

MLAHMC NEWSLETTER



Words from the GM

Hi All 😊

Welcome to the first MLAHMC Newsletter for 2023! Yet again, the years seem to fly past with us already through a third of this one.

This year we will be providing 3 quality newsletters instead of 4, as such you'll find this edition is a little longer than usual, with a lot of interesting articles and activities.

At MLAHMC we have been busy with our day-to-day operations but also increasing our participation in activities held by our owners with many great events held, starting in January with the Griffith LALC Survival Day to the Dubbo LALC Easter Egg Hunt Event in April and a lot of events held in between.

Facing uncertain times with the ending of headlease/sublease arrangements to direct management agreements we continue to negotiate with the owners of the stock we manage. For all the organisations that have signed direct management agreements I thank you for your faith in the service delivered by MLAHMC and we look forward to working together.

We are excited to announce that within direct management agreements some of the owners have agreed to work with us on delivering some of the services including repairs and maintenance inspections through a partnership arrangement. This will mean a quicker response to tenants and a continued presence in your communities, hopefully leading to an increased tenant satisfaction.

Speaking of a better tenant satisfaction, delivering a better service to our tenants is our primary focus and the *tenant survey outcomes* indicates our service is improving with a 10% overall increase in tenant satisfaction from our previous survey conducted in 2020, this means approximately 75 more households are happy with the service being delivered to them. We strive for continuous improvement and will work towards becoming a better organisation.

Gilgandra LALC have joined MLAHMC and we are pleased to deliver a service to this community that we have travelled through for many years. MLAHMC staff have strong connections to Gilgandra, and we look forward to working with the Gilgandra LALC Board, staff and especially the tenants.

Please read through the newsletter and enjoy the great content and as usual please remember this is your newsletter and if you wish for us to include something please call the office, email or look us up on social media.

In closing I wish everyone a safe start to the first third of the year and I look forward to working with you all.

GM, Seth Toomey



THURSDAY 26TH JANUARY 2023

THANK YOU SO MUCH
FOR COMING TO THE
2023 GRIFFITH
SURVIVAL DAY
CELEBRATION

ALWAYS WAS
ALWAYS WILL BE



PHOTO GALLERY

Griffith LALC Survival Day, Dubbo LALC Easter Hunt Event, Meeting with Owners: Young LALC & Murrin Bridge LALC.





WELCOME GILGANDRA LALC

Gilgandra LALC has joined our property and tenancy management services.

MLAHMC staff attended Lifeline Central West's **13 YARN** - 1 Year Celebration.

13 YARN is a free and confidential 24/7 service that provides crisis support to Aboriginal and Torres Strait islander peoples.

To learn more about **13 YARN** or to access this service scan



MLAHMC ACTIVITES

Since our last newsletter we have:

- Completed 375 Repairs and Maintenance Requests.
- Signed 12 New leases.

Scan here to update your tenant details!



Family Wellbeing Day – Forbes



Raymond Thompson

TENANT SPOTLIGHT

What community are you from?
Gilgandra.

What do you love about your community?
Everything.

What would you like to see more of in your community?
More housing and services.

What's your NRL team?
Manly Sea Eagles.



Tenant Survey Outcomes

MLAHMC has conducted its bi-annual tenant survey from August – December 2022 and the results are in!

Some quick facts about the survey responses:

- **94%** of surveys were tenants of MLAHMC.
- **76%** of surveys were long term tenants of MLAHMC (longer than 5 years).
- **10%** increase in tenant satisfaction since our last survey conducted in 2020.



We've listened and have committed to improvements to our service including:

Repairs and Maintenance

- We have committed to even quicker responses to R & M for tenant satisfaction and asset protection through a reviewed maintenance system.
- Implementing a 24/7 on call system for urgent repairs
- MLAHMC will continue to source local trades to keep up with demand and to support local businesses.

Communication

- MLAHMC has and will continue to implement new methods of communication with tenants and owners including.
 - Quarterly Newsletters – Facebook Updates - Website - Owner Snapshots

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

FOLLOW US ON FACEBOOK

MLAHMC – Previously known as Mid Lachlan Aboriginal Housing



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.

Visit: mlahmc.org.au





As temperatures continue to drop as we approach the colder months, it's important we stay warm safely.

- Ensure heating appliances are not faulty (e.g. broken / frayed power cords and plugs)
- Ensure children and pets do not play or sit too close near fireplaces, gas or electric heaters.
- Ensure furniture, clothing, curtains and other objects are not close to heating units.
- Never smoke inside the home.

For further information on fire safety plans, scan here



If you have any issues with your smoke alarms call **MLAHMC** on **1800 231 160**

Smoke Alarms

- All properties as required by law are required to have working smoke alarms.
- Never disconnect or damage smoke alarms.

Did you know that carbon monoxide emissions from unfiltered gas heaters in poorly ventilated areas can be fatal?

If you smell gas, get headaches or dizzy when a gas heater is in use report it directly to MLAHMC.





Rubbish Removal

Leaving rubbish outside your household is a breach of your tenancy agreement, a fire hazard and can attract rodents such as cockroaches to your property.

Did you know that leaving your unwanted household items outside your property or on the street is illegal? You could be fined up to \$4000.

For further information on how to safely dispose of unwanted household items visit:

<https://www.facs.nsw.gov.au/housing/living/health-safety-savings/unwanted-household-items>

Did you know that a dripping tap wastes at least 5,500 litres of water a year?



Property Leaks & Busted Pipes

If you notice an increase on your water bill, a leaking tap, toilet, water on the ground where it wasn't on the ground where it wasn't before or pools of water bubbling, this could mean you have a property leak.

Property leaks & busted pipes may occur for a range of reasons including

- Damage from tree roots
- Wear and tear of old pipes
- Broken water devices located inside and outside your home.

Report all property leaks to MLAHMC so we can address the problem before it causes further damage.

Support Service Spotlight



With the cold weather creeping in, it's important to be mindful of energy costs.

The Family Energy rebate helps NSW households with dependant children cover the costs of their energy bills.



**Service
NSW**

If you receive your bill directly from your energy retailers and you meet the eligibility requirements, you can apply for the energy rebate online!

 <https://www.service.nsw.gov.au/transaction/apply-for-the-family-energy-rebate-retail-customers>



Did you know that Services NSW offer Energy Account Payment Assistance Vouchers (EAPA) for assistance with energy or gas bills for those experiencing financial hardship?

Rebates – The NSW Government offers up to 70 rebates and savings to assist with the cost of living with eligibility depending on individual circumstances.

Simply fill in a 6 question survey via Service NSW which will result in the rebates available to you and how to apply.

 <https://assistance.service.nsw.gov.au/savings-finder/>

You can also visit a Service NSW centre for any assistance or enquiries.

Complaints vs Service Requests

Do you know the difference between a complaint and a request for service?

WHAT IS A COMPLAINT

You are unsatisfied with our service or anything within our control as your housing providers.

COMPLAINT EXAMPLES

Breaches in policies & procedures, rude or inappropriate behaviour from staff, poor administration of service, delays to service etc.

WHAT IS A SERVICE REQUEST

Issues with your tenancy that requires action / review from MLAHMC.

SERVICE REQUEST EXAMPLES

Maintenance Requests, tenancy requests, request for review of rent setting etc.

HOW TO LODGE A COMPLAINT

1. By telephoning us on **1800 231 160**
2. Lodging a complaint via our website **www.mlahmc.org.au/complaints**
3. By email to **corporateservices@mlahmc.org.au**

HOW TO SUBMIT A SERVICE REQUEST

1. By telephoning us on **1800 231 160**
2. Lodging a complaint via our website **<https://www.mlahmc.org.au/contact>**
3. By email to **tenancies@mlahmc.org.au**

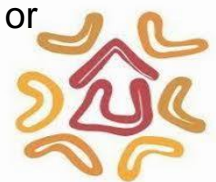
Employment Related Accommodation (ERA)

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.

Conact our Tenancy Team for information on eligibility or to assistance with submitting an application.



Kids Corner

