

foundation focus

Newsletter for Foundation Housing tenants and residents  **Spring 2021**

We value your **feedback!**

Tenant Survey on it's way

Win one of five \$200 vouchers!

The 2021 Tenant Satisfaction Survey will be coming through to your email or letterbox from the 27th of September onwards!

We will use this anonymous survey to understand tenant priorities for services, how we are performing as your tenancy manager and what changes we may need to make.

By completing the survey, you will automatically go in the draw to win one of five \$200 vouchers.

If you would like some assistance completing the survey or require an interpreter please contact neal@foundationhousing.org.au. Sessions will also be arranged at lodges and staff will be available to help with survey completion, where needed.



The Committee of Residents and Tenants (CORT) is a new resident and tenant-led group that provides a forum for you to give feedback about the way in which Foundation Housing services are delivered. By joining, you can:

- Engage with other tenants and residents
- Provide feedback on procedures and services that impact you
- Make a positive difference for other tenants and residents

The CORT Information Session will be held at the Foundation Housing Leederville Office on Thursday 30 September at 1pm.

Email neal@foundationhousing.org.au to RSVP or find out more about the CORT. [Click here to apply.](#)



Woodwork Wonders at Bennett Street!

Perfectly positioned in the middle of his hallway, you would never guess that Raeminn's desk and drawers were once a pile of wood from Bunnings.

Originally from New Zealand, Raeminn has been living at Bennett Street since it first opened in 2016 and has continued to build the pieces of furniture that make up his apartment. His interest in woodwork began during his studies in high school.

"I've been making furniture most of my life. I wanted to be a carpenter throughout school - I even nearly opened up my own business. Woodwork helps me stay mentally active," says Raeminn.

From coffee tables to bed frames, Raeminn has made it all. He encourages tenants and residents who are looking to start a new hobby to give it a go and be persistent. "Even if you aren't sure, just stick with it. It will be worth it," he said.



Apply for a **Scholarship**

Thinking about studying but not sure how you'd afford it?

Applications are now being accepted for Foundation Housing's 2022 scholarship program for tenants and residents.

There are two scholarships that each provide funding of up to \$2000 which can be used to contribute to the fees or expenses of the course. The purpose of the scholarship is to assist people to undertake education or training to enhance their employment opportunities or develop skills. These could be TAFE or university courses, or other vocational training including online learning.

One of the scholarships has been named after our founding CEO, Kathleen Gregory and is specifically for Aboriginal and Torres Strait Islander tenants.

Applications will be assessed against the eligibility criteria, commitment to engage in study and evidence of how the funds will help you reach your education and employment goals.



2020 Scholarship Winner with her Diploma.

Applications close on 27 November 2021.

Application forms and additional information is available on our website or you can email paigel@foundationhousing.org.au to arrange for an application pack to be posted to you.

[Click here to apply.](#)

A Word on Water Bills

If you are billed directly by The Water Corporation for the water you use in your home, then it is your responsibility to pay these bills. You might receive these bills in the mail or via email and they will include a mix of your water use charges and the service charges.

How do I pay my bill?

- To pay your bill and check your account balance go to www.watercorporation.com.au/bill-and-account.
- If you are unable to make full payment, contact your Housing Coordinator to discuss a repayment arrangement.

What happens if my bill is not paid?

- If your debt is not resolved in 3 days after the due date of the bill, Foundation Housing will be bound to pay the account and transfer the debt to your tenancy account.
- If these charges are not cleared from your tenancy account, the debt will continue to accrue and show as arrears. Outstanding arrears will result in your tenancy being at **RISK**, so please do not leave them unattended to.



If you need help regarding the bill, repayment arrangements or believe there is an error, contact your Housing Coordinator or the Income Recovery Officer on 9422 0700.

Do you qualify for rent relief?



Would you like some of your rent covered or outstanding debt relieved? Foundation Housing tenants have been receiving support through the Residential Rent Relief Grant Scheme and you could too!

The scheme offers support for tenants who are struggling to meet rent payments. It is also available to help tenants pay outstanding debts that arose before 1 December 2020.

To test your eligibility go to:

commerce.wa.gov.au/consumer-protection/residential-rent-relief-grant-scheme#eligibility

Get to know your Lodging Team!

Do these faces seem familiar? Lisa and Mick are part of the Foundation Housing Lodging Team. Lisa is the Allocations and Lodging Manager and Mick is a Lodging Coordinator. Let's get to know them more!

What is your fun fact?

Lisa: I was born in Hong Kong!

Mick: I am a pinball wizard! I have my own machine and have over 1024 games.

What do you enjoy most about your job?

Lisa: Everyday is different with our clients!

Mick: When various parts of my work come together and things fall into place with expert timing.

What do you do your spare time?

Lisa: I hang with my kids and play with my dog Buddy! He loves a good walk.

Mick: My wife and I travel to a new place in WA every weekend. We pick a number and select that map from a street directory and go!



Here are some Noongar, Yarawu and Kariyarra words that have been shared with us by Community Engagement Officer, Tiffany, and our regional staff:

Nyorn	Noongar	Sorry
Kwobadak	Noongar	Beautiful
Wayapa	Kariyarra	Hello
Mgangka	Kariyarra	Mother
Ngali Mingan	Yawuru	How are you?
Man-gala	Yawuru	Wet season



NAIDOC Celebrations 2021, Broome



Noticeboard

Do you know your watering days?

Spring is here which means the winter sprinkler ban is over. If you use sprinklers in your garden make sure they are only used on your allocated watering days or you could get a fine from the Water Corporation. Visit www.watercorporation.com.au/save-water/water-days to find your allocated days.

Maintenance Manager

Want to download the Maintenance Manager app to make maintenance requests easier? Please contact repairs@foundationhousing.org.au to get started!

Photo Volunteers

We will be contacting residents to be involved in our future marketing activities, if you do not wish to be involved, please email paigel@foundationhousing.org.au.

Foodbank Access Cards

Tenants can buy an Emergency Relief Access Card to Foodbank. These can be purchased from our Leederville office. The Access Card will enable you to do a grocery shop at Foodbank, where you will get more value for your money than a usual supermarket.

Call our Leederville Office on 9422 0700 for more information.

Are you following us on social media?

Stay up to date with our latest news and information by following our Facebook, Instagram and Youtube channels. Click the icons below to check them out!



foundationhousing.org.au



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For all maintenance requests and emergencies, please contact us on 1300 895 205.