



## Tenant Survey Results

A big thank you to all the tenants who returned our annual survey. We really appreciate your feedback and suggestions on how we can improve our service.

All of the tenants who returned our surveys said they were satisfied with our service. Remember, we welcome any feedback about our service, so please contact us at any time with questions or suggestions.

You do not have to wait for the annual survey.

Congratulations to Joan, who won the draw for the \$50 IGA voucher.



## ***Our office will be closed on Monday 5th October for the Queens Birthday Public holiday.***



Please remember if you have an emergency repair issue when the office is closed, call 0497 192 135 or call the contractors on your emergency list on your fridge or detailed in your lease.

Only use these numbers for **Emergencies out of office hours**. Emergencies are when Health, Safety and/or Security are at risk.

For example:

- a burst water services or a serious water service leak
- a blocked or broken lavatory system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises

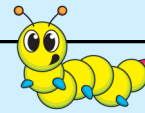
## Reporting Damages

Things go wrong from time to time in any home. Report any damage or fault to our office as soon as you can, so repairs can be dealt with as quickly as possible. In some cases, housing staff may wish to inspect the problem to see what is needed before the right contractor can be hired.

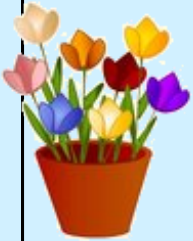
All job orders are issued by our housing staff. Tenants cannot add extra work or jobs to the job order without permission. Unauthorised work may become the financial responsibility of the tenant or undone at the expense of the tenant.



# Gardening



With warmer weather many people enjoy getting outside to do some gardening. Before planting new plants or shrubs, please talk to us so we can make sure any plantings are appropriate for your property.



Potted plants are a great alternative. They look great, take less maintenance and you can take them with you if you move.

Yard maintenance is the responsibility of tenants.

If you find you are not able to do yard maintenance yourself, we can arrange someone to do this on your behalf.

**PLEASE RECYCLE**

**Cans**  
**Bottles**  
**Paper**  
**Plastic**

Please place in **yellow-lidded** bins:

- glass bottles & jars (*lids removed*)
- aluminium cans
- newspapers, cardboard & paper
- milk & juice cartons (*no foil lining*)
- plastics (*with recycling symbol*)

Please place in **red-lidded** bins:

- general waste including plastic bags, styrofoam, nappies & food scraps
- ceramics, pottery, china, oven proof glass & crystal
- garden or building waste

**JUST WHEN THE  
CATERPILLAR  
THOUGHT THE  
WORLD WAS OVER**

*it became a butterfly*

