



Pacific Link
HOUSING

Pacific Link Post



Your tenant newsletter



The Glen Centre Dance Performers

Winter 2024 Issue

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Message from our CEO

We were thrilled to see the fantastic turnout at our recent 40th Anniversary Tenant Celebration events in Gosford and Heatherbrae. It was a pleasure to see our PLH community come together and enjoy the various activities on offer. The feedback from our team members and attendees was overwhelmingly positive and we've shared some photos in this newsletter to capture a small glimpse of the celebrations.

As winter approaches, we've included some practical tips on managing mould in your homes, ensuring they remain healthy and comfortable. Please remember that our assets team is here to help should you encounter any issues such as water stains, plumbing issues or damp carpets.

I'm pleased to announce that Round Two of our Education Support Program is now open until the 1st July. This initiative is designed to assist tenants in reaching their educational and study goals, offering support for items such as laptops, tutoring or specialised equipment.

Lastly, our 2024 Annual Tenant Survey will be distributed in July. Your feedback is invaluable to us and I encourage everyone to participate. Hearing from you helps us to continually improve our services and the housing experience for all our tenants.

Ian Lynch - CEO

40TH ANNIVERSARY TENANT CELEBRATIONS!

In April, we celebrated our Anniversary with two memorable tenant events in Gosford and Heatherbrae which were filled with fun, entertainment and a strong sense of community!

The PLH Team served up a great sausage sizzle for guests and there were exciting activities on offer, including cupcake decorating by Cake & Plate and DIY activities with Bunnings. The Gosford celebration kicked off with a fantastic dance performance by The Glen Centre, followed by live music

from young local artists. The petting farm and the Narara RFS truck were popular with families! In Heatherbrae, tenants learned about gardening from the Sydney Botanic Gardens' Community Greening Team and took home plants. The day also featured a heartfelt Acknowledgement of Country and a didgeridoo performance by Brenden Moore.

A big thank you to all our tenants and partners who attended and made these events so special!



Complaints, Appeals and Feedback

Pacific Link Housing believes that complaints, appeals and feedback help to improve the way we deliver our services. So, what is the difference and what is the best way for you to let us know if there is an issue?

Complaints

Complaints are made when you are not satisfied with the quality of service you have received. You may think we are taking too long to get something done or you are not happy with the outcome.

You can complain about any part of the service you receive. We hope that most complaints can be resolved by discussing it with a staff member, however sometimes this may not be possible.

Appeals

Appeals are made when you are not satisfied with a decision we have made about your tenancy because you believe it is wrong or unfair. An appeal may be about decisions related to property modifications, transfers, tenant charges, lease terms or approval of additional occupants.

How to make a complaint or appeal

If you have a complaint or appeal, we encourage you to call us first on 4324 7617 to see if it can be resolved. If this isn't possible, you can lodge a complaint or appeal by email, post or online at www.pacificlink.org.au/complaints-appeals.



Feedback and Suggestions

Pacific Link Housing is always open to receiving feedback and we encourage you to let us know what we are doing well and what we can improve on.

Your input will help us deliver the best possible housing experience for tenants. You can provide feedback at any time by phone, email, post or online at www.pacificlink.org.au/feedback.



Have your say in our Tenant Survey!

Our 2024 Annual Tenant Survey is out in July! Conducted by the Community Housing Industry Association NSW, this survey keeps your feedback anonymous while providing us with valuable insights.

Keep an eye out for a letter, email or SMS with details on how to take part. When the Survey arrives, please take a moment to make your voice heard. If you need assistance, the PLH Team is here to help!



Mighty Mariners Holiday Clinic

As a valued support partner, the Central Coast Mariners have kindly offered us free tickets to their Mighty Mariners Holiday Clinics each school holidays. Tickets are limited, so please email Adelle at programs@pacificlink.org.au as soon as possible if you are interested.

The Holiday Clinics offer team-building activities and drills for kids aged 6-14 to develop their soccer and social skills, and most importantly, have fun. Previous tenants who attended had an absolute blast!

My girls had the best time at the Mighty Mariners Holiday Program. They came home, showed off their new skills and put them straight into practice. The staff were so nice and the players were incredible!

Scam Alert: How to Protect Yourself

Staying alert about internet and phone scammers is key to protecting yourself from becoming a victim. Once you know what to watch for, identifying a scam is much easier!

Scamwatch, run by the National Anti-Scam Centre, is a great tool to learn how to recognise, avoid and report fraudulent activities. It can help you become 'scam-aware' and know what to do if you've fallen victim to a scheme.

Common scams to watch out for:

- **Relationship Scams:** Scammers create fake profiles to form relationships online, eventually asking for money.
- **Tax Scams:** Calls or emails falsely claiming you owe money to the tax office.
- **Investment Scams:** Offers of quick, high returns on an investment.
- **Prize Scams:** Notifications that you've won a contest you never entered, asking for a fee to claim the prize.
- **Courier Scams:** Claims that a delivery cannot be completed without payment.

**Report scams
and help to
prevent fraud**

You can report any suspicious activities or contacts to Scamwatch. Your reports help the National Anti-Scam Centre make Australia a tougher target for scammers and safeguard others from falling victim. Learn more and stay informed at www.scamwatch.gov.au

Essential tips to avoid scams:



STOP – Don't give money or personal information to anyone if unsure.

Scammers will offer to help you or ask you to verify who you are. They will pretend to be from organisations you know and trust like, Services Australia, police, a bank or a fraud service.



THINK – Ask yourself could the message or call be fake?

Never click a link in a message. Only contact businesses or government using contact details from their official website or secure apps. If you're not sure say no, hang up or delete.



PROTECT – Act quickly if something feels wrong.

Contact your bank if you notice some unusual activity or if a scammer gets your money or information.

Education Support Program

Round Two of our Education Support Program is now open, providing essential tools and resources to assist our tenants in reaching their educational goals!

If you're a student or have children who are studying, this program is here to support you with items such as:

- **Technology needs:** Computers, laptops, software, printers
- **Educational fees:** Course fees, private tutors
- **Study materials:** Textbooks, study guides, stationery
- **Specialised equipment:** Items for medical, art, music or photographic courses
- **Other educational costs:** Other expenses are considered

How to apply: Be sure to submit your application by the **1st July 2024**. Visit www.pacificlink.org.au/education-support or call us at 4324 7617 if you have any questions or need help applying online.



A big thank you for your support in my education journey by helping me with a laptop, internet security and ink for my printer. I am happy to say that I have passed my Certificate 4 in Community Services! I am very grateful to Pacific Link.

Renew Projects Launch!

Pacific Link Housing has launched a new social enterprise called Renew Projects, offering a range of trades to homeowners, including plumbing, carpentry and tiling. They will also handle larger maintenance projects at PLH properties... this means you might see the Renew team around! As part of our wider PLH family, they work closely with our tenancy and assets teams, giving them a better understanding of our properties and tenants' needs.

Renew Projects operates as a profit-for-purpose business. Its net earnings will improve the environmental sustainability of our development



projects with features like solar energy and rainwater harvesting, supporting a greener future. In its start-up phase, Renew Projects has been supported by local businesses

such as Mitre 10 Trade, Bendigo Bank Central Coast and Husqvarna. We're thrilled by this community backing and look forward to Renew's growth and positive impact!

Update from the PLH Green Team

The Green Team was thrilled with the positive response to the Curby Soft Plastic Recycling Program in the last newsletter. We've been continuing to improve our waste management processes at the office by installing a can and bottle recycling station. From our initial drop-off, we saved 422.65L of water, 44.54kg of CO2, 151.90kWh of energy and 17.65kg of waste. We've also introduced a food waste bin to collect precious scraps for team members with hungry chickens, worm farms or compost systems.

PLH is also participating in industry briefings with other Community Housing Providers on climate change and carbon offset strategies. We are proud to be one of 14 CHPs nationwide to adopt the new ESG Reporting Standard for Social Housing to help us better measure and reduce our environmental impact. We're excited to continue this journey and share further updates with you!



PLH 'Green Team' Members: Amanda, Llewellyn, Rebecca & Maria

Sign Up for Our Email Newsletter

Switch to our digital newsletter to save paper and support our Green Team's initiatives. Although our printed version uses eco-friendly FSC paper from responsibly managed forests, going digital reduces paper use even further. Update your preferences at www.pacificlink.org.au/newsletter.



Partnering with Businesses for Environmental Impact

We encourage tenants to consider environmentally friendly disposal methods for items they no longer need. Donating items in good condition to charity shops like Salvos, Vinnies and Lifeline is a great way to reduce waste and support community initiatives.

For items that aren't suitable for donation, several large businesses have committed to specific recycling programs that you might want to consider!



- Unwanted Shoes - Rebel Sports Stores
- Sports Balls - Rebel Sports Stores
- Broken Toys - Big W Stores
- Glasses - Specsavers Stores
- Mobile Phones & Accessories - Officeworks, mobile phone stores or www.mobilemuster.com.au
- Expired Medication & Blister Packs - Local Pharmacies

Pacific Link Housing's Tenant Programs

Did you know that we offer several different support programs for our tenants? You can find information on eligibility and apply online at www.pacificlink.org.au/programs or give our office a call on 4324 7617.



Tech Connect Loan Program

Eligible tenants can access a no-interest loan through PLH to purchase a new laptop or device. We then help to reduce the loan amount by applying a \$250 subsidy.

Learner Driver Lessons

Tenants who are learning to drive can apply for a package of free professional driving lessons to gain skills and confidence on the road.

Health and Wellbeing Program

Tenants of all ages can apply for up to \$250 to participate in registered sport, health, exercise or wellbeing activities within the community.

Tenant Support

PLH provides support to help you maintain and sustain your housing, particularly in difficult times. We work with lots of agencies to provide access to services that best fit your needs.

Education Support Program

Children and adult tenants who are studying can apply for assistance to help with the cost of education, including the purchase of laptops or other supplies and services.

Activities and Events

PLH coordinates events during the year such as neighbourhood BBQs, morning teas and garden days. We always look forward to catching up with tenants at these events!

Mould Management Tips

Mould is a type of fungus that thrives in damp areas and recent weather conditions have unfortunately been ideal for its growth. Mould can appear almost anywhere, but it tends to develop in areas with poor airflow.

While it is not harmful to everyone, it can trigger allergic reactions in some people who are sensitive to allergens.

How to prevent mould

- Regular vacuuming, dusting and cleaning.
- Open windows and doors to let fresh air in. Ventilation is so important!
- Open blinds and curtains during the day to let sunlight in.
- Use exhaust fans or open windows in the bathroom, laundry and kitchen to get rid of steam.
- Wipe away any moisture on surfaces such as windows, walls and tiles to keep the inside of your home dry.
- Dry your clothes outside before you put them away.
- Air out wardrobes and cupboards regularly.
- Consider using dehumidifiers or moisture absorbers e.g. DampRid.



IMPORTANT - Please report any leaks or signs of water damage in your property to us immediately. Look out for damp carpets, moisture on walls, water stains on ceilings or plumbing issues.



How to remove mould

The earlier you find and remove mould, the easier it is to keep it under control. It's important that you fix the issue that is causing the mould first, to prevent it coming back. An economical, eco-friendly method to clean mould is with white vinegar, which is effective against 82% of mould types and safe for most surfaces.

- Mix equal parts vinegar and water in a spray bottle.
- Apply generously to the area and let sit for one hour.
- Clean the area with a damp cloth and allow it to air dry.
- The smell of vinegar will dissipate after a few hours.

For stubborn mould, you may need to use a commercial cleaning product. Be sure to wear protective gear and follow the product instructions carefully.