



Welcome to the Rise Property biannual newsletter for Autumn 2022. 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

Over the past few months, we have sadly said Goodbye to Steffi who was part of our Property Administration team. She has moved to a new role to further her career in the Mental Health field and we wish her all the best in her new role.

We would also like to introduce you to the newest member to join our team, Emily Beinke. Emily joins us with a wealth of experience in the Customer Service field and she has definitely hit the ground running assisting our team.

To accompany this newsletter, we have also included a Flow Chart for our Rise Independent Living Program tenants.

The aim of this chart is to help you understand how our team operates. It will provide you with an overview of the information our Property Team can assist you as a tenant and how our Mental Health Team, via our Tenancy Support Worker can support you with during your tenancy.

This information will be beneficial for all our tenants.

Please feel free to reach out to your Property Officer if you need further help understanding this.

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



Maintenance Matters

Rise and the tenant both have responsibilities in looking after your property. We expect that you will take reasonable care of the property and that you will advise us if any repairs are required before they become an emergency. Rise is bound to conform to the Residential Tenancies act in relation to its maintenance timeframes.

This is explained below.






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 further damage to the property or hardship to a person.

All other repairs are classified as Routine Repairs.

We work with carefully selected contractors to ensure the repairs and maintenance are carried out properly and within a reasonable time frame. Our reasonable timeframe for each type of repair is as follows;

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

So who do I call? During business hours, all maintenance requests to (08) 6274 3700.
After hours (Emergency or Urgent Repairs only) call (08) 6274 3784

Notice Board

Think Climate Change – Be Waterwise

In Winter, let nature water your garden and turn your sprinklers off to make big water savings.

Water Corporation's Sprinkler switch-off applies from 1st of June until 31st of August every year – Both business and households are included.



Watering Days – last digit of your street number

1	Wednesday & Saturday	6	Monday & Thursday
2	Sunday & Thursday	7	Tuesday & Friday
3	Monday & Friday	8	Wednesday & Saturday
4	Tuesday & Saturday	9	Sunday & Thursday
5	Sunday & Wednesday	0	Monday & Friday



PAYING AN INVOICE??

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.

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.

Let your voice be heard, your views and input will influence the way we work with our tenants



Tenant Survey 2022

Included in the mailout is our yearly Satisfaction Survey. We want to hear from **you** to let us know what we are doing well, and where we can improve. We would appreciate your help



in providing this invaluable feedback to ensure we are delivering the service you want.

Mental Health Matters

What are the benefits of mindfulness? Mindfulness is a way of training yourself to focus your attention in a certain way. It can help you in your day-to-day life, work, relationships and overall wellbeing.

Wellbeing and stress relief. Stressful thoughts come and go. Without being mindful, you may react to these stressful or negative thoughts and feelings. It's easy to be drawn into rumination, where you dwell excessively on problems and worries about the past and the future.



Practising mindfulness may help to anchor you in the present, where you can observe your thoughts and feelings without chasing them and without judgement. With mindfulness, you can learn to simply observe these thoughts and try not to follow them or get caught up in them. This can help reduce stress and anxiety

Here are a couple of techniques.

1.) One-minute breathing exercise — Sit with your back straight but relaxed. For the next minute, focus your entire attention on your breathing in and out, how air passes in and out of your nostrils, and how your abdomen rises and goes down with each breath. If thoughts start crowding in, gently let them go and refocus on your breathing.

2.) Check in with yourself — Bring yourself into the present moment by asking yourself, 'What is going on with me at the moment?' You can label your thoughts and feelings — for example, 'that's an anxious feeling' — and let them go. Don't judge yourself. You may start to feel like more of an observer instead of someone reacting to thoughts and feelings.

Meet our Team: Rise Mental Health Program Staff

Kate Staples – Kate is the Service Delivery Manager of Mental Health, Safe House and Youth services within Rise. Kate brings a passion for person-centred supports, a motivated attitude and the desire to serve as an effective leader. Kate also loves a good yarn.



Left to Right: Kate Staples, Trish Ruszczynski, Kym Daffen

Kym Daffen- Kym is the Senior Coordinator of Mental Health which includes the Supportive Landlord Service (ILP). Kym has a strong background in Mental Health, AOD (Alcohol & Other Drugs) & Psychotherapy and holds a Bachelor of Psychology & Addiction. Kym has 4 children and two French Bulldogs. She is a mad keen gardener and loves watching her sons play country football.

Trish Ruszczynski- Trish is the Tenancy Support Worker within the Supportive Landlord Service (Independent Living Program- ILP). She has been in the Tenancy Support Worker role since February 2021 and is a passionate advocate for ILP tenants. Trish is motivated to support tenants within the ILP to successfully navigate their tenancies. Trish also has a passion for AFL footy and is a loyal West Coast Eagles supporter.

Just for Fun



MENTAL *health* MATTERS

Colouring has the ability to help you relax, reduce stress and anxiety – join in the fun and send us a copy of your artwork (by post or a send photo of it) to **be in the draw to win 2x \$30 vouchers!**

Don't forget to put your name on the back if you are posting it in