



Team Update

We would like to thank all tenants for your cooperation throughout the year in regards to inspections, tradespersons access to premises, and rent reviews.

David Roan has been a very great asset to Community Housing ensuring all upgrade work has been carried out and completed. Please note that future upgrade works is needed, so we ask for patience and understanding. We are happy to discuss any issues with you.

OFFICE CLOSURE DATES

Office closed

Monday 24th December
2018 (minimal staff)

Tuesday 25th December

Wednesday 26th December

Thursday 27th December

Friday 28th December

Monday 31st December

Tuesday 1st January 2019

Office opens

Wednesday 2nd January at
9.00am

Noise Restrictions

The Christmas/New Year season is almost here, which is the time to celebrate with friends and family. If you plan on having people over during the festive season, please be considerate and respectful of your neighbours, as some may be elderly, have young children or ongoing health issues. You are responsible for the actions of your visitors and will be breaching your residential tenancy agreement. Noise restrictions are as follows:

Midnight to 8.00am

Friday, Saturday or any other day preceding a Public Holiday

10.00pm to 8.00am

Any other day

Please contact your local police to make a noise complaint.

(provided from NSW Office of Environment & Heritage)

CH Tenants' Survey

The Community Housing

Tenant Survey is included with this Newsletter. Your feedback is greatly

appreciated as it is important to us to ensure we are providing the correct service to our tenants within the areas of maintenance as well as the line of communication between staff and tenants.

Please ensure you return the survey in the self-addressed envelope by

Friday 11th January 2019.

Beware of Scammers

Have you had a phone call or SMS out of the blue? Phishy email or 'lucky' letter? Unknown knock at the door? Strange behaviour from an online friend or admirer? These tips will help to protect yourself against scammers.

- **Don't respond:** Ignore suspicious emails, letters, house visits, phone calls or SMS – press 'delete', throw them out, shut the door or just hang up.
- **Watch out for slick tricks:** Scammers use sophisticated tricks to fool you, like fake websites, glossy brochures, technical jargon or posing as someone that you know and trust – don't fall for them.
- **Don't let scammers push your buttons:** Scammers will play on your emotions to get what they want.
- **Protect your identity:** Your personal details are private and invaluable – keep them that way and away from scammers.

If you believe you are a victim or in the process of being scammed, please contact your local police.

(provided from NSW Department of Fair Trading)



- ★ 25th December—Christmas Day
- ★ 26th December—Boxing Day
- ★ 1st January—New Years Day
- ★ 26th January—Australia Day
- ★ 29th January—School returns (NSW)



ANGLICARE NORTH COAST -

Maclean office

5 Wharf Street
 MACLEAN NSW 2463
 Phone: (02) 6645 1244

*Contact this office if you have any
 Community Housing issues, or require
 information on Disaster Recovery.*

Office Hours: Mon, Wed & Thu
 9.00am to 4.00pm

ANGLICARE NORTH COAST -

Grafton office

7 Wisemans Way
 GRAFTON NSW 2460
 Phone: (02) 6643 4844

*Contact this office if you wish to make
 an appointment with Emergency, Relief,
 Financial Counselling, and Financial
 Counselling for Problem Gambling and
 Partners in Recovery.*

Office hours: Mon-Fri 9.00am to 4.00pm

Emergency Relief is available from the
 Maclean office on Tuesdays and
 Thursdays from 9am to 3pm. Please
 contact the Grafton office for an
 appointment.

Urgent Repairs

If you have an urgent repair (as noted below) which occurs during the Christmas to New Year break, please contact our after hours mobile phone number on **0409 919654 (David)** where you will need to leave a message. Once your call, has been answered, you may then be authorized to contact the following Tradespeople (ensure costs DO NOT exceed \$1,000)

The following list of urgent repairs are defined in the Residential Tenancies Act 2010:

- a) a burst water service
- b) an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted
- c) a blocked or broken lavatory system
- d) a serious roof leak
- e) a gas leak
- f) a dangerous electrical fault
- g) flooding or serious flood damage
- h) a failure or breakdown of the gas, electricity or water supply to the premises
- i) a failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, cooling or laundering
- j) any fault or damage that causes the premises to be unsafe or insecure

Electrician

Laurie South 0417 621255—Maclean/Yamba

 McGrath Electrical 6642 7140 - Grafton

Plumber

Bruce Gordon 0428 467214—Maclean/Yamba

 Michael Boulton 0401 950523 - Grafton

For major storm and/or flood damages, please call the SES on 132500.

