

www.ecclesiahousing.org.au

Tenant Newsletter

Winter 2014



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Invitation.....

We would like to extend an invitation for you to join our Tenant Advisory Group. The role of the Advisory Group is to advise Ecclesia Housing how we can better service you.

It's very important for Ecclesia staff to have regular contact with our tenants and to obtain your views on important matters; such as:

- Our future direction
- Our procedures and
- The best point of contact for you

Prior to the team at Ecclesia Housing introducing new service/s or initiatives, we would value any feedback or thoughts from you, our tenants.

We look forward to meeting you.

Best Wishes

From the team at Ecclesia Housing

FACS HSC YOUTH SCHOLARSHIPS FOR 2015

Enclosed is information about the youth scholarship.

For tenants or tenants children who are doing their HSC in school or the equivalent at TAFE.

If you are interested please contact the office on 02 9890 6500 for an application form and a copy of the guidelines.



A/H Emergency
Maintenance:
Ph 9890 6555

For more information on
Ecclesia Housing Limited go
to:
www.ecclesiahousing.org.au

Ecclesia Housing Contact Details

We're located at
Level 1, Suite 105,
18-20 Ross St,
Parramatta NSW 2150



Mailing address

PO Box 2725
NORTH PARRAMATTA NSW 1750

Ph: 9890 6500 Fax: 9890 3522

Email: info@ecclesiahousing.org.au

Web: www.ecclesiahousing.org.au

After Hours Emergency Maintenance

Ph: 02 9890 6555

Ecclesia Welcomes Phill to the team as CEO



Hello! It is a great privilege to lead Ecclesia Housing at this time.

The community housing sector is changing and Ecclesia is changing with it. I believe that affordable housing is fundamental for everyone. My own family benefited from affordable housing during the 1960s when my parents obtained housing in the northern suburbs due to my mother's illness.

At Ecclesia Housing we want to listen to our tenants. We want to work with you to implement supports and link with services that will help our long term tenants to assist them to achieve what they want from housing.

Please let us know your views and stay in touch.

Peace and happiness to you all.

Phill

COST SAVING TIPS

Winter is here and this is when you will find your electricity and gas costs will begin to spike.

Below are some tips found on Energy Australia's website:
<http://www.energyaustralia.com.au/residential/energy-saving-safety/energy-saving-tips>

1. Thaw food in the fridge first to reduce cooking time.
Microwaves use less energy than an oven.
2. Keep lids on pots when cooking to reduce the amount of time and energy used.
3. Use a power board as it can supply electricity to multiple appliances at the same time and allows you to switch off all appliances using the same switch. TV's, DVD players, computers, stereos and game consoles still use energy in stand by mode.
4. Only run the washing machine or dryer on a full load. Use cold water to wash clothes and spin them thoroughly before drying.
5. Use a clothesline instead of a dryer wherever possible.



Paying Your Rent on Time.

One of the terms of your tenancy is that you agree to pay your rent on time. If your rent is late you're in breach of this term. It is important you pay any outstanding rent as soon as possible. If you fall behind with your rent it is important to take action as soon as possible, as we may issue a notice to end the tenancy if your rent is more than 14 days overdue. If you are unable to pay all of the overdue rent immediately, you should contact the office to speak with a staff member about putting an arrears agreement in place. An arrears agreement is a payment plan for the outstanding rent to be paid over a period of time, in addition to your normal rent payments. Both parties will sign the arrears agreement to avoid any misunderstanding or disputes.

To avoid falling into arrears, ask our staff about the option of having your rent paid automatically through the Centrepay Deduction Scheme. By choosing this option you will never have to worry about falling into rental arrears or risk losing your tenancy, it's the most stress-free way to ensure your rent is always paid on time.

Do you pay your rent by Direct Deposit?

Tenant ID Numbers ARE Important!

Is your rent or non-rent payments going into the right account? **You can make sure it does by including your Tenant ID Number and your Surname when making payments, either online or at the bank or post office.** We currently have a large amount of rent payments which we cannot allocate to the correct tenants' accounts.

For example, if your tenant ID is 10959, then the reference on your payment should be 10959 .

MOVING?

When you are ending your tenancy with Ecclesia Housing, we appreciate it is a very busy time for you. However, there are some things you must do to enable us to process your bond refund and finalise your rental account.

1. Contact Ecclesia Housing on 02 9890 6500 to advise us of the relevant two or three weeks' notice (this will depend on your agreement). If in doubt, ask when you call the office.
2. If you know of your forwarding address it is important that you inform Ecclesia Housing Limited of this.
3. We also need your bank account details. This also allows us to notify the bond board to ensure you receive all the money that you **may** be entitled to.
This will allow us to transfer any forthcoming refunds direct to your account.
4. You **MUST** make sure that your rent and utilities are paid up to date prior to your moving out date.
5. Your accommodation **MUST** be left clean. This includes:
 - Removing all rubbish and placing it in the bin
 - Using a suitable cleaning product to scrub the shower recess, bath and toilet
 - Using a suitable cleaning product for the kitchen sink and the kitchen cupboards (inside and out)
 - Washing any tiled, vinyl or wooded floors
 - Vacuum all carpets
 - If there are marks on the walls that can be cleaned then they **MUST** be removed
 - If there is furniture in the premises that belongs to the property it **MUST** be clean and undamaged
 - If there is a yard or garden that is your responsibility then that should be tidy and the lawns mowed
6. All of your belongings need to be taken with you; otherwise we will charge you storage fees.
7. ALL your keys must be returned to our office or your support provider. Until we receive the keys or your support worker lets us know they have the keys, we may continue to charge you rent.
8. If you pay your own electricity, gas, phone line etc contact the relevant company to advise them of the date that you are moving out of the property
9. In summary, the property is to be left in the same state or better than when you first moved in.

If you have any questions, please don't hesitate to contact us on 02 9890 6500

We welcome your feedback

Do you have a special family event, a funny joke, a favourite recipe?

Perhaps a great story or a personal comment you would like published in the next newsletter.

Please send all information along with your tenant code, name and address to:

info@ecclesiahousing.org.au

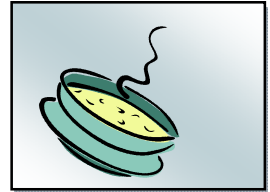
If you do not have access to the internet to send us an email you can always drop into the office.

Your entry will be put into the draw to win a \$20.00 Woolworths or Coles gift card. All submitted entries will be reviewed.

Chicken & Sweet Corn Soup

Ingredients

4 Cups Chicken Stock
 1 Chicken Breast cut into small pieces
 1 x 375 g can creamed corn
 1 large egg (beaten)
 Spring Onions



Method

1. Bring Chicken stock to boil.
2. Add chopped chicken and simmer until cooked
3. Stir in creamed corn
4. Slowly pour in the beaten egg while stirring the soup.
5. Whisk to get the authentic look and serve with some chopped spring onions on top

Contact Details

We are currently updating all contact details for our tenants.

Please assist us to do our job by completing the form below with your current contact and emergency contact details.

You will always be our first point of contact; we would only be contacting your emergency person should we have reason to be concerned for your safety and well being.

You can update your contact details by:

1. Email to info@ecclesiahousing.org.au
2. Phone 02 9890 6500 or
3. Drop into the office or
4. Cut out the slip below and mail it to us at
 Ecclesia Housing
 PO Box 2725
 NORTH PARRAMATTA NSW 1750

Contact Details Update:

First name: _____ Last name: _____

Home number: _____ Mobile number: _____

Email address: _____

Emergency Contact Details:

Name: _____

Emergency Contact

Number: _____