

MLAHMC NEWSLETTER



Words from the GM

Hi All 😊

Welcome to the final newsletter for 2022 and looking back its hard to believe another year has passed so quickly. On reflection we look back and pay our respects to the family and friends we have lost– for MLAHMC losing our valued Board Member Alan Lamb ‘Yaama’, whose presence is sorely missed.



It has been testing times for all with the ever-present COVID-19 and the impacts of flooding that has sadly destroyed our communities, but as usual Aboriginal people are resilient and survive all challenges /obstacles we face. At MLAHMC despite facing many challenges, we continue to innovate and work towards improving our service delivery for the betterment of the families and communities we serve.

Regarding improving our service an example of this can be seen through our review of our repairs and maintenance (R&M) process following discussions with tenants and our staff - resulting in a more efficient process that includes faster response times and increased emphasis on keeping our tenants informed to increase our tenant satisfaction.

With a lot to reflect on with the year that was 2022, I want to touch on the Aboriginal Community Housing Investment Fund (ACHIF) projects. ACHIF had some great outcomes for our tenants this year including;

- Installation of solar panels
- Repairs and maintenance refurbishments
- Disability modifications
- Air condition installations

We hope more opportunities are forthcoming in 2023 for the betterment of our tenants. The team at MLAHMC are also working on some exciting projects planned for next year.

Over the Christmas break our last day will be Wednesday, 21 December 2022 and reopening on the 9, January 2023. Urgent R & M's will still be attended to by calling us on 1800 231 160 or via our website and email. Cost of living is always an issue and for our tenants we understand this, but it is important to continue to pay your rent as the monies help us to sustain your homes.

As always please read the many great articles in this edition and remember this is your newsletter if you wish for us to include something please call the office, email or look us up on social media.

In closing on behalf of the Board and all the staff have a safe and Merry Christmas and a Happy New Year and best wishes for 2023.

GM, Seth Toomey





What We've Been Up To



Parkes NAIDOC Event



AHO – Rent Policy Training



NSWALC Round Table Talk – North West Region



Keeping Active in Community – Dubbo Elders Group



Hay LALC – Housing for Health Program



MLAHMC Activities

Since our last newsletter we have:

- Completed 571 Repairs and Maintenance Requests.
- Signed 26 New leases.



Direct Debit

Signing up for direct debit payments is a simple and convenient way for tenants to manage their rental payments.

For further information contact our tenancy team

Phone: 1800 231 160

Email: tenancies@mlahmc.org.au

MLAHMC Website

Our website is a great source of information about our organisation, as a tenant you can also;

- Lodge a repair and maintenance request.
- Submit feedback or complaints.
- Update your contact information.
- View our policies and procedures.
- Find information on related services.
- View our newsletters.

Visit: mlahmc.org.au



SCAN ME

Employment Related Accommodation (ERA)

Live or relocating to Parkes or Orange for long term employment or employment related study?

In need of affordable Accomodation?

We have Employment Related Accomodation (ERA) vacancies for fully furnished shared accomodation available in these communities.

Contact our Tenancy Team via the following methods for information on eligibility or to assistance with submitting an application.



1800 231 160



mlahmc.org.au



tenancies@mlahmc.org.au



Tenant Support

Do you need assistance with your tenancy? Contact our friendly staff at MLAHMC on 1800 231 160 and we will be happy to assist you further in referring you to professional support services to assist you with your needs.

MLAHMC

Office Hours

Monday: 10.00 am – 5.00 pm

Tuesday: 9.00 am – 5.00 pm

Wednesday: 1.30 pm - 5.00 pm

Thursday: 9.00 am – 5.00 pm

Friday: 9.00 am – 5.00 pm

Lets Talk Property Care

Cleaning your gutters

With summer approaching cleaning your gutters is the best way to prepare your home for storm and bush fire season.

Full gutters are a serious hazard when there are bush fires near your home as dry twigs and leaves act as a fuel source. They can also cause significant problems during storms and wet weather as blockages in gutters and downpipes may cause leaks in the roof and internal flooding in severe cases.

For further information on how to be StormSafe scan the QR code.



Keeping on top of your yard

As a tenant you are responsible for maintaining your yard which includes;

- Lawn mowing
- Tree trimming
- Rubbish removal
- Garden maintenance

It's important that your yard is well maintained to prevent rodents, snakes and other hazards.

Failure to comply with yard maintenance requirements can result in fines from the council and tenant damage charges.

Preventing mould in your home

With the onset of warmer weather as we enter summer and the ongoing wet weather conditions across the state, this has resulted in the perfect conditions for the growth of mould in your home.

For tips on how to prevent mould in your home, scan the QR code.



Support Service Spotlight




Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Do you travel long distances for specialised healthcare?

In NSW, patients can claim financial assistance towards travel and accommodation costs if they need to travel more than 100km one way, or 200km in a week, for specialised medical treatment that is not available locally.

For further information or to apply

 **Phone:** 1800 IPTAAS (1800 478 227)

 **Email:** iptaas@health.nsw.gov.au

 **Website:** <https://iptaas.enable.health.nsw.gov.au/>

Follow us on facebook

MLAHMC – Previously known as Mid Lachlan Aboriginal Housing



Tenant Spotlight



Tori Reid

What Community are you from?
Gulargambone.

What for you love about you r community?
Everyone looks out for our younger generations.

What would you like to see more of in your community?
More things for the kids.



MLAHMC Christmas Closure Period

MLAHMC will be closed from 5:00pm on the 21st December 2022 and will reopen on the 9th January 2023 at 9:00am.

Rent Payments

As a tenant you are still responsible to pay rent during this close period and stopping payments during this time could affect your tenancy in the future.



URGENT REPAIRS

MLAHMC will have staff on call for emergency repairs only. For any urgent repairs during our closure period please contact our call centre on **1800 231 160** and our duty staff member will assist you further.

Please be advised that MLAHMC have arranged with tradesman to be available during this closure period for urgent matters only, non-urgent matters will be dealt with upon our return.





**Laughing
Kookaburra**

**MERRY
CHRISTMAS**

