



Rise Tenant Newsletter

December 2021

Welcome!

Welcome to the Rise Property biannual newsletter for the Summer of 2021. In this edition we will be informing you of some of the exciting things which we have been working on in the past few months, and providing some additional tips and tricks to help you prepare your property for the summer months.

IN THIS MONTH'S ISSUE...

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**Property
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**How to pay
bills**

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\$30 voucher**

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**Bond/Rent
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**How to reduce
electricity costs**

**Mental Health
Tips**

**Maintenance
timeframes**



Extra information
attached

- **NIL**

Property Team Update

There has been a few changes at Rise Property, some old faces have left and new faces have arrived.

from left to right.

Steffi Harkins – Property Administration

Tony Green – Property Manager

Ashleigh Baker – Property Officer

Lee Rowe – Property Co-Ordinator

Catherine Jannsen – Property Officer

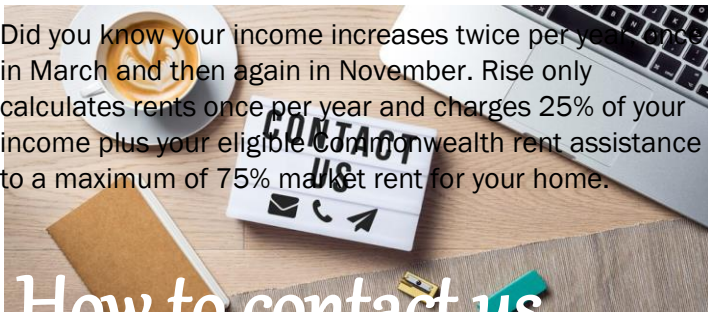


BOND AND RENT REVIEWS

Rise has completed it's Rent and Bond review for 2021,

All rent variation letters have been issued and rent increases would have been scheduled with your first rent payment in November. If you have had a bond increase please contact your Property Officer if you are having issues raising the required amount to be paid.

Did you know your income increases twice per year, once in March and then again in November. Rise only calculates rents once per year and charges 25% of your income plus your eligible Commonwealth rent assistance to a maximum of 75% market rent for your home.



A reminder that we **do not accept cash or cheque payments at any Rise site.**

You can make a deposit at any Westpac branch, or complete a bank transfer by using the below details:

Account Name:

Rise Network Inc

BSB: 036 075

Account Number: 471 821

Please ensure that you put your tenancy ID, name or address for a reference so we can allocate it to your tenancy.



: 6274 3700



: Post to 41a Great Northern Highway Middle Swan WA 6056



: All MaMAINintenance issues - maintenance@risenetwork.com.au
All other communication - communityhousing@risenetwork.com.au

Tenant Engagement Group Update



The Tenant Engagement Group (TEG) is meeting again on the 18th January 2022.

The TEG has currently held four meetings and again there has been a great response and lots of useful feedback given from the tenants who have attended.

If you would like to attend the next meeting and help to improve how Rise property communicates with you please let us know by 1st January 2022.

Tips & Tricks To Prepare For Your Inspections

Inspections can be quite stressful, to ensure you pass your next inspection please follow the few simple points below, remember we send out the inspection notices 7 – 14 days prior to the inspection day, please complete and leave the maintenance required slip out so we can action any issues.

- ✓ Put the inspection guide and checklist on the fridge where you can see it
- ✓ Tick off the inspection guide and checklist as you go breaking it down into smaller jobs on different days
- ✓ Allow plenty of time for you to clean – don't leave it to the last minute
- ✓ Give the kids a couple of chores too
- ✓ Don't forget to remove those cobwebs



Miracle Spray Recipe



INGREDIENTS:

- 1.5 litre water (1 cup boiled)
- 300ml vinegar
- 60ml dishwashing liquid
- 25ml eucalyptus oil
- 3 dessertspoons letrac washing soda

METHOD:

1. Mix letrac washing soda with about 1 cup boiling water to dissolve
2. Add remaining ingredients
3. Pour into a 2 litre bottle

TIPS:

- Pour into left over spray bottles for benches and laundry
- Refill old toilet cleaner bottles to squirt under the rim of toilet
- Take care when cleaning appliances and cooking surfaces with indicator markings
- Letrac washing soda can be bought from Coles/Woolworths in the cleaning aisle
- Spray has to be washed off with a clean damp cloth as it doesn't dry clear like window cleaner



All ingredients purchased from supermarket should cost less than \$15.00 and makes in excess of 2 litres.

How To Reduce Your Electricity Costs

▪ Adjust the thermostat

Heating and cooling can be expensive if you're not smart about it. When heating, set your thermostat to between 18 and 20 degrees – each degree above 20 can add 10% to its running costs. In summer, set the temperature to 25 or 26 degrees. Once again, every degree below 25 can add around 10% to its running costs.

▪ Wash clothes with cold water

There's no mistaking that warm washes usually do a better job than cold washes, but sometimes it's just not necessary. Hot water is a real power guzzler, so try to stick to the cold wash setting for day to day laundry if possible. On the note of washing machines, take advantage of any eco settings and make sure to set your machine to the correct load size.

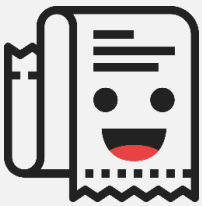
▪ Switch off appliances at the wall

Standby appliances can cost a typical household over \$100 per year in wasted electricity. Appliances like televisions, microwaves, dishwashers and even phone chargers consume electricity when they're not being used, meaning you're essentially paying for nothing.

▪ Close doors and curtains

The harder an air conditioner has to work, the more power it will use and the higher your bills will be. When running your air conditioner, be sure to close your windows, doors and curtains.

Also try block draughts around the house to trap air inside.



BillBuddy!

BillBuddy will help you reduce your carbon footprint, save your money and go carbon neutral.

Find out more at: www.billbuddy.climateclever.org



Maintenance timeframes

Rise conforms to the Residential Tenancies act in relation to its maintenance timeframes, see below for an explanation.

Urgent repairs fall into two categories – Essential Repairs and urgent repairs.

Essential repairs must be completed within 24 hours, these are Power, gas and water connections including hot water

Urgent repairs completion of these must be arranged within 48 hours – These are any issue that could cause damage or hardship to the premises or a person.

All other repairs are classified as Routine repairs.

Rise will endeavour to complete all repairs in the following timeframes

Emergency: 3 hours to Contact, 1 business day to complete

Priority: 1 business day to contact, 2 – 3 business days to complete

Routine: 2 – 4 business days to contact, 10 business days to complete

If you feel your maintenance request has not been completed in the required timeframe please contact your property officer and they will follow up for you.

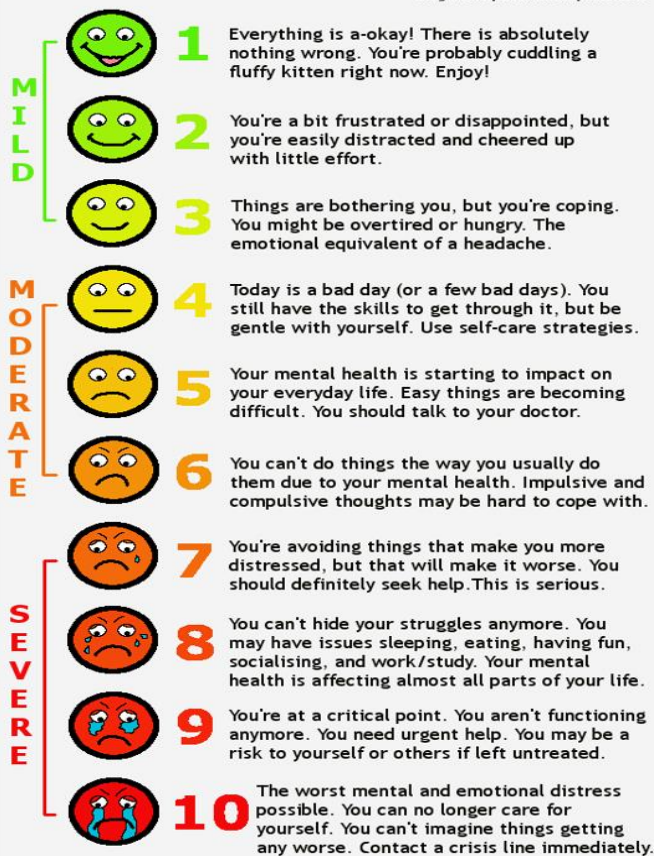


Mental health matters



A Simple Mental Health Pain Scale

thegracefulpatient.wordpress.com



Bounce into Brown Park

Casual Activity Group | Increase Fitness | Social Activities



When:

Every Tuesday

1.30pm - 3.00pm

Where:

**Brown Park Hall,
Salisbury Road,
Swan View 6056**

What:

Bounce is a casual activity group supported by Rise Mental Health Services.

There is no fee to join or take part.

Play badminton, cards, table tennis, crafts or just have a chat!

Contact:

Alison Senior 0437 505 250 for more information

Top Tips For Good Mental

- **Get plenty of sleep** - Sleep is really important for our physical and mental health. Sleep helps to regulate the chemicals in our brain that transmit information. These chemicals are important in managing our moods and emotions. If we don't get enough sleep, we can start to feel depressed or anxious.
- **Eat well** - Eating well isn't just important for our bodies, but it's also important for our minds. Certain mineral deficiencies, such as iron and vitamin B12 deficiencies, can give us a low mood. Try to eat a balanced diet. If you find you're a particularly stressed or anxious person, you should try limiting or cutting out caffeine as this can make you feel jittery and anxious.
- **Activity and exercise** - Activity and exercise are essential in maintaining good mental health. Being active not only gives you a sense of achievement, but it boosts the chemicals in your brain that help put you in a good mood. Exercising can help eliminate low mood, anxiety, stress and feeling tired and lazy. It is also linked to living a longer life. You don't need to run a marathon or play 90 minutes of football; a short walk or some other gentle activity might do the trick.
- **Do something you enjoy** - Try to make time for doing the fun things you enjoy. If you like going for a walk, painting or a specific TV show, try to set aside time to enjoy yourself. If we don't spend any time doing things we enjoy, we can become irritable and unhappy.
- **Avoid alcohol, smoking and drugs** - Drinking and smoking aren't things which we always associate with withdrawal symptoms, but they can cause some which impact on your mental health. When you've had a few drinks you can feel more depressed and anxious the next day, and it can be harder to concentrate. Excessive drinking for prolonged periods can leave you with a thiamine deficiency. Thiamine is important for our brain function and a deficiency can lead to severe memory problems, motor (coordination) problems, confusion and eye problems. If you smoke, between cigarettes your body and brain go into withdrawal which makes you irritable and anxious. Other drugs will often leave you in withdrawal and can often cause very low moods and anxiety. More severe effects of drugs include paranoia and delusions. There is some research that suggests drug use is related to developing mental disorders like schizophrenia.

Your Scheduled Watering Days



According to the last digit of your street number

Last Digit	Your Watering Days
1	Wednesday & Saturday
2	Sunday & Thursday
3	Monday & Friday
4	Tuesday & Saturday
5	Sunday & Wednesday

Last Digit	Your Watering Days
6	Monday & Thursday
7	Tuesday & Friday
8	Wednesday & Saturday
9	Sunday & Thursday
0	Monday & Friday

Just for Fun! + Be in the draw to win one of 2x \$30.00 vouchers!

There is one word in the list below which does not appear in the wordsearch.

Once you have found it, **call the office or email us with your answer and go into the draw to win one of 2x \$30.00 voucher!**

J	A	N	B	A	R	B	E	C	U	E	F	R	V	E	A
J	R	C	K	U	Y	S	E	A	S	I	D	E	N	X	U
L	S	D	S	G	N	O	H	T	G	W	H	V	Q	Y	D
Q	W	C	T	U	L	K	R	L	P	M	J	D	M	R	S
P	Z	O	S	S	M	A	E	R	C	N	U	S	E	V	J
S	H	O	R	T	S	X	N	I	U	Z	M	B	T	C	E
U	J	Y	P	L	D	I	O	K	V	F	M	N	Q	V	C
N	C	S	U	N	G	C	I	Q	V	E	P	A	B	D	N
G	N	U	J	U	E	E	T	Y	C	J	S	S	K	Q	A
L	E	M	D	A	P	C	I	E	C	F	U	M	H	C	N
A	K	M	N	M	K	R	D	X	I	J	P	I	C	N	E
S	X	E	S	X	P	E	O	A	N	B	U	X	P	Z	T
S	Z	R	E	Q	I	A	C	L	C	Q	E	M	W	M	N
E	P	O	S	M	D	M	R	E	I	N	R	A	U	G	I
S	S	R	E	L	K	N	I	R	P	S	C	Q	C	K	A
M	F	G	W	E	F	F	A	M	I	L	Y	O	Y	H	M



AUGUST RELAX
 BARBEQUE SEASIDE
 BEACH SHORTS
 FAMILY SPRINKLERS
 THONGS SUMMER
 FUN SUNGLASSES
 HOT SUNCREAM
 ICECREAM AIRCONDITIONER
 DECEMBER SUN
 OCEAN PICNIC
 Missing 11 letter word

Helen's Place
 41A Great Northern Highway
 Middle Swan WA 6056
 (Access via rear - 12 Leslie Road)

T: 08 6274 3700 F: 08 9250 1624



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