

Welcome to the Rise Property biannual newsletter.



In this edition we will be informing you of some of the exciting changes that are coming and some information where you can help us improve our service to you.

Property Update

Our in-Focus section of this edition is about the new Residential tenancy updates and the changes that have come into effect that allow tenants to have greater freedom within the homes you are living in. Should you have any queries in relation to this, please reach out to either your property officer or one of the team, we are here to support!

Your Rise Property Contact

It is always good to have a refresh on who you can contact regarding your property, how you can contact them and when you can expect to hear back.

You will have an allocated Property Officer that manages your tenancy, they are the one you should contact should you have any questions that relate to your tenancy, Rent, Bills, Upcoming Inspections, and just anything property. You can contact them through the office number **6274 3700** however we encourage you try contacting them on their mobile, if you are unaware of their direct mobile numbers, please don't hesitate to ask for this when you call our office.

If you wish to meet your property officer and discuss matters in person, please ensure you arrange a meeting prior to attending our head office. The property team work under a Hybrid framework which means sometimes we are working at home or other offices, arranging a meeting prior to attendance ensures we can be there to assist you.

Response Times

Sometimes managing multiple properties means we are required to be out on the road throughout the day, if we miss your call, please ensure you leave key details including the property it's in relation too, your name and contact number so we are able to get back to you as soon as we are available. We endeavour to get back to you within a 24-hour period if it is not an emergency. If you would like to email your property officer, please expect a response within a 48-hour period if it is not an emergency.

Please see our Maintenance Matters section in the Newsletter for the steps to take in the



RESIDENTIAL TENANCY UPDATES

WHAT YOU NEED TO KNOW

There have been some recent changes to the Residential Tenancy Act. The Residential Tenancy Act sets out the rights and responsibilities of tenants and landlords. The changes that have occurred provide the freedom for tenants to make a rental feel like home, we would like to share these with you and what these changes mean for you.

As of July 2024, the below changes have come into effect.

Tenant given greater freedom to keep pets

Tenants given greater freedom to keep pets. In most cases pets are allowed, however renters must seek permission by completing an approved form. Tenants will be permitted to keep a pet or pets at a rental premises unless the landlord has reasonable grounds to refuse the request. In some cases, the landlord or agent will need to apply to the Commissioner to show there is justification for refusing permission. The pet bond can be used to fix any damage caused by the pet as well as for fumigation.

Tenants given greater freedom to make minor modifications to the premises

Tenants given greater freedom to make minor modifications to the rental premises. To help make a rental feel like a home, small, personalised changes (known as minor modifications) will be allowed in most cases, however renters must seek permission and fill in the minor modifications form. The landlord can decline under certain circumstances. Tenants will be required to restore premises or pay reasonable costs of restoration at the end of the tenancy unless otherwise agreed.

Disputes relating to pets, and minor modifications no longer have to go to court

Disputes relating to pets and minor modifications no longer have to go to court. The Commissioner will make a written determination based on evidence supplied by the parties. Parties will be provided with written reasons for the decision. Parties will have a right of appeal to the Magistrates Court if they are not happy with the Commissioner's decision.

If you would like further information on the changes that have occurred this year, please speak to your Property Officer or refer to the details below.

For more information Web: <https://www.demirs.wa.gov.au/warentreforms>

Phone: Consumer Protection on 1300 30 40 54

Email: Consumer@dmirs.wa.gov.au



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 3700

Next Meeting will be held In January 2025.



Christmas is approaching, around the Christmas period there are some dates that the property team will not be directly available.

- 25th December
- 26th December
- 1st January

Please ensure if you have any emergency maintenance occur over these dates, please contact our emergency maintenance line as they will be available over these holiday periods and can assist.

Housing Upgrades – Have your say!!!

Rise will continue in 2025 in providing scheduled renovation works through some of 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, we will review when your property is up for possible renovations and make note of these wishes for when the time comes around!

TRAVELLING ON PUBLIC TRANSPORT



To make your travelling more convenient if you receive a Carer, Aged Pension or Disability Support Pension, you are entitled to a Pensioner SmartRider card. With your Carer, Aged and Disability Support Pensioner SmartRider you will be able to travel for free at the following times:

- From first service until 6am
- From 9am until 3.30pm
- From 7pm until last service
- All day Saturday, Sunday and public holidays
- Concession fares at other times.

For free off-peak travel on Monday to Friday, start your journey by tagging on before 6.00am, after 9.00am or before 3.30pm and after 7.00pm. If your initial tag on is between 6.00am and 9.00am or 3.30pm and 7.00pm you will be charged a concession fare for that journey.

To Apply for a Pensioner SmartRider card, please review the below links on option on how to do this.

Info Centre's to visit and apply
<https://www.transperth.wa.gov.au/contact-us/infocentres>

Online Form to fill in and complete
<https://www.transperth.wa.gov.au/SmartRider/Ty pes-of-SmartRider/Pensioner-SmartRider>

You may also call 13 62 13 and ask to have an application sent to you in the post



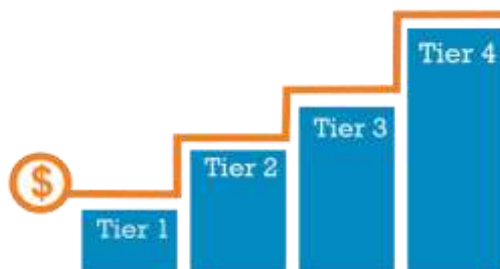
Monitor your water usage



Regular water use monitoring is the key to finding leakages and inefficiencies to help you save on your water bill. To learn about how you can track your water usage, save on your water bill and check for leakages, visit:

www.watercorporation.com.au/Helpand-advice/Bill-and-account/Youronline-account/How-to-view-yourwater-use-history

If you hear any suspicious noises that sound like a possible leak anywhere throughout the home, call your property officer straight away to discuss further. We will go through the steps of recognising a leak with you, if required we will arrange a plumber to attend as soon as possible.



Understanding the Tier system through Water corporation can help understand why your water bills may vary in price. What Tier you are on is all dependent on how much you use, the more water you use, the higher you go in the Tier system and the higher the cost becomes per Kilolitre.

TIER 3 (500kL or more)
\$4.99/kL

TIER 2 (151 - 500 kL)
\$2.667/kL

TIER 1 (0 - 150 kL)
\$2.002/kL





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

The Below is a painting that a tenant of ours kindly dropped into our office so that we could share it on the Newsletter with you all. David very much enjoys his art and expressing his inner Picasso!



Think Mental Health

Mental Health Resources – Tenancy Support Worker*

Ask Izzy helps you find support, now and nearby

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more.

It is free and anonymous, with thousands of services listed across Australia.

And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi. Link is below for you.

<https://askizzy.org.au/>



Monthly Walking Group

You are invited to join us on a friendly walk around the park. Furry friends optional, but more than welcome!

For those that don't wish to walk but would still like to come along, we will have some fun games to keep you busy

WHEN
Tuesday 19 November 2024

TIME
10:30am - 12:30pm

WHERE
Sandy Beach Reserve
203 West Rd, Bassendean

MEETING POINT
Sandy Beach Playspace

RSVP to your support worker by 12 November 2024

See you there!

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



CHRISTMAS PARTY!

Thursday 12th December
11.00 am - 2:00 pm

Woodbridge Riverside Park
(End of First Avenue, Woodbridge)

Pick up and drop off available from Midland Train Station. Need help with transport? Let your support worker know. We'll try to help.

More Info:

Live music by Alex Rhys

Outdoor Garden Games
Food Van with voucher for lunch. (Please let your support worker know if you have any specific dietary needs)

Reminder to please reach out if you are needing support, I can support you with things such as budgeting, mental health resources and referrals and advocacy.

Sarah Hedger – Tenancy Support Worker* (0409 680 602)

***For Independent Living Program tenants only.**

Just for Fun

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

Name: _____ Date: _____

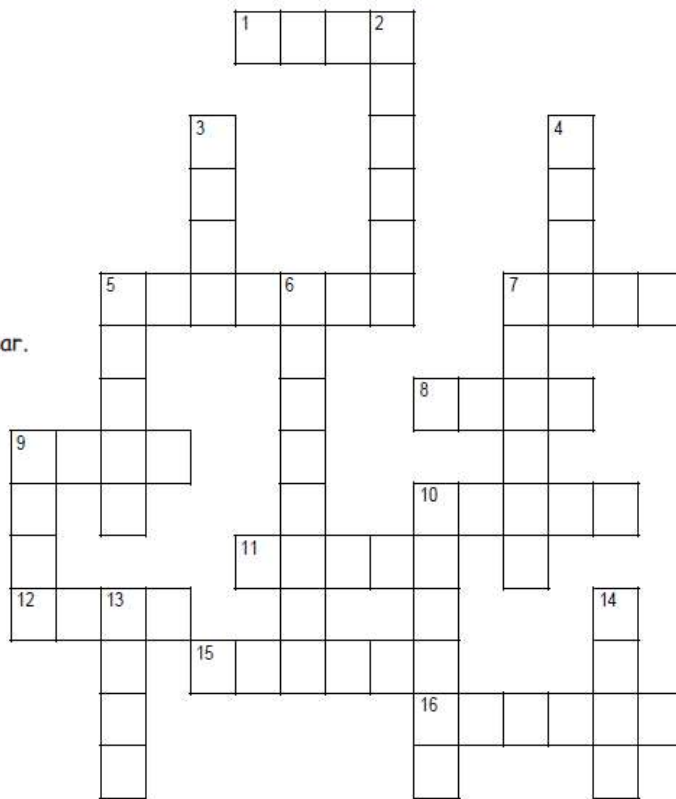


Across

- 1. Grains on the beach.
- 5. Living in a tent.
- 7. It warms you up.
- 8. Two wheeled transportation.
- 9. Comes with a shovel.
- 10. Full of daylight.
- 11. A sandy shore.
- 12. Area of inland water.
- 15. Warmest 3 months of the year.
- 16. Top for warm weather.

Down

- 2. Plunging into the water.
- 3. Move through the water.
- 4. Summer hazard.
- 5. House in the woods.
- 6. Frozen treat.
- 7. Trail walking.
- 9. A place to swim
- 10. Pants for hot weather.
- 13. Toy for a windy day.
- 14. Mildly hot.



Words:

- BEACH
- BIKE
- CABIN
- CAMPING
- DIVING
- HEAT
- HIKING
- ICE CREAM
- KITE
- LAKE
- PAIL
- POOL
- SAND
- SHORTS
- SUMMER
- SUNNY
- SWIM
- T SHIRT
- WARM

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.

Who do you call and when?

Below is the After-hours Emergency Maintenance line, then the in-Business hours maintenance line (Monday to Friday, from 8:00AM to 4:00PM)

Can I email through Maintenance?

When reporting maintenance, you can complete this through email – the email address is below, or you can access the maintenance request online form through the Rise website. When doing this please advise us of:

- Your full name, address, and telephone number.
- What is wrong, and what part of the property is affected.
- How and when it happened.
- If required when you will be available to provide access to your property for contractors or Rise Community Housing staff to inspect the issue.



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



REPAIRS & MAINTENANCE

Should you call to inform us of a maintenance issue, your property officer will prioritise your request based on the information you provide when you call or email Rise.

Please see the below the response times you can expect when informing us of for your maintenance request.

Maintenance response framework	
EMERGENCY (24 hours)	Essential repairs - Gas leaks, burst water pipes, blocked toilets, no hot water
PRIORITY (1 - 3 days)	Urgent repairs - Water leaks, blocked toilets, broken locks
ROUTINE (7 - 14 days)	All other repairs - Pest control, gutter cleaning, planned works

Please note that if no fault is found, or no repair needed, you will be liable for the cost of the callout. You will also be liable for the cost of a call out fee if you tell a contractor, you will be home and are not there to meet them.