



Welcome to the Rise Property biannual newsletter and our first for 2023! In this edition we will be informing you of some of the exciting changes which have happened over the past few months and some information where you can help us improve our service to you.

Property Team Update

We are looking forward to working with all of our tenants this year with a strong focus on supporting our tenants to sustain a healthy home environment and empowering you to have more choice in relation to your home.

Our In Focus section of this edition is about inspections of your home which we know everyone can be anxious about.

At Rise, we understand that our tenants are all unique and made up of different size families, cultures and age groups.

We know that life happens and that in the lead up to the inspection, your health may have declined or you were out of town and you couldn't arrange for your gardens to be mowed or get to the cleaning of your house.

We won't criticize you for this, rather we want to work with you to resolve any issue and discuss any supports that you may need. We all face challenges from time to time in our lives.

All we ask is that you don't remain silent, reach out to either your Property Officer or Tenancy Support Officer, we are all here to support you.

Rise Property has welcomed a new Property Officer to our team – Laura Madex

(Back Row -Left to Right) Tony Green (Property Manager), Lee Rowe (Property Co-Ordinator) (Front Row -Left to Right) Laura Madex (Property Officer) Trish Ruszczynski (Tenancy Support), Emily Beinke (Property Administration), Ashleigh Baker (Property Officer)



In Focus

Rise Community Housing has a legal obligation to keep your house in good repair and to ensure this happens, we need to conduct regular inspections of your home. As the lease holder of the property, you as a tenant also have an obligation to take reasonable care of the property and ensure the property does not suffer any undue damage due to what you are or in some cases are not doing. All that we ask, is that you keep your home healthy.

What is a healthy home you ask...?



This does not mean that you have to keep your home spotless and mess free. What we are looking for is that there is no damage to your home and to ensure you are not doing anything within your home that could cause damage or exacerbate wear and tear to the property.

We want you to feel a sense of ownership of your home and take pride in making it your own while living there.

To do this, we ask that you respect your home and understand that any alternation or change that may cause damage to the property is discussed with your Property Officer prior to any changes being made.

Prior to an inspection we will provide you with an advised cleaning checklist to help you maintain your healthy home. Your Property Officer will refer back to this list during the inspection

FREQUENTLY ASKED



How often will I have a rent inspection? No more than 4 inspections per calendar year.

Can I change the date of my inspection? Yes, you can change to a mutually agreed time.

How do I know if I have passed the inspection? Your Property Officer will let you know either at the time of the inspection or within 24 hours

Can I have a copy of the Inspection Report and photo's taken? Yes, if you would like a copy, please ask your Property Officer.

I can't find my Tenant Handbook? If you would like another copy, please let your Property Officer know.

Do I have to be home for the inspection? No, we can bring our set of keys.

Tenant Notice Board

Tenant Engagement Group



Rise recognises the importance of delivering a quality tenancy service that meets your needs, and we understand that needs can and do change. We understand that the best way to tailor our services is engage with the people that are most important to us; you, our tenants.

At these meetings you will have the opportunity to;

- ❖ Develop new skills in being part of a group that can make change
- ❖ Discuss issues and put forward ideas that will help Rise improve the service we provide to you, our tenants
- ❖ Develop an understanding of Rise Policies and Procedures and why we do what we do

If you are interested in participating or would like to just join us for the meeting to see what this is all about please call our office on 6274 3784

Next Meeting: 2.00pm Wednesday 28th March

NEW



Rise has now introduced a SMS text service. You can now expect to be advised of;

- ✓ Cyclical Maintenance: we will let you know to expect a call from one of our preferred contractors
- ✓ Inspections Reminders
- ✓ Overdue Invoice Reminders

Great new initiative to improve our Service !

Rise
celebrating people

After Hours Maintenance: (08) 6274 3784

General Property Enquires: (08) 6274 3700

Housing Upgrades – Have your say!!!

Rise will continue in 2023 in providing scheduled renovation works through some of our properties as well as continuing with the upgrades that have been funded by The Social Housing Economic Recovery Package (SHERP) Grant Program that was a State Government initiative. Some of these works include kitchen and bathroom renovations, painting, new flooring and new blinds. Details of these works will be communicated well in advance with the tenants of these properties. Tenants will also have the options to select from a number of colour schemes.

If your property is not part of this years renovations, make sure you let your Property Officer know your wishes for improvements to your home so we can start planning for future years.



Digital Inclusion Survey



A random section of Rise tenants have been afforded a great opportunity to take part in a WA Digital Inclusion Project starting in July 2023. All applications received will be considered but only **500** households in WA can be part of the pilot program that is aimed at improving general digital skills. If you were one of the lucky ones to be afforded this opportunity, please ensure you complete the survey before close of business Friday 24th February 2023 to be considered for this program.

If you would like to know more about this pilot program or be considered for any future projects, please discuss this directly with your Property Officer.

Summer Heat

As summer continues and temperatures continue to be high, it is important that we protect ourselves by staying SunSmart by applying sunscreen wearing hats and staying out of the sun when possible on hot days as the sun's ultraviolet (UV) rays can damage your skin in as little as 15 minutes!

For more information on how to keep you and your family safe from the heat, head to:

<https://www.cancer.org.au/cancer-information/causes-and-prevention/sun-safety/campaigns-and-events/slip-slop-slap-seek-slide>



Inflatable wading pools are a great way of keeping cool in the hotter months but there are touch State Government laws regarding pool safety that needs to be taken into account. It is also a breach of your tenancy as these are not allowed. There are plenty of places to cool down so please find an alternative. Good options could be to try the local pool, beach or lake near you or even your local shopping centre.



Share With Us

This is your newsletter. Do you have any ideas about what you'd like to see in future issues? Any personal stories you would like to share?

We welcome your letters, photos and stories. Anything you wish to share.

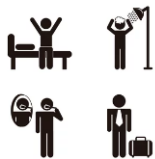
Please get in touch at communityhousing@risenetwork.com.au

Think Mental Health

Mental Health Tips and tools

Everyone feels down, fed-up, miserable or sad from time-to-time. These feelings don't typically last longer than a few weeks, and they don't impact too much on our lives. This is natural and often a response to having a bad day or hearing sad news. Sometimes these feelings can just come out of the blue. We can often cope with them ourselves or with support from our family or friends

Some tips to help you get back on track !



Look after your body..... Getting enough sleep, eating well, exercising regularly and avoiding harmful levels of alcohol and other drug use can reduce your stress levels and help you cope with your everyday life.



Stick to your routine..... Try to resist the urge to stay in bed all day. Keeping up your daily home and work routine can help to take your mind off your worries.



Keep a diary..... Make a list of the things you'd like to get done each day and cross them off as you do them. Try and focus on doing things that are positive or make you feel good. If you don't get everything done, it doesn't matter, there is always tomorrow.



Value yourself..... Treat yourself with respect and kindness, and try to avoid self-criticism.



Manage your stress levels..... Go to coping with everyday stress to find tips on ways to cope with stress.
<https://www.thinkmentalhealthwa.com.au/about-mental-health-wellbeing/ways-to-look-after-your-mental-health/coping-with-everyday-stress/>

** Seek help when you need it

It is important to remember that there are people who can help you. This may be a family member, friend or someone you trust, support worker, GP or a support service.

Just for Fun

Join in the fun and send us a copy of your completed Wordsearch (by post or send a photo of it) **to be in the draw to win 2x \$30 vouchers!!**

There is one 6 letter word that is not in the list. Once you have found it, call the office with your answer or write it in the space provided and you get an extra ticket into the draw.

Hint: What is the colour that represents Harmony Week

Celebrating Diversity



Words:

Belonging
Celebration
Connect
Diversity
Equality
Everyone
Freedom
Harmony
Inclusive
Multicultural
Respect
Understanding

What is Harmony Day and why do we celebrate it?

Harmony Day, which is observed each year on March 21, **celebrates this diversity, aiming to foster inclusiveness, respect and the idea that people of all different cultures can make a valuable contribution to society.** We all have something interesting and authentic to bring to the table. This day is also the UN International Day for Elimination of Racial Discrimination