



## CEO MESSAGE

Hello everyone,

Welcome to the Autumn edition of SCH NEWS, our NEW Tenant Newsletter.

I hope you will find the refreshed look of our quarterly newsletter more engaging and informative. SCH NEWS will provide information about our recent and upcoming events, tenancy tips, policy updates, repairs & maintenance, tenant opportunities and much more.

Our SCH staff work extremely hard to provide the best possible tenancy services and housing solutions for all our clients, however sometimes it's really difficult when people fall behind in their rent, cause property damage, or breach their tenancy agreement for other reasons. Our staff will do everything possible to assist you to sustain your tenancy, but if tenants breach their tenancy agreement, SCH staff are instructed to pursue the recovery of money owing or eviction through the NSW Civil & Tenancy Tribunal. This is not discretionary for our staff and they have no choice. With over 70,000 households on the social housing waitlist, it's not fair for some current tenants to exploit the opportunity of social housing, whilst there is such high demand.

As far as the majority of our lovely tenants, our staff are always keen and excited to visit you in your homes to say hi and thank our clients who make coming to work a joy.

I would like to say a special thank you to our "Clean Up Crew", who have been out and about everyday assisting our tenants by removing unwanted goods and rubbish from homes and yards. People have been extremely appreciative and tenants quite often as "what's the catch? How come this service is free?" Well there is no catch, SCH want to make your home environment and community a cleaner, well presented, and safer place to live. So if you live in the Shoalhaven, please contact your housing officer or our office to get the Clean Up Crew to visit your home. We hope to roll this service out in other areas early next year.

I am pleased to announce that our Educational Scholarship program is now taking new applications for winter offers. Applicants can be any age and studying at a NSW school/TAFE/college or enrolled in any organized sporting or music program. Don't miss this opportunity to study what you love.

We have some great tips on repairs, smoke alarms and mould. Winter is coming and habits such as drying clothes inside and running gas heaters and humidifiers for the kids could lead to increased moisture inside the house.

This edition also includes very helpful tenancy information about keeping pets, unauthorised occupants and time away from your home. It is really important that our tenants understand their responsibilities and the consequences of breaking the terms of their Tenancy Agreement. Please check our Policy Update on page 2.

Please don't forget to have a look at our upcoming events within your local area on page 2. Our team really enjoy getting to know you at the local events and I would like to encourage you to come and meet us and get involved at the events within your area.

Alex Pontello  
CEO



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## TALK TO US

Nowra	(02) 4421 5145
Bomaderry	(02) 4421 5145
Ulladulla	(02) 4455 4543
Batemans Bay	(02) 4472 7681
Cooma	(02) 6452 1298

## GETTING TO KNOW SCH PEOPLE

To improve our service to you, we have recently recruited new staff members to join our fast growing team. We're pleased to introduce Jade and Keryn.

### Jade [Nowra]

Jade has recently joined Southern Cross Housing as a Housing Officer in the Shoalhaven Tenancy team. Her previous position was working at HIPPY Home Tutor where she provided support and assistance to children in their homes.

Jade has worked with a number of clients in the short time that she has been with SCH, where she has provided them with a high level of service and achieved positive housing outcomes.

Jade is passionate about empowering people to enable them to make a positive change for themselves and for them to have safe and secure housing.



### Keryn [Nowra]

Keryn has worked for Southern Cross Housing for 10 months and has recently moved into the position of Housing Officer for Access and Demand.

Keryn has already worked with a number of clients since she been with SCH, where she has provided them with a high level of service and achieved positive housing outcomes.

Keryn enjoys helping people who are in genuine need and making a difference in their lives, she is passionate about helping our tenants make a positive change.



## TENANCY TIPS

### UNAUTHORISED OCCUPANT

If a person is residing in a SCH Property and SCH has not given approval for the person to be an authorised occupant. SCH will consider that person to be an unauthorised occupant. This includes circumstances where the tenant has made application for an additional occupant and SCH have declined that request.

If a tenant has unauthorised occupants living in their property, they will be in breach of the terms of their Tenancy Agreement and SCH will take appropriate action under the Residential Tenancies Act 2010.

This may also result in your Rental Subsidy being withdrawn. In order to ensure that all additional occupants are approved please make a request in writing with all details for the additional person/persons including current income statements, full name and date of birth. Requests can be sent to your Housing Officer for assessment.

### PETS IN PROPERTIES

A number of tenants have introduced pets at their properties and have not sought permission from either Southern Cross Housing or the landlords. Under your lease this is a breach and you may be at risk and receive a Termination Notice.

In some cases the agents themselves have contacted our offices and advised that the animals are to be removed or we face losing the property concerned.

Please call your Housing Officer before you consider having a pet so we can obtain the appropriate consent and you don't face the risk of losing a very much loved animal.

### POLICY UPDATE

#### WILL YOU BE AWAY FROM YOUR PROPERTY FOR MORE THAN A FEW WEEKS?

Tenants may be away for a range of reasons, like going on a holiday, entering hospital or rehabilitation, or a period of respite or imprisonment.

If you will be away from your property for more than 6 weeks, it is important to let Southern Cross Housing know. Approval will normally be given for at least 3 months, if your reason for being absent is covered by the Absence from Property policy and you can show Southern Cross Housing that you have made arrangements to pay your rent and water and have the property cared for while you are away. Depending on your reason for absence, you may also be eligible for a reduction in your rent while you are away.

If you do not tell us that you will be away and your rent falls into arrears, or your lawns become overgrown, you will be in breach of your tenancy agreement.

A copy of the Absence From Property policy is available on Southern Cross Housing's website, or by calling your local office.

#### VEHICLE PARKING

Unsafe or inconsiderate parking of vehicles is a common cause of complaints between neighbours. These problems can be avoided if tenants follow the Southern Cross Housing vehicle policy.

The policy allows only one registered vehicle per approved occupant of a property, which must be parked in a designated parking space for the property. Some units or townhouses do not allow for parking. If this is the case, tenants are permitted to park one vehicle per unit or townhouse on the street.

Tenants will be in breach of their tenancy agreement if vehicles cause a nuisance to other residents because they are blocking access to common areas, occupying car spaces allocated for visitors, parked on the lawn or nature strip, or are a hazard because they are in a state of disrepair.

If you breach the policy, you may be issued with a strike notice and/or the vehicle may be reported to Council.

A copy of the Tenant Vehicle Parking policy is available on Southern Cross Housing's website, or by calling your local office.

## WHAT'S COMING UP NEXT ?

### Shoalhaven

- Youth Week Billy Cart Races - Thursday 18th April 2019
- NAIDOC Family Fun Day Nowra - Wednesday 10th July 2019
- NAIDOC Family Fun Day Ulladulla - Friday 12th July 2019

### Monaro

- Healthy, Wealthy, Wise - Tuesday 14th May 2019
- Cheap Eats - Wednesday 22nd May 2019
- Social Housing Tenant Forum Cooma - Tuesday 14th May 2019

### Eurobodalla

- Art with Nature Workshop Batemans Bay - Monday 15th April 2019
- Pop-up Drive-in Moruya - Wednesday 17th April 2019
- Superheros and Superstars' Picnic at the Park - Tuesday 7th May 2019

If you want to know more about any of these or other events please refer to our website: [www.scch.org.au](http://www.scch.org.au) or contact your local housing officer



### ARE YOU IN ARREARS?

If you are having trouble to pay your rent arrears or non-rent debt please contact your local Housing Officer for assistance on how you can pay your rent. SCH offers payment plans to help our tenants.

Not paying your rent in time can result in SCH applying to the tribunal for termination of your tenancy and you could lose your home.



# TENANT OPPORTUNITIES

## WHAT IS THE TENANT ADVISORY GROUP?

Tenant Advisory Group (TAG) is a forum for tenants to discuss issues, exchange ideas and give feedback to Southern Cross Housing.

TAG's are being held in the following areas: Cooma, Batemans Bay, Ulladulla, Nowra and Bomaderry

Meetings are tenant led and will focus on a particular theme, issue or concern for tenants. The meetings are held every three months. The more tenants are involved in TAG meetings, the more Southern Cross Housing can ensure it delivers the best possible services to meet tenants' needs.

## WHY JOIN TANANT ADVISORY GROUP?

Joining the Tenant Advisory Group can help you to:

- Meet other like-minded people and get involved in your community
- Have your ideas heard and discussed
- Develop new skills and confidence
- Have a real say in the way housing services are delivered
- Develop a sense of ownership and responsibility

If you wish to become part of this group Please contact Sharee, Peter or Jess on 02 4421 5145.



## EDUCATIONAL SCHOLARSHIP 2019

What can the Scholarship be used for:

- School fees or registration fees
- Educational, music or sporting equipment
- Participation in excursions, exchange programs, study camps, sporting events or performances
- Uniforms
- Other related costs (eg, tutoring, childcare)

Scholarship Funding:

- Up to \$400 one off payment- primary school student
- Up to \$800 one off payment- high school student
- Up to \$1200 one off payment- University, TAFE or college student

Please refer to eligibility criteria to our website.

**FOLLOW YOUR DREAMS**

We have funding available for eligible residents of SCH properties. SCH would like to encourage our tenants and children of tenants to improve their education, health or personal wellbeing.

Applicants can be any age and studying at a NSW school/TAFE/college or enrolled in any organized sporting or music program.

Ask us for an application form today or download on [www.scch.org.au](http://www.scch.org.au)

**APPLICATIONS CLOSE**

**31st July 2019** for Winter offers



## FREE RUBBISH REMOVAL & YARD CLEAN UP SERVICE (Shoalhaven)

To assist our tenants to maintain a clean, well-presented home we will be offering a free clean-up service. With your permission, our "Clean Up Crew" will be able to come into your yard and remove all your unwanted items.

To book in your free rubbish removal and yard clean up service, please contact your Housing Officer or your local office.



## TAFE NSW NOWRA CAMPUS

Interested in doing a course then come along to the TAFE NSW Nowra campus Infest. Starts Tuesday 25 June and runs until Thursday 27 June. You can talk to our teachers about courses starting in the Semester 2 (July). Contact the campus for days and times of the individual information sessions. Phone 131 601 and ask for Nowra campus or go on line and register your interest at: <https://www.tafensw.edu.au>

Not sure if you want to study or just want some help on making choices? Talk to our careers advisors and find out what student support services are available. Phone 44 219 886

TAFE NSW Nowra have some short courses starting soon.



Course Name	Date	For More Information
Responsible Service of Alcohol	28 May 2019	Log onto <a href="http://tafensw.edu.au">tafensw.edu.au</a> or phone 131 601
Responsible Conduct of Gambling	29 May 2019	Log onto <a href="http://tafensw.edu.au">tafensw.edu.au</a> or phone 131 601
First Aid	22 May 2019	Log onto <a href="http://tafensw.edu.au">tafensw.edu.au</a> or phone 131 601
Computing Fundamentals Skill Set	30 April 2019	Log onto <a href="http://tafensw.edu.au">tafensw.edu.au</a> or phone 131 601 Fully subsidised
Digital Literacy – eCitizen Skill Set	21 May 2019	Log onto <a href="http://tafensw.edu.au">tafensw.edu.au</a> or phone 131 601 Fully subsidised

## SOCIAL HOUSING TENANT FORUM - COOMA

When: Tuesday 14th May  
 Where: The Hub, 39-41 Vale Street, Cooma  
 Time: 9.30 to 1.30  
 Cost: Free

Come and see Presentations including:

- Department of Fair Trading,
- NDIS
- My Health Record



REPAIRS & MAINTENANCE

NEED TO GET SOMETHING REPAIRED AT YOUR HOME?

The first step is to get in touch with your local Southern Cross Housing office and let us know exactly how we can help you.

REPORTING A REPAIR

Please call or visit your local office and speak with your Housing Officer or Receptionist or fill in the online form on our [website](#). Let them know exactly what needs to be repaired and how the tradesperson can contact you to arrange a convenient time to attend your property.

WHAT ARE URGENT REPAIRS?

- Burst water service or flooding
- Blocked or broken toilet system
- Serious roof or gas leak
- Serious storm or fire damage
- Dangerous electrical fault
- Breakdown of gas, electricity or water supply to the property
- Failure of any essential service for hot water, cooking, heating or laundry
- Any fault or damage that causes the property to be unsafe or not secure

SMOKE ALARMS SAVE LIVES!

For your safety, Southern Cross Housing checks all smoke alarms at properties every time we conduct an inspection.

Please know that it is the tenants responsibility to change batteries in smoke alarms and to ensure that batteries are not taken out to use in other devices e.g. TV remote control.

Fire and Rescue NSW can also assist the elderly or those physically unable to change a smoke detector battery. For more information, call your local fire station.

MOULD PREVENTION

Use the below tips to reduce the chances of mould in your home:

- When showering, close the bathroom door and/or use the extractor fan to stop the steam from escaping into cooler rooms
- When cooking or washing, let the steam escape from an open window or use an extractor fan
- Wipe down surfaces when moisture settles, to stop mould forming

DRAUGHT PROOF YOUR HOME

Trying to minimize your energy costs coming into the cooler weather?

- Air most often leaks into the house through the bottom of outside doors. A cost effective solution would be to put a rolled-up towel along the bottom of the door or to buy a door snake
- Try closing exterior doors and windows earlier in the day to keep the warmth inside for night time
- Minimise your heating area. If you are mainly using the lounge area, close off the room as best you can and heat only that area.



REPAIR TIMEFRAMES

Southern Cross Housing Tenants:

- Emergency 4 Hours
- Urgent 24 Hours
- Priority 14 Days
- Priority 28 Days



Housing Transfer Tenants:

- Emergency 4 Hours
- Urgent 8 Hours

MAINTENANCE QUERIES?

You can request maintenance a number of ways:

Call 1300 757 885

In person by visiting one of our offices

Via post by writing to us at:

PO Box 785 Nowra NSW 2541

Online by completing the Maintenance Request form

AFTER HOURS EMERGENCY

If there is an emergency repair required outside of normal office hours, please call the relevant hotline:

Southern Cross Housing Tenants: 1300 757 885

Housing Transfer Tenants: 1800 422 322

BE



LOOKING FOR HELP TO GET BACK INTO WORK?

WE CAN HELP FIND THE RIGHT JOB FOR YOU.

- Are you ready to find a long-term job?
- Do you have a disability, injury, illness or mental health condition?
- Do you want your needs & career goals to be heard?

If so, you have come to the right place. At Campbell Page, we believe that everyone deserves a chance to be seen, be heard & a chance to thrive. We can help you overcome any challenges you may be facing, identify your goals & importantly help you into ongoing & successful employment.

Campbell Page has partnered with [Southern Cross Housing](#) to help tenants find work & identify career goals, while ensuring you have the right support in place & to get back into work – in a job that you want to do.

Reach out to one of our friendly staff & book an appointment

Take your first steps!

Southern Cross Housing Locations

Nowra 68 Kinghorne St, Nowra NSW 2541

Ulladulla East Side Mall 118-120 Princes Hwy, Ulladulla NSW 2539

Bomaderry 1/54 Bolong Rd, NSW 2541

REGISTER FOR YOUR APPOINTMENT NOW. WE CAN HELP YOU TO FIND THE RIGHT JOB.

Speak to our friendly team today:

Sarah - 0490 119 877

Email –[Sarah](#).

[Berry@campbellpage.org.au](mailto:Berry@campbellpage.org.au)

Dates:

10am – 1pm

Tuesday 7th May	Nowra
Tuesday 4th June	Nowra
Tuesday 25th June	Nowra
Tuesday 9th July	Nowra
Tuesday 30th July	Nowra
Tuesday 14th May	Ulladulla
Tuesday 11th June	Ulladulla
Monday 1st July	Ulladulla
Tuesday 16th July	Ulladulla
Tuesday 21st May	Bomaderry
Tuesday 18th June	Bomaderry
Tuesday 23rd July	Bomaderry

CAMPBELL PAGE

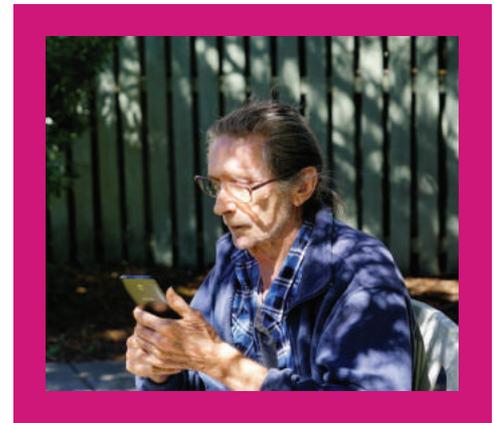
CAMPBELLPAGE.ORG.AU



RECENT EVENTS

**NATIONAL NEIGHBOUR DAY**

In celebration of National Neighbour Day, SCH put on a BBQ at the Clipper Road Unit Complex in Nowra on 26th March. It was a great opportunity for neighbours to get to know one another, and for the staff of SCH to get to know our tenants. The aim of Neighbour Day is to build better relationships with our neighbours.



**KEYS TO RENTING**

SCH hosted a Keys2renting for CareSouth clients in January. Six young participants graduated with the knowledge and skills to obtain and sustain a private rental tenancy. They were awarded with a Certificate which is accepted by local real estate agents in place of a reference.

