



Tenant Newsletter

CONNECT VICTORIA PARK | JULY 2023

Commonwealth helps with rent

Our Tenant Meeting on June 30 was a great opportunity to get more clarity on how your rent is calculated and on help coming from the Australian Government.



receive, the more of your pension you keep after paying rent.

We encourage you to **inform Centrelink of your current**

rent so you can get the maximum CRA possible.

Rents were reviewed earlier this year and the new rates came into effect on July 1—please remember to adjust the amount with your bank. Alternatively, you can use Centrepay to have rent deducted directly from your pension.

If you have questions about your rent, CRA or Centrepay, please contact Maria at the office. 🏠

As a recipient of income support and Connect tenant, you are entitled to the **Commonwealth Rent Assistance (CRA)**. The maximum CRA amount at the moment is \$157.20 per fortnight, and there will be an increase in September 2023.

Your rent is calculated as 25% or 30% of your assessable income (your pension and any supplements) plus 100% of CRA. So, the more CRA you

The more Rent Assistance you receive, the more pension you get to keep after paying rent

Get your windows to shine!

After getting 4 different companies to quote for window cleaning at our units, we're happy to inform that **Armstrong Shine will be at Connect on Thursday, July 13.**

They will be available to clean windows at all Community Housing units for **\$50 plus GST** (total of \$55) per unit.

All units are fitted with security screens, and sometimes those are difficult to remove. In that case, Armstrong Shine will do their best to clean the window. You can also request pressure cleaning at an additional charge.

Armstrong Shine will invoice each tenant separately and you will

be able to send them payment through your bank. Alternatively, you can pay them cash on the day and get a receipt.

If you want to have your windows cleaned on July 13, **please call the office by Friday, July 7.** You can also put your name down by emailing project@connectvictoriapark.org. 🐾



Connect achieves registration

Connect Victoria Park's application to become a registered Community Housing provider was approved in March 2023.

We are now a Tier 3 provider under the WA Community Housing Regulatory Framework. That means that, after 18 months of work, we were able to prove to the Registrar that we have the capacity to comply with 7 performance outcomes: tenant & housing services, housing assets, community engagement, governance,



probity, management and financial viability.

Connect will have to demonstrate compliance with

the 7 performance outcomes every two years, and we count on our tenants to give us feedback about the areas where we can improve.

For registration, we created and updated several policies, including on rent setting, privacy, property inspections, maintenance, tenant absence from property. All policies are available on our website and in the Village Hub Library.

We encourage you to browse the policies and give us feedback!



Tenant survey

As part of the registration process, we will circulate a regular **Satisfaction Survey** to our Community Housing tenants in Vic Park.

The first one is coming your way this week—please **keep an eye in your letter box** for it.

The idea is to gather feedback about our housing services, maintenance and general upkeep of properties.

We also ask a couple of questions about how you feel being a tenant at Connect.

Tenants who answer all the questions and return the survey to the office **by July 14** will **enter a draw for a \$100 Woolies gift card**.

To enter the draw, please fill out the last page of the survey with your details. That page will be detached when you hand your survey in — in that way, your **answers will be kept anonymous**.

We encourage all tenants to fill out and return the survey—it's the best way to give us feedback about our services and point to areas where we can improve.

We also would love to hear any suggestions and even compliments! 🗣️

What goes in each bin?

Questions? Ask Anne or Flavia

*If you have a GO bin, your General Waste bin changes from a **Dark Green Lid** to a **Red Lid**.

^If the items are not broken or dirty, consider donating them to an op shop.

‡Hazardous items

General Waste (Red Lid)
Recyclables (Yellow Lid)
Garden Organics (Lime Green Lid)
General Waste (Dark Green Lid)*

	General Waste (Red Lid)	Recyclables (Yellow Lid)	Garden Organics (Lime Green Lid)	General Waste (Dark Green Lid)*
Food waste	✓	✗	✗	✓
Crockery, cutlery	✓	✗	✗	✓
Terracotta pots	✓	✗	✗	✓
Sanitary products, doggie bags, nappies	✓	✗	✗	✓
Bottle caps and lids	✓	✗	✗	✓
Metal pots, pans	✓	✗	✗	✓
Clothing [^]	✓	✗	✗	✓
Glass (clean)	✗	✓	✗	✗
Plastic bottles, milk cartons (rinsed, no lids)	✗	✓	✗	✗
Paper, cardboard	✗	✓	✗	✗
Aluminium / steel cans (rinsed)	✗	✓	✗	✗
Plastic food containers (rinsed)	✗	✓	✗	✗
Aluminium foil (clean, balls 5cm and larger)	✗	✓	✗	✗
Grass, leaves, flowers, weeds	✗	✗	✓	✓
Sticks, twigs, small branches (>1m)	✗	✗	✓	✓
Tree stumps, trunks	✗	✗	✗	✗
Furniture (no glass) [^]	✗	✗	✗	✗
Whitegoods (no doors, degassed) [^]	✗	✗	✗	✗
Computers, TVs (no power cords) [^]	✗	✗	✗	✗
Timber doors	✗	✗	✗	✗
Toys [^]	✗	✗	✗	✗
E-cigarette devices [‡]	✗	✗	✗	✗
Aerosol cans [‡]	✗	✗	✗	✗