



### BillBuddy — save money and save the planet.

We're excited to announce BillBuddy — an app to help you save money on your utility bills.

BillBuddy is **free** for all Uniting tenants.

Join us at a workshop on Wednesday 25 November if you'd like help to input your data. Contact Daniel for more information on 9220 1292.

### Handy tips — how to detect a water leak.

1. Make sure all taps and water-using appliances are turned off
2. Find your water meter, which is usually in your front garden close to the verge.
3. Write down the 3 red numbers on your water meter
4. Wait 15 minutes
5. If there is a leak the water meter will move.
6. Return to your meter and write down the 3 red numbers again.
7. If you have a leak, the water meter will tell you how much water is being wasted.

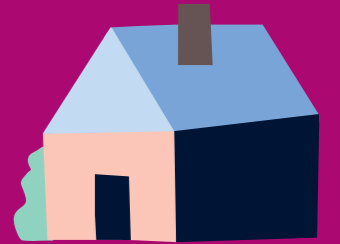
### Word search.

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- HOME
- MORTGAGE
- MAINTENANCE
- TAX
- BUY
- UTILITIES
- RENT
- APARTMENT
- OWNERSHIP
- PAYMENT
- FAMILY
- LANDLORD
- COST
- HOUSE



# Your housing news.



Spring 2020



### Welcome to Marawar, our new Uniting WA Housing Services contractor.

Marawar – meaning ‘west’ in Noongar – is an Aboriginal-owned building and maintenance services business, providing a range of integrated design, civil, construction and maintenance solutions for commercial and public sector clients across Western Australia.

40% of the Marawar workforce is Aboriginal – and the plan is to continue to increase that as they grow. Marawar also use many Aboriginal-owned local contracting and sub-contracting partners who operate from locations across the state.

Please say a big hello to our new partners, if you haven't have the pleasure of meeting them yet!

For more information, check out their website [marawar.com.au](http://marawar.com.au).

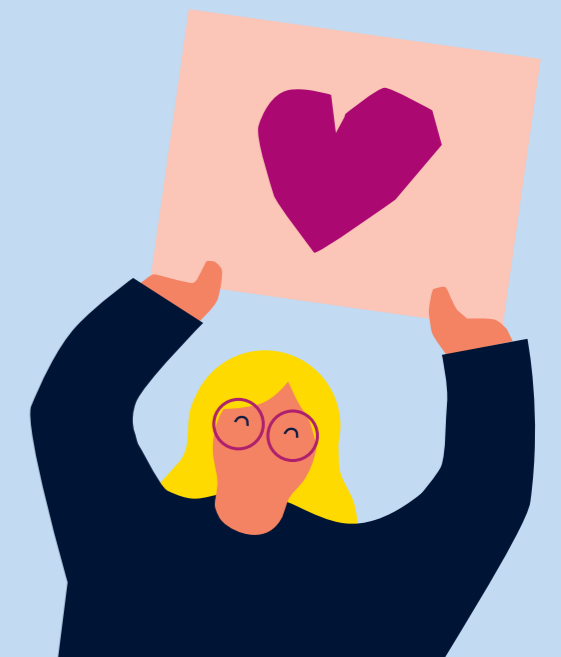
### UnitingCare West is now Uniting WA.

As you'll have seen earlier in the year, UnitingCare West has rebranded to Uniting WA.

We're still the same organisation, run by exactly the same people. And the service you receive from us won't change either.

Check out our website ([unitingwa.org.au](http://unitingwa.org.au)) where you'll find information about who we are and how we work to support people in the community, including an explanation of our values: compassionate, respectful, bold and imaginative.

If you have any questions about the new brand, ask your Tenant Support Worker or email us at [askus@unitingwa.org.au](mailto:askus@unitingwa.org.au).



## Welcome to our new Housing Services team members.

### Jorden Wells

Hi, my name is Jorden and I'm the new Administrative Officer for the Housing Services team. I'm honoured to join such a diligent team who are so passionate about the service we provide. I've been at Uniting for almost two years now. I've worked in a few different roles within the organisation and am now honoured to be the new Administrative Officer for the Housing Services Team.

Outside of work, I love spending time with my partner and our family. We enjoy long walks along the beach, watching Netflix and shopping, lots of shopping!

### Nathan Dixon

Hello! My name is Nathan and I'm the newest Tenant Support Worker for Uniting. I'm very excited to be working with such a wonderful organisation and people from all over Perth. I'm very passionate about housing and have several years' experience working in many different areas of the sector in government departments, not-for-profit organisations and even the housing sector in Scotland.

In my spare time, I enjoy all things sport (especially AFL and ice hockey), going to the movies, reading sci-fi novels, travel, and spending time with my partner in our garden.

I have been lucky enough to meet some of you already, and I'm looking forward to meeting everyone else soon.

### Caitlain Kirby

Hello, my name is Caitlain and I'm so honoured to be part of the Uniting team as a Housing Finance Officer alongside Maggie. I have a background working in both Housing and Finance roles so I'm very excited to be here. When I'm not at work I love spending time with my family in the sun (when it's out!) and sleeping in. Look forward to meeting you all!



## COVID-19 update.

What a year it's been so far with COVID-19. We'd like to thank all Uniting tenants for your patience and understanding when non-essential maintenance had to be put on hold.

Although we aren't over it yet, we're confident we have the right processes in place that allow us to work with you to ensure your home is maintained to an appropriate standard, with safety remaining the top priority.

COVID-19 has reminded us all that connection is the key to feeling safe, secure and keeping well.

If you feel like you're struggling with your mental health, or you just want to chat, please don't hesitate to contact your Tenant Support Worker or someone else in the Housing team.



## Upskilling in technology.

COVID-19 has shown us how technology can provide a range of options for people to communicate with each other. We're now used to the idea of people connecting through video calling and other web-based chat from the comfort of their own home.

We know that issues with technology can be a barrier for many of our tenants, and we'd like to help. In the new year, we'll consider ways to assist tenants to access training courses.

If you'd like to upskill in using technology, have a chat with your Tenant Support Worker to express your interest and learn more.



## What's new.

A Tenant Advisory Forum was set up recently to gain feedback from tenants on how we can improve the services you receive. The forum will run every 6 months via a series of workshops which will each focus on a different theme. If you have an idea or theme you'd like to discuss at a future workshop, let us know.

The first Tenant Advisory Forum took place at the Loftus Community Centre in early September. We are proud to say that it was a great success. The theme of this forum was repairs and maintenance. Outcomes from the forum will be presented in the next newsletter and on the Uniting website.

We look forward to seeing you at future forums!