



Welcome to the Rise Community Housing biannual newsletter and the first for 2024!

In this edition we will be informing you of some of the exciting changes that has now happened and some information to help you during your tenancy.

Property Update



The start of the year has definitely been a hot one for everyone! There is no doubt that we are in the second summer Noongar Season of Bunuru that represents the heat and hot weather, and the hottest part of the year. With little to no rain in the metropolitan area, I am sure we are all looking for ways to keep cool. In this edition, we will provide you with some tips and tricks that can help you around your home.

We are also pleased to share with you all updates in regard to our new Rise website and provide you with useful information that may assist you during your tenancy.

All of our tenants would have recently received an invitation in the mail to attend our Tenant Engagement Group Meeting. Rise recognises the importance of delivering quality services to our tenants that meet your needs. In order for us to know what your needs are and for us to tailor our service to meet these needs, we need to hear from you, the tenant! These meetings are held three times per year and are open to all of our tenants. If you are interested in participating, or just to join in to see what it is all about, please call our office on 6274 3700 to register your interest.

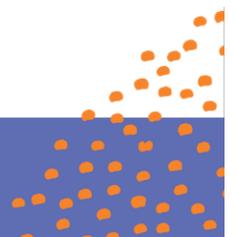


Tenant Engagement Group Meeting

When: Wednesday 13th March

Time: 2:30pm to 3:30pm

Where: Rise Head Office –
41a Great Northern Hwy,
Middle Swan



Our New Website is Here!

Introducing Rise's new look website that has information in relation to Rise Community Housing at your fingertips.

You will now be able to;

- ✓ Pay your invoices online
- ✓ Lodge a maintenance request
- ✓ Access our Resource area

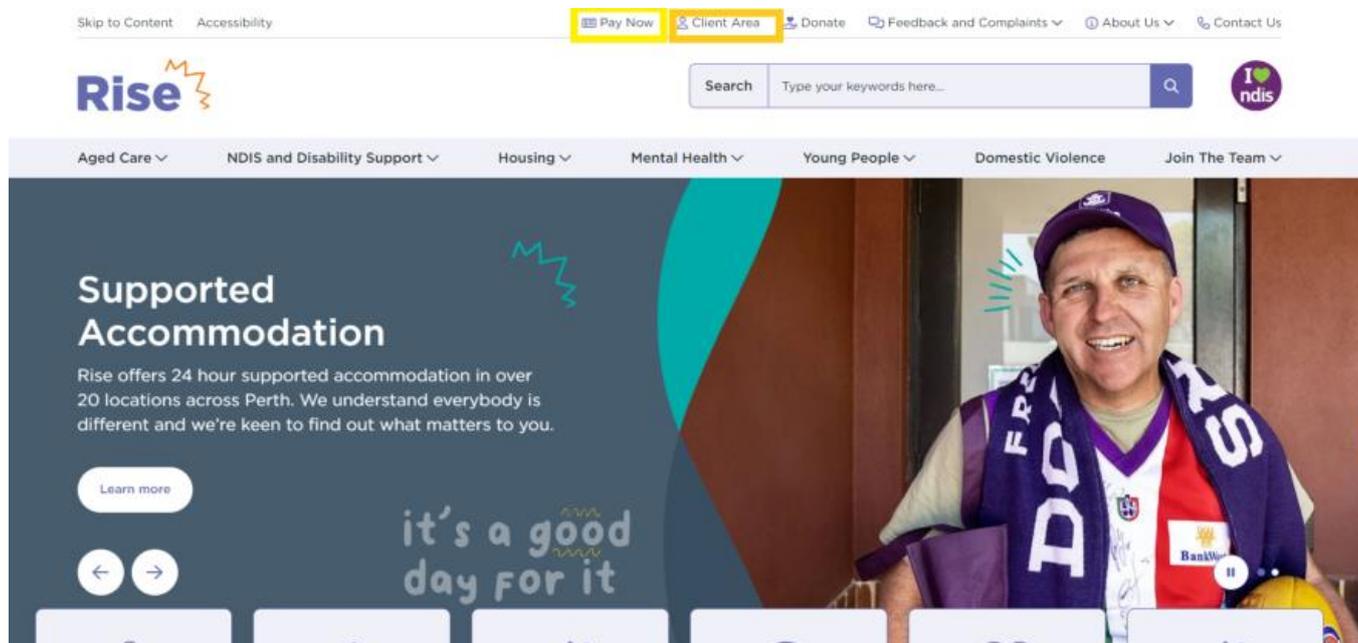
And here is a little sneak peak on what the new website looks like & how you can access this information using a computer!! For help in accessing it with your mobile phone, ask us how!

PAY NOW – Click her to pay your bills online....

See below for further info

CLIENT AREA – This is a Resources area....

See below for further info



PAY NOW – Tenants are to select the 'Pay your tenancy invoice' button to pay all tenancy related invoices such as your rent, water payments or other tenant invoices.

Choose the **'Tenant Payment'** button for invoices related to leased properties rent and water payments, select **'Pay your Rise Invoice'** button to pay for all other services you receive from Rise.

Please note a surcharge applies to credit card payments.

If you have any questions, please contact Accounts Receivable on (08) 6274 3739 or accountsreceivable@risenetwork.com.au

Pay your Rise Invoice

Pay your Tenancy Invoice

Resources

Aged Care

Expand

Disability

Expand

Housing

Expand

CLIENT AREA – Tenants are to click on the 'Housing' button to reveal the resources that are available such as newsletters and information sheets.

To access the Rise Website, simply visit www.rise.org.au

In Focus

Visitors and extra persons in your home.



VISITOR

When you sign your lease agreement, it is documented the maximum number of people that are allowed to live at the property. We understand that you may have family or friends come and stay with you from time to time for short periods.

There are a couple of important things to remember when you have a visitor come to your home;

- ❖ Any noise complaints that are caused by the visitor is your responsibility.
- ❖ Any damage that is caused by the visitor, even accidental, you will be held responsible for

A visitor is someone who has their own address (separate to yours) who intends on returning to their own property.

When a visitor stays longer and does not intend to return to their own property, permission will need to be granted by Rise for this person to stay at your home. Rise will consider the number of rooms, tenancy suitability, the safety of persons already approved to be in the house and any extra income that needs to be included in a rent review.

If you are unsure about whether a visitor is staying longer than initially planned and they do not have their own property to return to, please call and speak to your Property Officer. We are all here to give you guidance and assist you with your tenancy.

Gardening & Maintenance Around the Outside

You are responsible for basic household maintenance.

including:

- ✓ Gardening maintenance; Eg: watering, mowing, edging lawns, weeding & light pruning.
- ✓ Cleaning windows and tracks (unless special tools or equipment required, Eg exterior windows on the outside of an apartment building)
- ✓ Dusting and removing of cobwebs inside and out, and
- ✓ Litter and rubbish removal



Rise is responsible for any outside maintenance to the garden including, reticulation system (if already at the property and in working order at the time of your tenancy), tree lopping, cutting back of large overhanging branches, and fire breaks. If there are any large trees that are overgrown or overhanging branches (such as those near power lines or overhanging the gutters), please let your Property Officer known and we will arrange for these to be trimmed.

Tenants are expected to hand back the property in a similar condition to how it was at the start of the tenancy, taking into account normal use (fair wear and tear) of the property. Your property officer will take into consideration during the summer months that lawns will dry out. Please continue to water on registered days and hand water where reasonable to do so. If you have any questions about this, please call your Property Officer to discuss further.

Think Mental Health

Maternity Leave – ILP Tenancy Support Worker



Just a reminder to our Independent Living Program tenants, Sarah will be on maternity leave from March 2024, with her last day being 8th March 2024. Sarah plans on returning to Rise in August 2024. Sarah has provided a thorough handover to our new Tenancy Support Worker.



In the coming weeks, our new ILP Tenancy Support Worker will reach out to all clients to introduce themselves to ensure there is a smooth transition, please be assured it will be business as usual and please continue to reach out to our ILP Tenancy Support Worker for support when you need it.

MENTAL HEALTH MATTERS

It is a good idea to regularly check in on your own mental health and make sure you are looking after the most important person – You!

Below are some mini relaxation exercises to help you stop and take some time out in your day.



When you have one minute: Place your hand just beneath your navel so you can feel the gentle rise and fall of your belly as you breathe. Breathe in. Pause for a count of three. Breathe out. Pause for a count of three. Continue to breathe deeply for one minute, pausing for a count of three after each inhalation and exhalation.



When you have two minutes: Count down slowly from 10 to 0. With each number, take one complete breath, inhaling and exhaling. For example, breathe in deeply, saying "10" to yourself. Breathe out slowly. On your next breath, say "nine", and so on. If you feel lightheaded, count down more slowly to space your breaths further apart. When you reach zero, you should feel more relaxed. If not, go through the exercise again.



When you have three minutes: While sitting, take a break from whatever you're doing and check your body for tension. Relax your facial muscles and allow your jaw to open slightly. Let your shoulders drop. Let your arms fall to your sides. Allow your hands to loosen so there are spaces between your fingers. Uncross your legs or ankles. Feel your thighs sink into your chair, letting your legs fall comfortably apart. Feel your shins and calves become heavier and your feet grow roots into the floor. Now breathe in slowly and breathe out slowly.



Maintenance Matters

Maintenance Reporting



Rise.org.au
it's a good day for it

After Hours Emergency Maintenance ☎ 6274 3784
Major water/ gas leaks, sewer blockages or loss of hot water.

Business Hours Maintenance Only ☎ 6274 3700
Ask for your Property Officer or email maintenance@risenetwork.com.au

Police / Ambulance / Fire Brigade ☎ 000

Mental Health Emergency Response ☎ 1300 555 788



All tenants, have a responsibility to take reasonable care of the property. If you have any maintenance or items requiring repair, please let Rise Property know as soon as you can.

Rise does work carefully with selected contractors to ensure that the maintenance that is carried out to the property is completed within a reasonable timeframe, depending on the type of repair required. Our time frames are;

Emergency (Essential Repairs)	Priority (Urgent Repairs)	Routine (All other Repairs)
		
Contact Timeframe = You should expect a call within 3 hours from our Contractor to book a time.	Contact Timeframe = You should expect a call within 1 business day	Contact Timeframe = You should expect a call within 2 to 4 business days
Days for Job to be completed = 1 Business Day	Days for Job to be completed = 2 to 3 Business Days	Days for Job to be completed = Up to 10 Business days

... REMEMBER ...

Essential Repairs -Must be completed within 24 hours
(I.e. Power, gas and hot/cold water connections)

Urgent Repairs –Must be arranged within 48 hours
(any issue that could cause further damage to the property or hardship to a person at the property).

All other repairs are classified as Routine Repairs.

Notice Board



WHAT WILL YOU FIT INTO YOUR SUNDAYS WITH FREE TRAVEL?

Every Sunday, travel free for all SmartRider holders. Tag on and off as you normally would but notice that your fare is free no matter how far you travel.

Free travel is available on all Transperth Bus, train and ferry trips from first service until last service.

The free travel does not apply to late night services after midnight on Saturday.

If you are travelling without a SmartRider you will need to purchase a cash ticket.

Housing Upgrades – Have your say!!!

Rise will continue in 2024 in providing scheduled renovation works through our properties.



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 year's renovations, make sure you let your Property Officer know your wishes for improvements to your home so we can start planning for future years.



It remains the tenant's responsibility to notify Rise of any change to income. Please ensure you also update Centrelink of any rent changes and update payment



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

Just for Fun

Join in the fun and send us a copy of your completed Wordsearch (by post or send a photo of it via email) **to be in the draw to win one of two \$50 vouchers !**

Winner will be drawn on Wednesday 13th March at our Tenancy Engagement Meeting

ZERO DISCRIMINATION DAY 2024														
T	O	L	E	R	A	N	C	E	V	A	D	S	C	AWARENESS
Z	D	A	F	R	E	E	D	O	M	W	I	J	O	CELEBRATE
P	E	A	C	E	P	Z	L	E	H	A	S	B	M	CHANGE
C	R	R	S	N	Y	C	P	M	H	R	C	G	P	COMPASSION
I	E	U	O	T	T	P	E	S	E	E	R	J	A	DIGNITY
N	N	L	V	B	I	I	A	E	I	N	I	I	S	DISCRIMINATION
C	C	S	E	K	F	G	E	J	D	E	M	N	S	FREEDOM
D	U	M	P	B	B	C	M	R	I	S	I	C	I	INCLUSION
J	E	A	Y	I	R	T	U	A	G	S	N	L	O	INSPIRE
W	L	J	B	W	R	A	T	F	N	B	A	U	N	PEACE
U	N	F	A	I	R	E	T	I	I	S	T	S	F	SOLIDARITY
U	E	Z	F	J	C	L	K	E	T	D	I	I	N	STIGMA
W	C	N	C	H	A	N	G	E	Y	O	O	O	N	TOLERANCE
S	O	L	I	D	A	R	I	T	Y	Z	N	N	G	UNFAIR
														ZERO



Zero Discrimination Day is celebrated on 1 March every year. At Rise, we celebrate the right of everyone to live a full and productive life.

Zero Discrimination Day highlights how people can become informed about and promote inclusion, compassion, peace and, above all, a movement for change.

Zero Discrimination Day is helping to create a global movement of solidarity to end all forms of discrimination.

Helen's Place (Head Office)

📍 41A Great Northern Highway Middle Swan WA 6056

✉ communityhousing@risenetwork.com.au

☎ + 61 8 6274 3700

🕒 Monday to Friday: 8:30am to 4:00pm
Saturday & Sunday: Closed

