



Pacific Link  
HOUSING

# PACIFIC LINK POST

Your tenant newsletter



*Neighbourhood Morning Tea*

## Autumn 2022

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### From the CEO's desk

It's been an unpredictable start to 2022 with wild weather causing floods in some areas across our footprint. We had a few properties which had significant leaks and I'm proud of the way our staff reacted quickly to help tenants whose homes were affected. The extreme humidity has increased mould in many homes, so we included some useful information in this newsletter on how to prevent and remove mould if you find it in your property.

We completed a new development in December and it was great to see 12 tenants move in just before Christmas. This project even had a visit from the Prime Minister and we were able to showcase the positive impact a secure home can have on someone's life.



We were happy to award 13 tenants with Education Scholarships to assist with laptops and other items to help with their studies. The second round closes a little earlier this year, so make sure to apply by the 1st June 2022 if you are studying and would like support.

**Ian Lynch - CEO**

## Pacific Link Housing's Tenant Programs

Pacific Link Housing has several programs available to our tenants. You can find information on eligibility and apply online at [www.pacificlink.org.au/programs](http://www.pacificlink.org.au/programs) or give our office a call on 4324 7617!



### Sports, Health, Exercise and Wellbeing Program (SHEW)



Young tenants aged between 5 and 17 can receive up to \$250 each year to cover the costs of sports registrations, membership fees, uniforms or equipment.

### 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



Open to tenants of all ages who are learning to drive. Ten free lessons are provided through our partnership with the NRMA Safer Driving School.

### Education Scholarships



Tenants at school or doing tertiary studies can apply for assistance with the cost of their education. The next round closes on 1st June 2022!

### 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!



## Coralie's 10 Year Milestone

We were pleased to celebrate another staff member reaching a ten year milestone! Coralie is part of our finance team and said it's been great to be part of PLH's growth over the years.

"I've really enjoyed being a part of the Pacific Link Housing team for the last 10 years. Since I have been working at PLH, there has been so much growth with new staff members coming on board, new roles created and new unit

complexes being built to provide more housing to those in need. It was great to finally move into our new modern office in Mann Street. Everyone feels so much more connected here. In our old office, the finance department were in a completely different section, so it's nice to be in the same area together."

Congratulations to Coralie who is now one of eight staff members who have been at PLH for more than 10 years!

## Coasties on the Move Removalist

Coast Shelter is a leading not-for-profit organisation providing specialist homelessness services and support programs on the NSW Central Coast. As well as operating crisis accommodation refuges, they have a social enterprise removalist service! 'Coasties on the Move' provide expert removalist services at competitive rates while helping unemployed community members access paid work experience and on-the-job training.

For further information or to obtain a quote, call Coast Shelter's office on 4346 1250 or email [coasties@coastshelter.org.au](mailto:coasties@coastshelter.org.au)



## Meet Adelle – PLH’s new Tenant Engagement Officer

Hi, my name is Adelle, and I came on board with PLH in September 2021. My role as the Tenant Engagement Officer includes supporting tenants through our programs. This includes our Tech Connect Loans, Learner Driver Program, SHEW, Education Scholarships, garden days, neighbourhood events and morning teas. This role is a perfect fit for me as I love supporting our tenants.

I have always called the Central Coast home but have lived in different places for short periods. I have travelled far and wide and had the opportunity to work abroad. I have over 17 years of

experience working with community organisations including Global Sisters, The Salvation Army, Life Without Barriers and Council. I am also the co-founder and director of a Not for Profit that supports people living in severe poverty in Madagascar, South Sudan and Nepal. Over the years I have managed several of my own business alongside my husband in the surf industry, hospitality and coaching.

I love the ocean and traveling in our caravan with my family. If I have not already had the pleasure of meeting you, I look forward to it soon.



## Neighbourhood Events

Our team have been out on the road, visiting tenants for morning teas and it's been great to reconnect again! We've had gatherings in small complexes at Salamander Bay, Lambton, Long Jetty, Woy Woy and have more planned over the coming months. These get-togethers are a great opportunity to meet our staff and also catch up with your neighbours, who you might not otherwise get a chance to chat with.

*Let us know if you are interested in a neighbourhood event or have ideas for another social activity in your area. You can email us at [programs@pacificlink.org.au](mailto:programs@pacificlink.org.au) or call our office on 4324 7617.*



## Mould Prevention and Removal

Mould is a type of fungus that lives in damp conditions and unfortunately, it has been thriving in the humid weather we have experienced recently. It can be found almost anywhere but is most likely to grow in poorly ventilated areas.

### How to prevent mould

- Regular vacuuming, dusting and cleaning.
- Open windows and doors to let fresh air in. Ventilation is so important, especially during this humid weather!
- Open blinds and curtains during the day to let sunlight in.
- Turn on the exhaust fan or open a window 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.
- Use dehumidifiers or moisture absorbers e.g. DampRid.



### IMPORTANT

Notify us ASAP if you notice any leaks in your property. Examples include damp carpet, wet walls, water marks on the ceiling or plumbing leaks.

### 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 reoccurring.

Never dry brush a mouldy area or item of clothing as this can release spores into the air that could spread the mould further. Not all mould poses a health risk, but it may cause a reaction in some people who are sensitive to allergens.

A cheap and easy way to treat mould is by using white vinegar - the cheapest brand will do just fine! Vinegar can kill 82% of mould species and is safe to use on most surfaces.

- Fill a spray bottle with half vinegar and half water.
- Spray the mouldy area and leave it to sit for one hour.
- Wipe the surface with damp cloth.
- Allow the area to dry completely.
- Don't worry if there is a vinegar smell, it will disappear within a few hours.

If mould cannot be removed using vinegar, cleaning with a commercial product may be required. Ensure you protect your skin, eyes and clothes from chemicals, and follow the directions on the packaging carefully.

## Declutter Your Home

If you're looking for an easy way to reduce stress, decluttering your home may be a good place to start! Getting rid of excess items can benefit your mental health by making you feel calmer, happier and more in control of your life. Here are some tips to help declutter your space:

- **Start small:** Pick one drawer or cabinet to organise at a time. Seeing a well-organised space will encourage you to do more!
- **Set goals:** Aim to organise a few areas each week and write a list to cross off as you go.
- **Donate items:** If you are parting with items that are in good condition, find a charity nearby to donate them to.
- **Progress:** Remember it's about progress, not perfection. Any difference you make is a great start.



*A Suggestion from our Client Support Officer Kate*  
When I have to let go of something I love but no longer need, I take a picture of it to print and keep, so I never forget that item and what it meant to me. I then donate it to a second-hand charity or friend. I like to imagine those things having new lives somewhere else.

## COVID Update

Pacific Link Housing is excited to report that our staff have now transitioned back normal working arrangements. There are a few occasions where team members will need to work remotely, but most of our team are office-based again.

We are still following NSW Government guidelines to ensure that we minimise risk of infection to each other and tenants we work with. This includes staff undertaking regular COVID-19 Rapid Antigen Tests if they have symptoms or are a close contact with someone who has tested positive.



We will continue to update you by post, SMS messages, email and in our newsletters. Latest information for tenants can be found at [www.pacificlink.org.au/coronavirus](http://www.pacificlink.org.au/coronavirus)

We have also been distributing Rapid Antigen Test Kits to tenants in large complexes and have a small supply in the office. Please feel free to contact us if you need some for your household and we will do our best to send one out.

## Tenant Survey - Have your say!

Each year, we undertake a Tenant Survey that is completed by the Community Housing Industry Association NSW (CHIA NSW). They provide us with a final report and keep tenant names anonymous, unless you provide consent.

This year's Tenant Survey will be sent out at the end of May. You will receive a letter, email and possibly an SMS from CHIA NSW with information on how to take part. Your feedback is so valuable and we encourage you to complete the survey and let us know what we are doing well and what we need to improve on. This year we will have a bigger prize up for grabs ... more details to come!

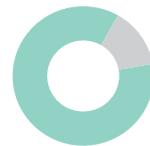


Remember, you don't need to wait for the Annual Tenant Survey to give us your feedback. We encourage tenants to provide suggestions at any stage throughout their tenancy.

You can provide feedback at any time by phone, email, post or online at [www.pacificlink.org.au/feedback](http://www.pacificlink.org.au/feedback)



Some results from the 2021 Tenant Survey included:



86%

of tenants surveyed were satisfied with the services provided by PLH



92%

of tenants surveyed said their life has improved or stayed the same since becoming a tenant



86%

of tenants surveyed were satisfied with their property condition

## Change your newsletter preference

Pacific Link Housing is passionate about conserving our natural resources. We are implementing more "paperless processes" in our day-to-day work which helps to reduce paper waste in our office.

Our Tenant Newsletters are printed on FSC paper which is the best for environmental use as it has a lower carbon footprint and is sourced from managed forests. To support our commitment to the environment, you can choose to receive our Newsletter by email instead of by post. Update your preference at [www.pacificlink.org.au/newsletter](http://www.pacificlink.org.au/newsletter).



## Domestic and Family Violence Information



Pacific Link Housing is proud to share this information from the CCDV Committee.

The Central Coast Domestic Violence Committee aims to prevent, reduce and eliminate domestic and family violence on the Central Coast through education, awareness, advocacy and community engagement.



**YOU can become an 'Active Bystander' for domestic violence victims by stepping in to provide support and reporting abuse.**

Stepping in doesn't always mean confronting a perpetrator face to face, it might just be you providing a distraction such as asking for directions.

### Important Phone Numbers

If you or someone you know are experiencing domestic abuse, **HELP IS AVAILABLE**. You can reach out for support safely and confidentially, because everyone has the right to live free from violence.

<b>Police / Ambulance</b>	<b>000</b>
In an emergency, always call 000	
<b>Crime Stoppers</b>	<b>1800 333 000</b>
Report domestic abuse (can be anonymous)	
<b>Domestic Violence Line</b>	<b>1800 737 732</b>
1800 RESPECT - information, counselling and support	
<b>NSW Domestic Violence Line</b>	<b>1800 65 64 63</b>
Counselling, information and referrals for women	
<b>Men's Referral Service</b>	<b>1300 766 491</b>
Counselling, information and referrals for men	
<b>Link2Home</b>	<b>1800 152 152</b>
Access to temporary accommodation	
<b>Other Support Numbers</b>	
Lifeline (24 hour support)	13 11 14
Child Protection Helpline	13 21 11
Ageing and Disability Abuse Helpline	1800 628 221
Kids Helpline	1800 551 800
Rape Crisis Line	1800 424 017

### Rules for being an Active Bystander

Regardless of which way you choose to be an Active Bystander there are three important rules.

- 1. Safe:** Keep yourself and others safe. Assess the risk and call 000 in emergency situations.
- 2. Active:** Do something. Focus on what you can do. Don't talk yourself out of action by saying things like 'what's the point, it won't change anything' or 'someone else will do something about it'. Believe that you can influence others. Think about the most appropriate action to take.
- 3. Calm:** Always stay calm and try to calm others. The less agitated people are the less likely things are to get out of control.

### Video Message



**Awareness video presented by Superintendent Darryl Jobson - Commander of Brisbane Water Police District**

This video urges people to be Active Bystanders and report domestic abuse when it occurs. Reporting is important to help solve, reduce and prevent crime. The health and safety of others is everyone's business. If you witness any form of domestic abuse or violence, it's important to act to protect our community.

Watch the video online at  
[www.uimeo.com/652300658/c9201f17f3](http://www.uimeo.com/652300658/c9201f17f3)

