COAST2BAY HOUSING GROUP

NRAS NEWSLETTER - September 2015

CEO UPDATE

Welcome to our Spring newsletter series and our first for families residing in Coast2Bay's affordable housing courtesy of the **National Rental Affordability Scheme (NRAS)**. I know you will find lots of interesting information within so I encourage you to read and enjoy. We would also like to receive feedback on whether you thought the newsletter was useful along with any suggestions you might have to make it more interesting and relevant to you and your families.

Can I also take this opportunity to remind you of our website and Facebook page where you will find more information about our programs and events.

Let me start by providing a few words of introduction to Coast2Bay Housing Group. Coast2Bay was established in 1991 and is a not-for-profit community housing provider with a charter of providing community and affordable housing solutions. The affordable housing program of 491 dwellings has been a vital and deliberate strategy to try and make housing in our region more affordable. Given the slowness of the building industry over the years since the Global Financial Crisis, I think you will agree that our NRAS program has made a significant contribution.

Whilst the NRAS legislation demands tenants be provided a 20% discount on market rent, Coast2Bay provides all of our households a minimum of a 25% discount. Coast2Bay does not own any of the affordable dwellings but rather manages the program on behalf of many mum and dad investors. We have a dedicated team of four people managing the affordable housing program and they are introduced in this newsletter. We are also initiating an awards program for our affordable housing households that I hope you will find worthwhile – see details within this newsletter.

Coast2Bay also operates a number of community housing programs supporting people who face barriers in the marketplace. We have an active community engagement program (Refer to our website and Facebook page) and are always looking for volunteers to assist deliver real benefits to people who are doing it tough. If you are interested in volunteering with us in things like cooking, nutrition, well-being, hobbies, music etc, we would love to hear from you to see if we can enhance the lives of our tenants. If you are interested in hearing more, give us a call on 1300 796 716.

Finally, this will be my last newsletter. I am retiring in October this year after nearly 8 years in the job. I have very much enjoyed working at Coast2Bay with my lasting memories clearly being the people I have worked with and our tenants who I have worked for. The new CEO is Andrew Elvin who is moving to Coast2Bay from Adelaide and who I am sure will take Coast2Bay forward with more and better services for you, our tenants. A huge thank you to everyone who has contributed to the greater good of the tenant family of Coast2Bay.

I wish you all the very best for the future.

Morrie Evans
Chief Executive Officer

NRAS UPDATE

Welcome to our first NRAS Newsletter. Read all about it.....

Coast2Bay have invested in some new software to assist us in compiling electronic newsletters so that we can more easily communicate with you.It is a great way to stay informed and hear our news first - right into your inbox....

Receive all the latest news and stories, community event info, workshops and activities.
Quick and easy to **CLICK >** through to RSVP & book a workshop, activity or to contact Coast2bay.
Visit the website to subscribe to the e-news at **www.coast2bay.com.au**

This newsletter is packed full of information that we hope you will find interesting.
We are also excited to launch our Tenant Incentive Scheme so that we can give back something to our tenants who go the extra mile to look after their home and garden.

We would love your feedback on our first newsletter and don't forget to register for the Tenant Incentive Scheme.

Lindell Gittoes
Affordable Housing Manager

MEET THE NRAS TEAM

Fran Boyd - Senior Housing Manager

Fran is our NRAS Senior Housing Manager and can answer all your tricky tenancy questions. Fran has also worked as a tenancy advocate when the Tenant Advice and Advocacy Service was operational. Fran has a sales and property management background and has owned her own real estate agency.

Linsay Leadbeatter - Administration Officer.

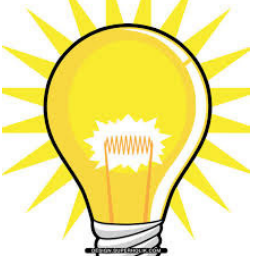
Linsay looks after our lease renewals and annual NRAS income eligibility checks. Linsay has worked in the Community sector for several years now and comes to us with a wealth of administration experience and skills.

Kerry Reed - Administration and Housing Support Officer

Kerry is one of our Admin/Housing Support Workers and you will meet Kerry at our Open for Inspections and at sign ups. Kerry has worked in Property Management for several years and previous to that worked for many years as a Personal Assistant with a retail fashion chain in Melbourne.

TENANT EXIT - Reminder

MOVING OUT?



For tenants who are exiting their properties, please ensure that the **power remains connected** after vacating so that an exit inspection can be carried out. We will advise when it can be disconnected by you.

Tenants will be charged accordingly if the power has to be reconnected by Coast2Bay in order for cleaning and repairs to be finalised.

TENANT INCENTIVE SCHEME

Do you always uphold your tenancy conditions? **Do you** go the extra mile? **Do you** make your Coast2Bay NRAS housing a great place to live for you and your neighbours?

We want to say **THANK YOU** by offering a number of great awards in 2015.
Sign up for the Tenant Incentive Scheme and you might be nominated for one or all of these awards!
Prizes on offer are $50 Bunnings Vouchers or $100 Cashback on Exiting a Tenancy

To qualify for these awards, follow the simple 2 step process:

Step 1. Register as a member by contacting the NRAS team **CLICK HERE >** nras@coast2bay.com.au
Step 2. Meet the the full list of eligibility criteria below, and be in the running to be nominated.It's that easy!

Tenancy Exit Award:
$100 Cashback on exiting a tenancy. Applys to all NRAS exits.Criteria as follows:

1. Complete "Notice of Intention to Leave" form
2. Nil outstanding cleaning or repair costs on exit
3. Nil rent arrears
4. Keys returned on/before agreed exit date

Nominated by Property/Tenancy Manager on exit

Keen on Green Awards: 2 bi-monthly awards each receiving a $50 Bunnings Gift Voucher
Criteria: Outstanding care and maintenance of own and/or communal garden areas
Nominated by Property/Tenancy Manager at routine inspection

Inspector Gadget Award: 2 bi-monthly awards each receiving a $50 Bunnings Gift Voucher
Criteria: Routine inspections of consistently high standard
Nominated by Property/Tenancy Manager at routine inspection

Find out more >>

WEBSITE

Coast2Bay's website is always being updated and is a great place to access forms, information, and keep up-to-date with news and events.

Over the coming months you will notice significant changes and improvements to our website. For example, more forms, policies and procedures will be available to tenants.

An annual calendar of events is also planned outlining "what's on" for Coast2Bay tenants in the coming months, such as our Tenant engagement activities and community events.
For more info visit www.coast2bay.com.au

LIKE US ON FACEBOOK

Coast2Bay Housing have jumped on the social media band wagon and are pleased to announce the launch of our Coast2Bay Housing Group Facebook Page.

This is just another way that you can keep up to date with all the latest news, activities and events relevant to you as a tenant of Coast2Bay Housing.Next time you are on Facebook, simply search for 'Coast2Bay Housing Group' and LIKE our Page to start following.

SHARE SHOP

Share Shop - A community Economy
Go to **www.shareshop.com.au** to have a look at the new technology based version of traditional barter. Share Shop is an Australia-wide, online marketplace where you can share products & services with other like-minded Australians and pay using points instead of cash! By using the skills you already have you can earn points to spend on your home, yourself, gifts for family and friends or for work colleagues.
There are 3 levels of membership to get you started from as little as $10 per year.

CALOUNDRA & HINTERLAND FAMILY SUPPORT PROGRAMME

Sometimes families struggle with problems like financial pressures, difficulties coping with children, feeling isolated, lonely & stressed. Often parents just need someone to talk to.

Family Support is an early intervention programme that aims to improve children's development and wellbeing by supporting the capacity of those in a parenting role. Specifically working with children up to the age of 12 years, Family Support seeks to - strengthen family relationships, support families, improve children's wellbeing and increase participation in community life to strengthen family and community functioning

If you think that you or your family, may benefit from this type of support, give Contact Wendy at Maleny Neighbourhood Centre on Mondays, Wednesdays and Thursdays from 7.30 am - 12.00 midday.

P. 5429 6766
Mob: 0423 716 705

Find out more >>

NOOSA KERBSIDE PICK UP

Noosa Council Kerbside Pickup for our tenants living in the Cooroy area collection day is the **17 October 2015**. Residents must limit their rubbish to three cubic metres per property or unit complex, including no more than one cubic metre of bundled garden waste.Garden waste must be bundled in order for it to be collected. Please go to the council's website for more details www.noosa.qld.gov.au/kerbside-collection

Council Annual Garage Sale Trail - The fifth annual Garage Sale Trail is to be held on the Coast. Powered by more than 150 councils nation-wide, the Garage Sale Trail will be held on Saturday, October 24, with more than 10,000 households and businesses expected to register nationally ***Read more***

GARDENING - Preventing Injury

Preventing Garden Injuries - Look after your back

Spring is in the air! You might be thinking of spending a little more time in the garden now that Spring is approaching.

To avoid serious injury, please remember to:
1. Ease into it.
2. Make a list of jobs to do and do them over a few weekends
3. Don't spend too much time in the same position - move around and vary your activity
4. Look after your back - remember to squat to pick things up rather than bending
5. Try sitting on a low stool rather than stooping over continuously while you are weeding or planting
6.. Protect your knees by kneeling on a piece of foam

Find out more >>

PERSONAL DISASTER PLAN

Make A Disaster Plan ..... Have you thought about what you would take with you in the event of a natural disaster eg floods, fire etc.

A personal disaster plan would involved deciding what are the most important things to be rescued. The usual order is family, pets and photos. Anything else can usually be replaced. Everyone in the family should know what their role and responsibility is if disaster strikes as well as knowing how to get out of the property if normal exits are blocked and where everyone should gather.

SCAN important documents such as wills and insurance policies and include them in your automated backups.
SET UP a list of important contacts and passwords and include them in your backups.
Load a USB drive with the contact and password list (put an easily remembered password on the file) and keep it with you at all times.
CREATE an evacuation box and keep it in a specified, easily accessible location known to everyone in the family. It should not be moved from this location except for a regular review and refreshing of its contents. Suggested contents are copies of insurance policies in sealed plastic bags, laminated copies of prescriptions for regular medications, a laminated copy of important phone numbers (but not your passwords!), a wind up torch, a small radio and a supply of batteries and a basic first aid kit.

Find out more >>

NRAS - Eligibility Review Process

We thought we would explain the importance of why we need this documentation from you each year and within the timeframes set out in our letter to you.

In order for the owner of your property to receive the incentive from the Federal and State Government so that they can provide you with the 25.1% discount on market rent, we have to provide to the Federal Government, on an annual basis, evidence that you are eligible to live there.

Therefore, every year, on the anniversary of you first having moved into the property, we ask you to complete a Tenant Demographic Assessment form and provide us with up to date income evidence.This information is uploaded into the Federal Government's NRAS portal and is then checked to ensure that what we have provided them is accurate. Only then will they provide the owner with the incentive.

If this documentation is not received from you and cannot be provided to the Federal Government, then the owner will not get their incentive. Accordingly, this could put your tenancy at risk as the owner would then have to consider whether they wished to stay in the program.

Find out more >>

COAST2BAY EXCELLENCE IN HOUSING AWARD 2015

The Master Builders Queensland Housing and Construction Awards have been announced for 2015.
Coast2Bay is pleased to announce Stringybark Place complex as the recipient of the award for **Excellence in Housing Affordability Award.**
Coast2Bay manages a number of dwellings in this complex under the NRAS Scheme. **Congratulations!** to RCQ Constructions.....***Read More***

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