

# Tenant Newsletter

[www.ecclesiahousing.org.au](http://www.ecclesiahousing.org.au)



Summer 2015



*Merry*   
*Christmas* 

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From the Ecclesia Housing team we want to extend our warm wishes to you this holiday season. Have a safe and enjoyable time with family and friends.

**Our office will be closed on:**

Friday, 25 December

Friday, 1 January

For emergency maintenance during this time please ring 9890 6555.

**Ecclesia Housing Contact Details**

We're located at

Level 1, Suite 1A,

470 Church St,

Parramatta NSW 2150

**Mailing address**

PO Box 2725

NORTH PARRAMATTA NSW 1750

**Phone:** 9890 6500 **Fax:** 9890 3522

**Email:** [info@ecclesiahousing.org.au](mailto:info@ecclesiahousing.org.au)

**Web:** [www.ecclesiahousing.org.au](http://www.ecclesiahousing.org.au)

**After Hours Emergency Maintenance**

**Ph: 02 9890 6555**



## *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.

### Balnaves open house program:

The Balnaves Open House Program provides affordable **\$5 tickets** to people facing barriers to accessing live performances due to social and financial disadvantage. This program only available to individuals who are holders of a **Federal Government Low Income Health Care Card**. Proof of this card must be shown to staff upon collection of tickets at Box Office. To find out whether you are entitled to a Federal government low income health care card please visit the website below:

<http://www.humanservices.gov.au/customer/enablers/centrelink/low-income-health-care-card/income-test>



### **After hours emergency**

For emergency maintenance after 4.30pm & before 9:00am or on weekends, ring 9890 6555. Examples include burst or broken water service, serious roof leak, dangerous electrical fault, serious flood damage, storm or fire damage, breakdown of gas, water or electricity supply and any fault or damage that causes the premises to be unsafe or insecure.



## We have moved office:

Our new office location will be in the SAI Building located at:



**Level 1,  
Suite 1A  
470 Church St**



**PARRAMATTA NSW 2150**  
(Corner of Harold St, Opposite the  
Cheesecake Shop)

All phone numbers, email addresses and  
PO Box details remain the same.



**Do you pay your rent by  
Direct Deposit?**

**Tenant ID Numbers  
ARE Important!**



Are 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 last name when making  
payments, either online or at  
the bank or post office. If  
you're unsure of what your  
tenant ID is, please call us.**

## Ecclesia Housing's AGM

Wednesday, 25 November Ecclesia Housing held their 2014-2015 AGM.



