



Tenant News

F E B R U A R Y 2 0 2 2

GOOD NEWS STORY

2022 TENANT SURVEY RESULTS & PRIZE WINNERS ARE IN!

Thank you to all the Many Rivers tenants that completed the 2022 tenant survey.

We are already using the survey results to recognise what we do well and improve our service.

This year's tenant survey prize winners were drawn in Toomelah. The Many Rivers team are privileged to work on country in Toomelah.

Huge thanks to Toomelah Elder, Aunty Elaine Edwards, for drawing the winners.

1. Moe Cunningham from Forster
2. Lisa Docherty from Kempsey
3. Audrey Davis from Kempsey
4. Beverley Ann Smith from Tamworth
5. Alicia Simon-Watterson from Grafton

All prize hampers were filled with goodies purchased from Aboriginal owned businesses across our footprint.



Prizes drawn by Toomelah Elder, Aunty Elaine Edwards (centre). Aunty Elaine is with Emma Atkins and Nakita Binge.



Uncle Reg and Cheryl Donovan on Gumbaynggirr Country, 'Hanging out in the garden while the trades are working on the house'.

ACHIF Update

Many Rivers continues to deliver housing upgrades to many properties via AHO's Aboriginal Community Housing Infrastructure Fund or ACHIF Project.

WHAT DID YOU TELL US?



Culture

Our team respect cultural protocols. 86 % said our staff are culturally appropriate.

We are understanding tenants concerns



Service

Our tenant satisfaction regarding our service has improved by 7% moving from 75% to 82%.

We listen and communicate well



Repairs & Maintenance

Opportunities in this area for continuous improvement.

Good tradies, our response time can improve

Closing the Gap in Aboriginal Wellbeing through housing, partnerships & community development

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HOUSING NEWS

Smoke Alarms

Smoke alarms are fitted. They detect smoke early to save lives and property.

Everyone has a job to make sure smoke alarms are fitting and working.



MANY RIVERS	TENANT
Make sure there is always at least one working smoke alarm in your home	Do not remove or damage the smoke alarm(s) in your home
Replace back-up batteries in your hard-wired alarms	Keep your smoke alarm(s) clean. This should be done using a vacuum cleaner every 6 months
Replace any smoke alarm older than 10 years	

BEAT THE HEAT! TIPS FOR KEEPING YOUR HOUSE COOL

Close the house up

- Close all doors, curtains, blinds to keep the heat out. Open it all up again in the cool of the evening.



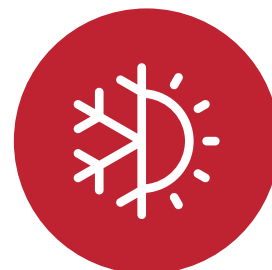
Fans

- Make sure that your ceiling fans are working and are cleaned regularly.
- If you do not have any ceiling fans, buy a pedestal fan. They are cheap to run.

Air Conditioners

Use an aircon if you have one. Remember:

- Close the doors and windows to allow the aircon to work well
- Do not set the aircon temperature to extra cold. It will blow your energy bill and increase wear and tear on your air conditioning unit.
- Aircons needs servicing every 12 months. Call us if you think yours is due.



Lights out

- Turn off the lights in the rooms you are not in.



COMMUNITY MESSAGES

Cadetship Program 2022

Many Rivers, in partnership with the NSW Government, the Community Housing Industry Association of New South Wales (CHIA NSW), is seeking applications from Aboriginal and/or Torres Strait islander people looking to begin a career in the community housing sector.

This exciting program is an opportunity for successful cadets to gain paid employment and training in community housing with Many Rivers (or another Community Housing Provider). Candidates will study a Certificate IV in Housing. Cadetships run for 12 months.

Many Rivers will offer two cadetships: one based in Port Macquarie and one in Lismore.

If you want support with your application contact **Barbara Dent Service Development Manager at Many Rivers** on barbarad@mrrahams.com.au or 02 6562 2576.

Alternatively, you can speak to the Cadetship Program team directly by emailing cadetship@communityhousing.org.au



CHIA NSW
Cadetship Program
NOW OPEN

*Begin a career in
the community
housing sector.*

Submit Your Application

If you'd like to be considered for a place in the cadetship program, jump online <https://communityhousing.org.au/cadetship> and follow the links to the online application form.

Applications close 5pm Friday 18 February 2022.



2022 NAIDOC

has been announced

We all must continue to **Get Up! Stand Up! Show Up!** for systemic change and keep rallying around our mob, our Elders, our communities.

Whether it's seeking proper environmental, cultural and heritage protections, Constitutional



change, a comprehensive process of truth-telling, working towards treaties, or calling out racism—we must do it together.

GET YOUR ENTRIES IN!

2022 NAIDOC Poster competition is open

The artwork must reflect this year's National NAIDOC theme:

Get up! Stand up! Show up!

The Poster Competition closes Monday 14 March 2022 (11:59PM AEDT) Learn more visit : <https://www.naidoc.org.au/news/2022-national-naidoc-poster-competition-now-open>

WHATS NEW AT MANY RIVERS?

We have had some staff changes!

Toni Lawrence, formerly a Housing Support Officer, has taken on a new role of Tenant Support Officer. In her new role, Toni will be supporting tenants to connect with wrap-around services they may need and networking through the Aboriginal Interagency meetings.

Cheryl (Chez) Caruana, also previously from the housing team, has moved to a new role in the finance team.

We wish Toni and Chez all the best in their new roles.

TONI LAWRENCE
Tenant Support Officer
Speak with Toni to learn more on your local support services.



Many Rivers is moving to electronic statements if you would like to be part of this please provide your email to us!

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