

# THE TENANTS VOICE NEWSLETTER

WINTER 2018



## Tips for staying well for the Winter Season

### CEO Message

Welcome to the 2018 Winter Edition of Tenants Voice.

It has been very busy around the Hume office in the last few months. We moved into our new space at 7 Hamilton Road at the start of May and have been settling into our new office and location whilst carrying out business as usual. The completion of this development is a significant achievement for our organisation and I invite you to come and experience our new customer reception area. You may have also noticed we have taken the opportunity to refresh our brand and website with a bright modern look.

- Our new web address is [www.humehousing.com.au](http://www.humehousing.com.au)
- You can still call us on 02 9722 4300 with an enquiry or email us at [hume@humehousing.com.au](mailto:hume@humehousing.com.au)

A few of the Hume staff attended the Everybody's Home Conference on Affordable Housing in Sydney on the 27th and 28th June. It was clear that Community Housing Providers are key to addressing the growing housing affordability crisis. I spoke at a session about the need for developing and retaining talent in our industry and the importance of recognising Community Housing Management as a technical and important profession and career destination. This is of course a topic I am passionate about, speaking as a Housing Professional for the past 20 years.

If you are interested in finding out more about a career in housing then come and speak to one of our Hume staff. We would be happy to provide advice on training or job opportunities in the sector.



Sincerely,

Nicola Lemon  
CEO Hume Housing

Tips for staying well for the Winter Season with the colder weather setting in for the season it's important to stay healthy and active. The following tips are a great way to start and a great way to help boost your immune system.

1. Eat as many different types of fruit and vegetables, especially dark leafy greens. These are full of essential vitamins and rich in antioxidants.
2. Stay hydrated by drinking at least 8 cups of water a day – helps to reduce the chance of mucus membranes drying out and becoming irritated which may help reduce sinus congestion and coughing.
3. Time in the winter sun will help boost levels of vitamin D.
4. Washing your hands regularly helps to reduce the spread of germs. Hand sanitiser is a great alternative when washing hands isn't practical and you can easily keep a small bottle in your car, in your bag or on your desk at work.
5. Getting a flu vaccination is recommended by health authorities to reduce the risk of serious influenza strains being contracted and spread.
6. Keep active and get some gentle exercise outdoors. Fresh air helps to keep our minds clear and healthy.





## Hume Flagship Community Housing Project Opens In Fairfield

Hume Community Housing has successfully delivered on its commitment to develop quality affordable and social housing in NSW with the official opening of Hamilton@Fairfield in May.

Hume CEO Nicola Lemon said the 60 unit development includes 31 social housing units and 29 affordable housing units that have been rented to essential workers so they can live near work and reside in a vibrant neighbourhood.

"We are thrilled with the new development at Hamilton@Fairfield which includes 60 new units as well as a new purpose built office space so we can continue to provide services to our local customers," she said.

*"We've also taken the chance to refresh our brand to reflect our renewed purpose of creating opportunities for people to prosper by building creative and connected communities," she said.*

Hamilton@Fairfield contains a mix of studio, one and two bedroom apartments and well-designed outdoor spaces.

The rooftop BBQ areas with herb gardens have expansive views of Fairfield and provide practical outdoor living and excellent places to meet up and develop a sense of community.

Hume customers were extremely happy to be able to move into the centrally located and aesthetically appealing complex. Elina Khoshaba is one customer who has moved in the building with her daughter and husband. "We are so thankful for our new place. Everyone was so helpful with our move and made everything easy," she said.

## Customer Achievement Award



A big congratulations to Greg Burke, one of our clients living in supported accommodation in Merrylands. Greg was recently awarded a Certificate celebrating 51 years of continuous employment with the Endeavour Foundation, an Australian Disability Enterprise Employer, in Seven Hills.

Greg started work at the Seven Hills workshop in 1967 at the age of 17 and has been working there ever since then.

Greg celebrated this significant event with his fellow workmates, support staff and the CEO of Endeavour.

Hume has, since November 2017, taken over property and tenancy management of Greg's supported accommodation group home in Merrylands and works closely with Northcott, who are Greg's service support providers.

Greg tells us that he enjoys living in the supported environment of the Hume/Northcott managed group home in Merrylands and gets on well with his other co-resident friends and all the friendly & helpful support staff.

Greg loves going to work 3 days a week which allows him time to engage in his many other many social activities, which include an encyclopaedic knowledge of popular music, especially the Beatles.



## Seniors and Adults Learn About Aboriginal Culture

On Friday, 1 June 2018, Hume Housing took over 70 seniors and adults to visit Muru Mittigar Aboriginal Cultural & Education Centre in Rouse Hill, Blacktown to learn about the Aboriginal Culture.

Muru Mittigar Aboriginal Cultural and Education Centre was established within the Penrith Lakes Scheme in December 1998 and was officially opened as a meeting place for sharing cultures in November 1999. The centres aim is to:

- To create better understanding of Aboriginal culture in the wider community;
- Create new jobs;
- Develop skills training;
- Increase the economic benefits of tourism to the region, and increase training and employment opportunities for Indigenous Australians.

This tour was organised to coincide with Reconciliation Week, with the aim to increase greater awareness, respect and appreciation of Aboriginal people and their culture, and strengthen community cohesion.

The participants were Hume customers and residents of Fairfield, Liverpool and Cumberland Local Government areas. Participants enjoyed learning about Aboriginal culture and doing different activities at the centre including:

- Cultural Talks
- Bush Resources
- Boomerang Throwing
- Aboriginal Art

“This was a very enjoyable and educational experience,” commented a participant. “I learned a lot of things about Aboriginal culture such as painting arts, instruments for music etc.,” said another participant.

This initiative is funded by Liverpool City Council.

## HOUSEHOLD TIP: Keep your home mould free over winter



Mould likes to grow in damp and dark conditions and can often appear over winter. Prevent mould growing in your home by:

- Making sure there is plenty of fresh air by opening windows and doors each day
- Let the sun shine in – open your curtain and blinds
- If your windows are wet due to condensation – give them a quick wipe each morning
- Make sure your washing is completely dry before you put it away
- If you are using a clothes dryer make sure the room it is in is well ventilated – this stops moisture build up on walls and ceilings
- Open the bathroom windows or put the fan on if having a hot shower – make sure the steam escapes
- Open a window or put on the exhaust fan if cooking hot and steamy food

If you do see mould appearing – try this to clean it off:

- Open the windows and protect your skin and eyes
- Make a solution of chlorine bleach and water – usually 1 part bleach to 3 parts water
- Using a stiff-bristled brush, scrub the blackened area.
- Rinse thoroughly and dry.



## Coffee with Cops

Charles Street, Liverpool.

On Wednesday, 30 May 2018, Hume Housing, in partnership with FACS, Liverpool Police Local Area Command and Liverpool City Council, held a MEET THE COPS event at Liverpool's Discovery Park on the corner of Charles Street and Atkinson Street.

The purpose of the event was to provide an opportunity for the residents around the park to get to know their local police officers and discuss safety concerns in the neighbourhood in friendly and relaxing environment. Coffee and cakes were provided by the Liverpool

Neighbourhood Connections' Social Enterprise Pepper Coffee.

“The event was informative. We honour and respect the police who put their lives on the line every day for our safety,” said Tony, a Charles Street customer of Hume Housing.

The event produced great outcomes. A collaborative project in the form of community garden and safety audit are being proposed and considered.

This initiative is funded by Liverpool City Council.





## Be Fire Safe This Winter

Winter sees an increase in fires in the home, often due to an increased need for heating appliances.

It is important to be fire safe around your home and in particular throughout the winter months.

### + Prevent fires from heaters and open fires

- Make sure all items are 1 metre away from the heater
- Don't leave heaters on in bedrooms – especially children's
- Check your heaters and electric blankets once a year to make sure they are working properly and replace worn out cords and plugs
- Strong fire screens should be set up in front of open fires

### + Is your kitchen fire safe?

Every year Fire & Rescue NSW attends approximately 2,500 kitchen fires - or approximately 56% of all residential fires. More than half of all home fires start in the kitchen.

The fire services recommend this simple safety checklist:

- Keep children away from hotplates and ovens whilst cooking and consider installing a stove guard.
- Heat cooking oil carefully and slowly in the right size saucepan to avoid fat splatters.
- Turn pot and pan handles inwards so they won't be knocked over.
- Clean your stove grill after each use and clean the range hood filter and all kitchen appliances regularly.
- If a kitchen fire occurs and you don't feel confident you can put it out, switch off the appliance, leave the premises and call the fire service on Triple Zero (000) from a safe place.

- Ensure that all cooking appliances are turned off after use.
- Don't leave your cooking unattended. If you must leave the kitchen whilst cooking, turn off the hotplate.
- Don't wear clothes with loose fitting sleeves.
- Don't keep your tea towels, oven mitts and other flammable items near the stove or cook-top.
- Don't use water to put out fat and oil fires. Water can cause the fire to spread rapidly and cause horrific burns.

### + Do you have a fire plan?

Every home should have a plan on what to do if a fire takes place – talk about it with your house hold and agree about steps you will take.

- If your home catches fire: STAY LOW, GET OUT and STAY OUT!
- If your clothes catch fire: STOP, DROP, COVER and ROLL until the flames are extinguished.
- Go to your safe meeting place
- Call 000 and ask for the fire service
- Wait for firefighters to arrive
- Do not re-enter the building!

### + If you live in an apartment building

- Learn and practice your building's evacuation plan.
- If you hear the fire alarm, leave immediately.
- Use the stairs - NEVER use a lift/elevator during a fire.

## Resume Writing WORKSHOPS

Hume is partnering with local services to deliver a series of resume writing workshops for our customers and local residents to give participants the skills on how to write a resume appropriate for the job they want.



### Date

Monday, 2 July 2018  
10am-12pm

Friday, 3 August 2018  
10am-12pm

Monday, 22 October 2018  
10am-12pm

### Location

Claymore Opportunity Hub  
Cnr of Glenroy Drive (formerly  
Dobell Rd & Gould Road  
Claymore

Workskil  
7 William Street,  
Fairfield

Miller Hub  
16 Woodward Cres  
Miller

The workshops are delivered by Hume's HR Specialist.

For more information, contact Sarithya on 0438 095 950, or at [sarithya.tuy@humehousing.com.au](mailto:sarithya.tuy@humehousing.com.au)