



# Ngoonbi Tenants Information Newsletter

## **February 2019**

Thank you to those tenants that attended the Tenant Information Meeting on 30 January 2019. A presentation from **Francine O'Rourke** - Indigenous Investigation Conciliation and Outreach Officer from the Energy + Water Ombudsman. Fran was very informative and there were some great tips on saving energy and information, and receiving Payment assistance and rebates.

If you are experiencing hardship in paying electricity bills, there are payment plans, customer hardship programs, payment assistance, no interest loan schemes and financial counsellors.

If you hold a QLD government seniors card or pensioner concession card, you may be eligible for a rebate. The annual rebate is applied to your account so you need to ensure your supplier has your concession card details.

To find out more you can contact the energy + water Ombudsman: 1800 662837

Or online: [www.ewoq.com.au](http://www.ewoq.com.au)

Also following on from the tenant's meeting, the property at 6 Coondoo Street, Kuranda will be used for tenants to move into while their property is having upgrade work. Upgrade work consists of new Bathrooms, Internal painting, and may include (depending on time frames) new kitchen or new roof. It was discussed at the meeting that tenants' can decide whose upgrades or works, will be priority but the most urgent upgrades will be considered first.

All major works have already been identified at the properties. They do not include requested items like drainage, concrete driveways, carports, sheds, concrete paths, as these are not already at the property. At the moment the focus is on getting each property to a high standard before Ngoonbi can look at any extra improvements.

Ngoonbi is aware that after the recent heavy rain, there are properties that require drainage and driveway work.

Each newsletter, I will discuss a section of the tenant information booklet. This month's subject is:

## **Changing tenants Needs**

The needs of tenants living in social housing may change from time to time. As children grow older and move out of home, or other circumstances change with your household numbers, you may find yourself in a house with empty bedrooms. This is called under occupying.

If you are under occupying a Ngoonbi home, you may be asked to downsize to a smaller property so a larger family can move in.

A similar scenario is if your family is growing and you are in a small property and are experiencing overcrowding. This is called Over Occupying.

Tenants who are over occupying a property can apply for a transfer to a larger property. A transfer can be with Ngoonbi, another Community Housing Provider or Department of Housing and Public Works.

The intent of social housing is to provide affordable rental housing for vulnerable people who have difficulties accessing and sustaining accommodation in the private rental market.

Each year, Ngoonbi asks all tenants to fill out rent review forms. This is to determine whether or not a household has a continued need for a social housing property, but to also make sure tenants are not under or over occupying properties.



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**Note:** As per tenants General Tenancy Agreements, all rents are to be paid on a regular basis, ie: weekly or fortnightly and paid ahead. If you fall into 7 days rent arrears, on the 8<sup>th</sup> day a notice to remedy breach will be issued in accordance with the RTA.

Tenants who call and arrange for repairs after hours, other than for emergency repairs may be charged for the cost of the after-hours call out fee. All other repairs are considered routine repairs.

If there is an emergency, please call the nominated repairers listed. A list of emergency repairs is in the Tenant Information Booklet.



## Nominated Repairers:

Seagulls Electrical: 0418 739209 or Jarramali: 0420 299808

On Tap Plumbing: 0438 587753

Housing Mobile: 0434 742946

## Easy Recipe

### One-pot sausage Bolognese

#### INGREDIENTS

- 2 teaspoons olive oil
- 560g Italian pork sausages
- 1/2 cup red wine
- 575g jar bolognese pasta sauce
- 250g penne rigate
- 1/4 cup finely chopped fresh basil leaves
- 1/2 cup grated parmesan
- Extra fresh basil leaves, to serve

#### **Select all ingredients**

#### METHOD

##### • Step 1

Heat oil in a large saucepan over medium-high heat. Squeeze sausages from casings into pan. Cook, breaking sausage up into small pieces with a wooden spoon, for 5 minutes or until browned.

##### • Step 2

Add red wine. Simmer for 1 minute. Add pasta sauce and 2 cups cold water. Bring to the boil. Add pasta. Simmer, uncovered, for 25 minutes, stirring occasionally or until pasta is tender. Remove from heat. Stir in basil.

##### • Step 3

Serve topped with parmesan and extra basil leaves.



**Note:** This recipe can be adjusted to have without sausages if you are a vegetarian.