

Tenant News

September 2019



David Carroll
CEO of Birpai
Local Aboriginal Land Council
(Port Macquarie)

Koori knockout Competition Winner

We've just completed our 2019 Tenant Survey. A big thank you to all the tenants who took the time to complete it. Many Rivers aims to provide the highest standard of service. We appreciate all feedback to continuously improve how we do business.

We will share the results with you in the next edition of the Tenant Newsletter.

On Friday 6th September Many Rivers asked David Carroll, CEO of Birpai Local Aboriginal Land Council (Port Macquarie) to draw our competition. We are pleased to announce that the winner of our 2019 Tenant Survey competition is Nicole from Purfleet. Congratulations Nicole!

Nicole has won a family pass to the 2019 Tuggerah Koori Knockout, accommodation over the weekend and a \$500 gift card for spending.

The survey has ended but we still welcome all feedback! In every edition of the newsletter you will find our feedback form. You can complete this and send it back or pick up the phone to speak with your Housing Support Officer.



Winners goody pack

Thank you

Rent Review

Many Rivers has just completed our regular review of rents. Your rent assists to maintain your property. Rent reviews are important to ensure that the rent can cover costs such as rates, repairs & maintenance and insurance.

Most rents are set based on the household type (family and two children, couple, single etc). We understand that the household type can change. Please contact us if there is an error and we can update your details.

If your rent has changed it is important to update your payment details and ensure you include your tenant ID.

Bank account details:

Many Rivers Regional Housing

BSB: 012-703

Account Number: 481 790 495



**YOU MOB ARE
DOING A
DEADLY JOB!**

A big shout out to the tenants who have been making the extra effort to keep up with their rent payments, paying on time, clearing arrears and paying your water bills. It's starting to show! Many Rivers has seen a **HUGE** increase in rents paid in recent months and we wanted to say thank you!

Many Rivers are not for profit, meaning we use the rent that you pay to maintain your home, long term repairs and invest in the community! Well done!

STAFF PROFILE



Toni Lawrence

Hey I'm Toni Lawrence, originally from the Armidale and Tamworth (Anaiwan and Kamilaroi) area.

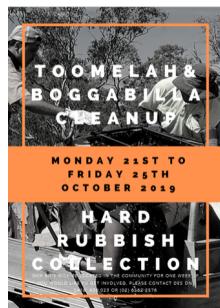
I used to work with the Department of Human Services – Centrelink and started with Many Rivers in May of this year as a Housing Support Officer.

I follow the South Sydney Rabbitohs! Up the mighty Rabbitohs!

Three words that best describe me as a person, I am Loving, Passionate and Caring.

Keeping you up to date

Community clean up - Toomelah & Boggabilla



In October, Many Rivers will be joining forces with the community of Toomelah and Boggabilla for a community clean up week.

The week will see skip bins located in both communities and a working crew to help collect hard rubbish from properties managed by Many Rivers.

If you would like to get involved, contact Des on 0418 436 023 or (02) 6562 2576.

Common home fires

More than one in five house fires are electrical fires.

Here are some hints to protect your home from electrical fires:

- Don't overload power points and power boards.
- Check electrical leads for damage and faults.
- Never use faulty electrical leads
- Store your electric blanket safely – roll don't fold.
- Turn off all electrical appliances at the power point when you go to bed.
- Turn off electric blankets and heaters when you're not at home and before getting into bed.

TIPS!

Many Rivers can help you maintain your home. For example, we can arrange lawn mowing and we can organise skip bins to help with big clean-ups.

Talk to your Housing Support Officer about support to do this.



RENT ASSISTANCE

If you receive Centrelink payments, rent assistance is available to help you pay your rent.

The Australian Government gives financial help to people who pay rent and receive Centrelink payments. This is called Commonwealth Rent Assistance or CRA.

If your rent has increased and you receive Centrelink payments, your CRA payment will also increase. The higher CRA amount is there to help you pay your rent.

The Government offers financial help to people who pay rent and receive Centrelink payments.

For more information about rent assistance you may visit:

<https://www.humanservices.gov.au/individuals/services/centrelink/rent-assistance/eligibility-payment-rates>

Repairs and Maintenance



Do you think your smoke alarm is faulty or broken?

Let us know by calling your Housing Support Officer and they'll sort the rest for you.

02 6562 2576

Kids corner



Guess These tracks

The Rainbow Serpent

Long ago in the Dreamtime when the earth lay sleeping and nothing moved or grew, lived the Rainbow Serpent. Then one day the Rainbow Serpent awoke and came out from beneath the earth. Refreshed from her long slumber she travelled far and wide leaving winding tracks from her huge body and then returning to the place she had first appeared.

On her return she called to the frogs "come out!" The frogs came out slowly as their bellies were full with water which they had stored during their long sleep. The Rainbow Serpent tickled their stomachs and when the frogs laughed, the water spilled out all over the earth to fill the tracks of the Rainbow Serpent. This is how the lakes and the rivers were first formed.

With water, grass and trees began to grow which woke all the animals who then followed the Rainbow Serpent across the land. They were happy on earth and each lived and gathered food with their own tribe. Some animals lived in rocks, some on the vast plains, and others in trees and in the sky. The Rainbow Serpent made laws that they were all to obey but some began to make trouble and argue. The Rainbow Serpent said "Those who keep my laws will be rewarded; I will give them human form. Those who break my laws will be punished and turned to stone & will never to walk the earth again". Those who broke the law became stone and were turned into mountains and hills and those who were obedient were turned into human form and were each given their own totem of the animal, bird or reptile from when they began. The tribes knew themselves by their totems - kangaroo, emu, carpet snake, and many, many more. So, no one would starve, the Rainbow Serpent ruled that no man should eat of his totem, but only of other totems. This way there was food for everyone.

The tribes lived together on the land given to them by the Rainbow Serpent or Mother of Life and knew the land would always be theirs, and no one should ever take it from them.

Do you know what animal makes this print?



Last edition: Did you guess Kangaroo?

If so, you were right

Our lucky winners

We've sent Bush Tracks by Ros Moriarty out to Ezekiel Saunders. Ezekiel is 9 and their colouring in was of a kangaroo using lots of bright colours.



WIN!



For a chance to win, colour in the picture and post back using the prepaid envelope. Winner announced in the next newsletter. Ask mum or dad if we can print your name.

competition time

Name: _____

Age: _____ Can we print your name ? YES/ NO

Address: _____

Mum/dad /guardian signature _____

