on other people.

Under the *Residential Tenancies Act 1997*, renters must avoid disturbing the peace and comfort of neighbours.

What does that mean?

It means minimising noise, especially late at night and early in the morning. This includes music, cars, construction noise, air conditioners, vacuum cleaners and dogs.



From July 2014 to December 2015 HHS found that a **quarter of all complaints from tenants related to noise.**

If the noise generated by your neighbour is annoying the first step is to talk to them about it. Some people may not know the noise they make is annoying you. Some people are more sensitive to noise than others. While one person might really enjoy music with a sub-woofer, but to another person it is noise. If, after talking to your neighbour the noise keeps happening, you can contact your Tenancy Manager or your Community Legal Centre (CLC). CLCs are government-funded centres that specialise in settling neighbour disputes through mediation and it is free.

The Environment Protection (Residential Noise) Regulation 2008 has the following rules about noise.

ITEM	DAYS OF WEEK	TIMES TO USE
Music, Radio, TV	Monday to Thursday	7am to 10pm
	Friday	7am to 11pm
	Saturday and public holidays	9am to 11pm
	Sunday	9am to 10pm
Noisy Animals	Everyday	An animal, such as a dog or cat, is considered a nuisance if it creates a noise that persistently or continuously disturbs a neighbour.
Cars, Lawn Mowers, Power Tools	Monday to Friday	7am to 8pm
	Weekends and public holidays	9am to 8pm

If there is ongoing noise disturbance, it's a good idea to keep a noise nuisance diary so that you can keep track of when the noise is occurring and let your Tenancy Manager know. It helps your Tenancy Manager respond to the complaint if they have accurate information about what has been happening.

NOISE NUISANCE DIARY

Complainant's name:

Complainant's address:

Address of where the animal noise is coming from:

Date	Time	Duration	Describe the noise, and explain how it disrupted activities at your household
1/7/2014	1 am	20 minutes	Barking woke me up

SCHEDULED MAINTENANCE

Every year the Assets and Maintenance team organise a seasonal plan of action for maintenance on all properties. For example:

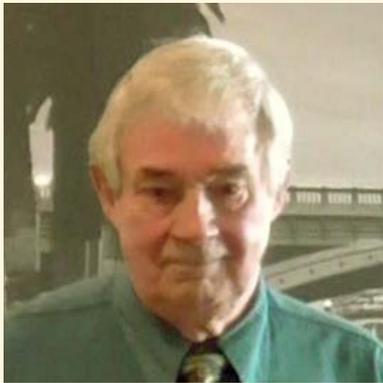
ITEM	ACTION	FREQUENCY
Gutters	Cleared	1-2 times per year
Air-conditioning and Split Systems	Checked	Once a year
Gas Appliances (hot water systems, cook tops, ovens, gas heaters, etc.)	Checked and CO2 levels measured	Once a year

Residents will be contacted by the relevant worker or company where the work requires access to the property. These calls are likely to appear as private or unrecognised numbers, and they can often go unanswered.

Unfortunately as a result, the tradie might arrive unannounced, particularly if they are already working in the area. For the system to work effectively it is important that both tenants and contractors play their part in the process. If you have any concerns about scheduled maintenance please contact your Tenancy and Property Manager.



Five minutes of fame



Peter

I came to live in the Chandler Road, Boronia apartments in July 2014. I came here from Ringwood. I am grateful to Haven; Home, Safe for giving me the opportunity to find accommodation I can afford. I like it here, it is secure comfortable and quite close to the shops.

I came to Australia from the U.K many years ago and I am very proud to be an Australian. I have seen a lot of our beautiful country having lived on "the road" for seven years in a motorhome.

My spare time these days is spent entertaining at elderly citizen clubs and aged care homes, I sing and I am a member of four local choirs around Ringwood, Croydon, Boronia, Yarra Glen, and Healesville. I would be interested to connect with anyone in our building who likes to sing or has an interest in music at any level.

If asked who I would like to dine with living or dead, I would pick two of my favourite actors: David Jason and Julie Walters. Both are very much alive. I am keen to work with Haven; Home, Safe, the residents group and all residents in an endeavour to make our home an even better place in regard to making it more attractive, safe and clean for the benefit of all.



ARE YOU OKAY?

Never be afraid to ask for help. The services listed below are there to help you.

ACSO Connect (Intake for Mental Health, Drug and Alcohol services)
1300 022 760 www.acso.org.au

Adults Surviving Child Abuse Professional Support line
1300 657 380 www.asca.org.au

Alcohol Anonymous Victoria
1300 224 673 (13 AA HOPE)
www.aavictoria.org.au

Beyond Blue
1300 224 636 www.beyondblue.org.au

Online Drug and Alcohol Counselling 24/7
1800 888 236
www.counsellingonline.org.au

Gamblers Help
1800 858 858
www.gamblinghelponline.org.au

Gay and Lesbian Switchboard Melbourne
1800 184 527 www.switchboard.org.au

Kids Help Line
1800 551 800 www.kidshelpline.com.au

Lifeline
131114 www.lifeline.org.au

Mens Referral Service
1300 766 491 www.mrs.org.au

Money Help
1800 007 007 www.moneyhelp.org.au

National Disability Abuse and Neglect Hotline 1800 880 052
www.disabilityhotline.net.au

National Sexual Assault, Domestic Family Violence Counselling Service
1800 737 732 www.1800respect.org.au

Nurse on Call
1300 606 024

Quitline
13 78 48 www.quit.org.au

Victims of Crime 1800 819 817
www.victimsofcrime.vic.gov.au

Victorian Poisons Information Centre
13 11 26 www.austin.org.au/poisons

Department of Health and Human Services (Victoria) Concessions Information line
1800 658 521 www.dhhs.vic.gov.au

Department of Health and Human Services (Victoria) Disability Intake and Response
1800 783 783 www.dhhs.vic.gov.au

Department of Health and Human Services (Victoria) after hours child protection service
131 278 www.dhhs.vic.gov.au

EVENTS COMING UP

Clean Up Australia Day
6 March
www.cleanupaustriaday.org.au

International Women's Day
8 March
www.internationalwomensday.com

Cultural Diversity Week
12–20 March
www.multicultural.vic.gov.au
www.embracediversity.com

Close the Gap Day
17 March
www.oxfam.org.au

Earth Hour
19 March, 8:30pm
www.earthhour.org.au

Harmony Day
21 March
www.harmony.gov.au

Go to www.ourcommunity.com.au/calendar for more upcoming events

If you have feedback or questions for us please contact our Community Engagement officers:

Robert Jamieson – Bendigo: 03 5444 9063

Matthew Smith – Mallee: 03 5018 4214

Michele McNeil – Metro: 03 9479 0729

