

# Tenancy Newsletter

Summer 2024 Edition



## Contents

Welcome .....	2
12 Days of Giving.....	2
Meet Megan .....	3
Renter Survey 2024.....	4
Handy Resources.....	5
A call of care in very hot weather.....	5
Neighbourhood Houses.....	5
Where to Find Financial Help .....	6
Property Tips.....	6
Pets Corner .....	7
Closure Details .....	8

# Welcome



We're excited to introduce our new bi-annual magazine to keep you informed and connected.

This magazine will be full of valuable information and resources from renter stories, local events and ways to connect with your community to tips, a pet's corner and the latest updates from Launch Housing.

To make this magazine yours, we're inviting you to share story ideas, tips, and insights for future editions. Your contributions will help shape a magazine that's relevant for everyone.

We need your help finding the perfect name! Send us your suggestions, and you'll be entered into a draw for a chance to win a \$100 Coles/Myer voucher. Please be sure to update your Tenancy Manager with any change of contact details. Check the bottom of this newsletter for submission details.

We can't wait to hear from you and your ideas for bringing this magazine to life.

We hope you enjoy reading this edition.

## 12 Days of Giving

The Launch Housing Services team will be giving away one gift card each day for 12 days, starting 2nd December.

All our renters will automatically be in the draw to win - so you don't have to do anything unless you want to opt out. If you want to opt out, call 9288 9600 or send an email to [tenancy@launchhousing.org.au](mailto:tenancy@launchhousing.org.au).



# Meet Megan

## Tenancy Manager

*In each issue we will feature a profile of a Launch Housing team member.*

Megan works in the Transitional Housing team, and she's been at Launch Housing for 2 years.

### What's your biggest tip for renters?

My number one tip is to build a good relationship with your Tenancy Manager and communicate openly. If you face challenges with paying rent or if you have any property issues reach out early. Being proactive helps avoid misunderstandings and ensures you get the support you need, even if it's not directly from me.

### What do you love most about your job?

Building meaningful connections with the tenants I support.

The satisfaction of seeing individuals or families feel secure and supported in their transitional housing is incredibly rewarding. At Launch Housing everyone is committed to ending homelessness, and working collaboratively with my colleagues adds to the sense of purpose and fulfilment.

### What do you like to do when you're not working?

If I'm not working, chances are I'm probably cooking a yummy meal, taking a walk by the beach, or enjoying some drinks in the sunshine. I also love kitesurfing, camping, hiking, and listening to live music if it's the weekend. Fun fact, I've been to every continent beside Antarctica so traveling is one of my passions!



**Are you feeling lonely? Will you be spending Christmas alone, or are you unable to prepare your own Christmas meal?**

**Click here** to find where you can find your closest event and register your interest.



# Here's what you said in our 2024 Renter Survey.

In July, we sent our renter survey to 792 households. We wanted to understand from our renters their experiences, what they think about their homes, how satisfied they are with maintenance and how they feel about Launch Housing services. We received 231 completed surveys, which was an overall response rate of 29%. Here's some of key feedback that you shared with us:



**74%** Satisfied with Launch Housing services



"Launch Housing has provided me with a safe and secure home that is not only affordable but a luxury to raise my son in and I couldn't be more grateful for that"

**84%**

agree having a home means they can plan for their future

**68%**

felt their home enabled them to look after their physical health

**64%**

felt their home enabled them to look after their mental health

**62%**

were satisfied about how your complaint was dealt with

## Dealing with Complaints

We heard that making complaints can be difficult.

**62%**

were satisfied that Launch Housing listens to renter views and acts on them

## Listening and Acting

We heard that we need to take more time to listen to you and share our actions with you.

**73%**

Satisfaction with the quality of repairs carried out

## Quality of Repairs

We heard that we can improve our quality of repairs and communication with renters.

These insights give us a valuable understanding of the experiences and needs of our renters, helping us refine our services to better support the community. Thank you to everyone who participated.



# Handy Resources

## A call of care in hot weather

The Australian Red Cross Telecross REDi service supports people by calling them daily during declared heatwaves. People in the community who are at risk during extreme weather events and require phone support during these periods are encouraged to register for the service.

### Who Can Use Telecross REDi?

People in the community who are at risk during extreme weather events and require phone support during these periods are encouraged to register for the service. This includes people who live alone, have a disability, are experiencing mental illness, are housebound, frail, aged, recovering from an illness or accident, or have an ongoing illness, such as diabetes or a heart condition. Carers of vulnerable people are also encouraged to register as they may be at risk during an extreme weather event.

### How Does It Work?

You just need to register for Telecross REDi by calling 1800 188 071 or by email [telecrossredi@redcross.org.au](mailto:telecrossredi@redcross.org.au).



# Neighbourhood Houses

## Did you know that there are over 400 Neighbourhood Houses across Victoria?



Some of the activities you may find at your local Neighbourhood House include:

- Adult education (pre-accredited and accredited training)
- Childcare, maternal healthcare, playgroups and toy libraries
- Community events (cooking, gardening, arts and crafts + more)
- Digital literacy training, internet access and Library services
- Food banks
- Government services such as Centrelink, Vic Roads
- Job seeking support
- Health and wellbeing activities and services
- Volunteering opportunities
- Migrant support programs (English classes)
- Seniors Group
- Men's Shed

**Click here** to find your nearest Neighbourhood House by entering your postcode or contact your Tenancy Manager to assist you.

# Where to Find Financial Help

If you're feeling overwhelmed by money issues, it can be hard to know where to turn. There are services to help you with food, housing, bills and emotional support if you are in financial trouble.

They include:

- The free **National Debt Line** on 1800 007 007. The helpline is open Monday to Friday, 9.30am to 4.30pm.
- The free **Mob Strong Debt Helpline** on 1800 808 488. The helpline is open Monday to Friday, 9:30am to 4:30pm for Aboriginal and Torres Strait Islander peoples.
- Local community organisations like **The Salvation Army**.
- **Askizzy**, a website that connects people in need with housing, a meal, money help, family violence support, counselling and more.
- The Victorian Government's **Personal Hardship Assistance Program**.
- **Anglicare Victoria Financial Counselling**: 1800 809 722
- **Uniting Vic Tas Financial Counselling**: 03 9192 8100
- **Gambler's Help** (24/7): 1800 858 858



# Property Tips

## How to Avoid Mould

One of the best ways to prevent mould is to have good airflow throughout your home. Whether you're having a shower, cooking dinner, or doing a load of laundry, an open window may make all the difference.



If you spot mould in your home, try spraying vinegar directly onto the affected area, wait for around 15 minutes, do it again and then finish off by wiping the area clean with a damp rag. Always wear gloves and a mask when cleaning mould.

## How to Avoid Condensation

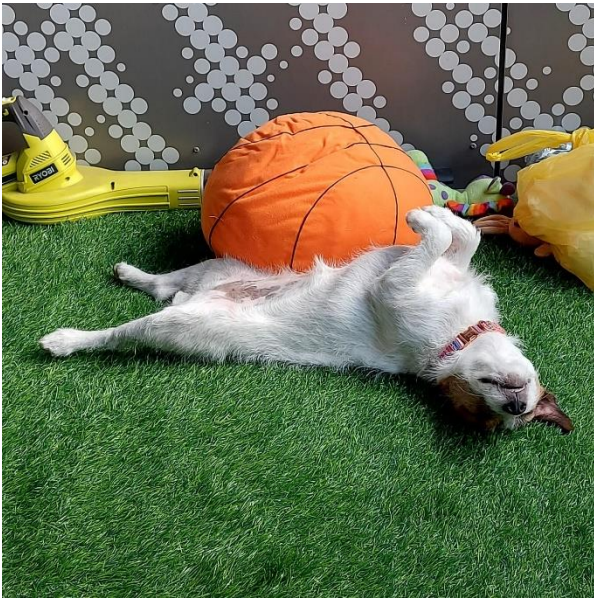
Here are some easy tips to stop condensation building up:

- Open Windows – Let fresh air in!
- Use Exhaust Fans – Turn on fans while cooking or showering.
- Keep Furniture Away from Walls
- Consistent Room Temperature – Warm air holds more moisture.
- Open Windows in Wet Areas – Especially after showers or baths.
- Cover Pots – Keep lids on when cooking.
- Dry Clothes Outside – Avoid drying clothes inside.
- Wipe Surfaces – Dry windows and mirrors.

# Pets Corner

*In each Issue we will profile one of our special animal residents*

## Meet Lotus



Lotus is a 2-year-old female Jack Russell and is a resident in one of our long-term homes.

### Fun Facts

- **Favourite toy:** All my soft toys.
- **Favourite treats:** All treats.
- **Favourite activities:** Walks and cuddles.



## Tips for Keeping Your Pets Cool This Summer

**Hydration:** Access to fresh, clean water and consider adding ice cubes to their water bowl to keep it cooler for longer.

**Provide Shade:** Set up a cozy spot with a shelter for outdoor lounging.

**Limit Outdoor Activities:** Go for early morning or late evening walks. Remember hot pavement can burn your pet's paw pads, so stick to grassy areas.

**Never Leave Pets in Cars:** Even on mild days, the inside of a car can quickly become a sweltering oven, never leave your pet unattended in a parked car, even for a short period.

**Cooling Accessories:** Place a cooling mat or wet a towel in the freezer for a few minutes before draping it over your pet for a cooldown.

**Grooming:** Regular brushing to remove loose fur reduces the risk of mats, which can trap heat close to the skin.

**Watch for Signs of Overheating:** Excessive panting, drooling, lethargy, vomiting, and collapse. If you suspect your pet is overheated, move them to a cooler area, offer water and wet their fur with cool (not cold) water.

Click here to contact [Pets of the Homeless](#). They can help people and pets facing homelessness and hardship in Victoria.



# Closure Details

Launch Housing will be closed on the following public holidays:

- Wednesday 25 December 2024
- Thursday 26 December 2024
- Wednesday 1 January 2025



**Don't forget to submit your Newsletter name suggestions, pet photos/stories and tips and ideas that you would like to see included in this newsletter.**

**Please email [feedback@launchhousing.org.au](mailto:feedback@launchhousing.org.au). All submissions will be reviewed and considered.**

