



Pacific Link  
HOUSING

# Pacific Link Post

Your tenant newsletter



Community Garden Day

## Spring 2023 Issue

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## Message from our CEO

Firstly, I'd like to thank everyone who participated in our Annual Tenant Survey, conducted by the Community Housing Industry Association NSW. Your feedback helps us understand what we do well and where we can do better. Ultimately, it improves the housing experience for everyone at Pacific Link Housing! Remember, your feedback is always welcome at [www.pacificlink.org.au/feedback](http://www.pacificlink.org.au/feedback).

We've recently participated in some great community events, including Hunter Homeless Connect Day and NAIDOC Day. These provide opportunities for us to strengthen partnerships and connect with new services. It's heartening to be part of a community so committed to helping people in need of a helping hand.



As we head into a new season, we've included some tips to help freshen up your home for spring. I'm excited to announce that our Annual Tenant Garden Competition is now underway, accepting entries until November 1st. Whether you're an aspiring gardener or a seasoned green thumb, we welcome you to apply!

**Ian Lynch - CEO**



## Lifeline can guide you through tough times

In difficult times, know that you're not alone. Lifeline offers a range of support tailored to your individual needs. Their compassionate crisis supporters are available 24/7, providing a non-judgmental listening ear, a safe space for your thoughts and guidance to help you find your way. How to contact Lifeline:

- **Phone:** 13 11 14
- **Lifeline Text:** 0477 13 11 14
- **Chat:** [lifeline.org.au/crisis-chat](https://lifeline.org.au/crisis-chat)

### Prefer a face-to-face conversation?

Thanks to our partnership with Lifeline, you can access FREE in-person counselling too. To schedule a session, simply reach out to your nearest Lifeline office and let them know you're a Pacific Link Housing tenant. (Newcastle: 4940 2000 or Central Coast: 4320 7400).

Remember that support is just a step away. If you're feeling overwhelmed, don't hesitate to reach out.



Grab your gardening gloves and participate in PLH's Annual Tenant Garden Competition! Entries are welcome from all gardens, big or small. From patio or balcony gardens to veggie patches and creative garden projects, we'd love to see your skills. Fantastic prizes are up for grabs, including Bunnings gift cards worth up to \$200. Get your entries in and let your gardening talents shine!

Enter before the 1st Nov 2023 at [www.pacificlink.org.au/garden-competition](https://www.pacificlink.org.au/garden-competition)



## Australasian Housing Institute Award for Adira Development



PLH Team Members Sam, Adelle, Amanda and Ian

We are humbled and thrilled to share that we won the Australasian Housing Institute Award for NSW/ACT Leading Housing Development for Adira Apartments! Completed in December 2021, Adira is a 12-unit mixed tenancy complex tailored for older single women, combining social, affordable and market-rate rentals.

This achievement highlights the dedication of our board, staff, partners and all who have been part of Adira's success. Winning this award isn't just about a trophy, it's about the meaningful difference Adira has made for tenants by providing them with a safe and secure place to call home. As we move on to the national award round in October, let's keep our fingers crossed for more good news!



Amanda at the Cadetship Graduation



Amanda (far right) at the NSW Training Awards, Hunter and Central Coast Region

## Amanda's Cadetship Graduation

Congratulations to Amanda, Pacific Link Housing's 2022 Cadet, on her official graduation ceremony as part of the Community Housing Industry Association NSW's Cadetship Program. At the graduation, she had the incredible opportunity to meet The Hon. Rose Jackson MLC, Minister for Housing and Homelessness, who celebrated the inspiring achievements of Amanda and her fellow graduating cadets.

Amanda's dedication was acknowledged when she became a finalist for Vocational Student of the Year at the NSW Training Awards, Hunter and Central Coast Region. Additionally, she was a finalist for the Inspirational Team Member category at the Australasian Housing Institute Awards NSW/ACT.

We feel truly fortunate to have Amanda as part of our team, initially as a cadet and now as a full-time Tenancy Officer. Her enthusiasm inspires us all and we are incredibly proud of Amanda's accomplishments. We are confident that Amanda will continue to make a positive impact in the community, achieve her career aspirations and empower others to do the same.

## Working together for a pest-free home

At Pacific Link Housing, we want to ensure your living environment remains well-maintained, comfortable and pest-free. As a landlord we have certain responsibilities, however you also play a vital role in keeping your home free of pests and vermin.

With the arrival of warmer weather, pests become increasingly active and may seek refuge indoors. Should you encounter pest-related challenges or suspect potential property damage, our advice and assistance is just a call away.

To keep your home pest-free, consider these strategies:

- **Cleaning:** A clean, decluttered home helps deter pests.
- **Kitchen:** Seal food containers and wipe benches.
- **Pets:** Avoid leaving uneaten pet food out.
- **Products:** Pest surface sprays and baits can help if you notice more pests as the weather warms up.

For property concerns or pest-related queries, please reach out to our dedicated Assets Team:

- **Phone:** (02) 4324 7617 #4 - Mon to Fri, 9am to 5pm
- **Email:** [maintenance@pacificlink.org.au](mailto:maintenance@pacificlink.org.au)

Quick guide for dealing with pests in your home and how we can assist:



### White Ants and Termites

Contact us immediately if you suspect white ants are in your property.

### Bees, Mud Wasps and European Wasps

We can assist with removal of nests in certain locations. Local Councils can assist with European wasps. Contact us for advice.

### Cockroaches and Fleas

If you have been in your home for less than six weeks, we will assist.

### Possums, Rats and Mice

Contact us to seal any access points and for further advice.

### Birds

We can remove birds nesting in your roof.

### Snakes and Reptiles

Contact WIRES for rescue advice on 1300 094 737.





## Help shape events in your community!

At Pacific Link Housing, we love connecting with our tenants and the community! Our regular morning teas, BBQs and community days create opportunities to meet your neighbours, chat with our team and even discover new interests. We're excited to expand these events to new areas but before we do, we need your input!

Please take a moment to complete our quick survey. Your valuable feedback will help us provide the right events, in the right locations, so that everyone can be included!

Complete the survey at [www.pacificlink.org.au/events](http://www.pacificlink.org.au/events) or give us a call on 4324 7617 with your ideas and input.



## Spruce Up for Spring!

As the weather warms up, now is the perfect time for a thorough spring clean to revitalise your home and create a refreshed feel. A clean and organised living space can positively impact your mood and overall wellbeing. Here are some tips to help you get started:

- **Declutter with Purpose:** Sort through your belongings and donate or discard items you no longer need.
- **Room-by-Room Revamp:** Tackle one room at a time for a more organised approach.
- **Flooring TLC:** Deep clean carpets, mop floors and give your rugs a good shake outside.
- **Kitchen Renewal:** Clean out the pantry and fridge for a fresh start.
- **Closet Cleanout:** Organise your wardrobe, donating clothes you no longer wear.
- **Air it Out:** Open windows and let fresh air circulate throughout your home to invigorate your space.
- **Outdoor Oasis:** Spruce up your garden or balcony. For those with a green thumb, it could also be a chance to showcase your gardening prowess in our Annual Garden Competition!

Need to get rid of bigger items?



Remember that local councils offer kerbside collections for bulk waste. A great opportunity to dispose of large items responsibly.

### Embrace Spring with Eco-Friendly Alternatives

You don't need costly products to welcome spring into your home. Try these eco-friendly options that are gentle on your wallet and the environment:

- **Vinegar:** Mix equal parts water and vinegar for an effective all-purpose cleaner.
- **Baking (Bicarbonate) Soda:** Combine with water to form a paste for scrubbing sinks, bathtubs and tiles.
- **Air Freshener:** Add a few drops of eucalyptus oil to water in a spray bottle for a chemical-free aroma.
- **Cleaning Cloths:** Opt for washable cloths instead of disposable wipes to reduce waste. Microfibre cloths, combined with water, give excellent results.



Do you have an idea for the Tenant Newsletter? Let us know at [programs@pacificlink.org.au](mailto:programs@pacificlink.org.au)



## NAIDOC Day at Wyong

We had a great time at the Central Coast NAIDOC Community Day in July. It was a joyful celebration that embraced the spirit of this year's NAIDOC theme, 'For Our Elders' which honours the valuable role Elders have in our communities and families.

We enjoyed gathering with other community members and partners to show our support. Our commitment to togetherness, inclusivity and respect remains strong, not just during NAIDOC Week but all year round. Being part of these meaningful events is closely connected to our vision of thriving and inclusive communities that benefit everyone.



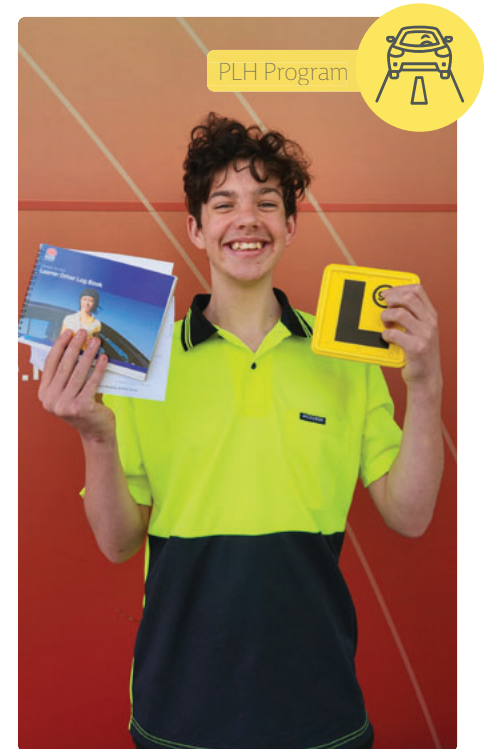
## PLH's Learner Driver Program

Ready to hit the road with confidence? Our Learner Driver Program is made for you! If you hold a learner's licence, this program offers a fantastic opportunity to receive 11 free lessons by a professional driving instructor. No matter your age, if you're a tenant with a learner's licence and meet our eligibility criteria, this program is for you. Get started on your journey to becoming a skilled and confident driver today!

For more information, visit [www.pacificlink.org.au/learner-driver](http://www.pacificlink.org.au/learner-driver) or call us at 4324 7617 if you need help applying.



*The Learner Driver program has been such a great opportunity for my son. Having professional lessons has made him a safer and more observant driver. I have no doubt that he will successfully gain his P plates when he is able, which will ensure he is able to work. He wants to be a tradie and having a licence and being a safe driver is paramount. Getting 120 hours is next to impossible with the current price of fuel and without the professional lessons, this would not be achievable. This program is essential in putting him on the path to success. Thank you so much.*



## 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)





## Hunter Homeless Connect

We were honoured to participate in the Hunter Homeless Connect event on August 9th at Newcastle Showground Exhibition Centre. The event offered vital services such as free food, live music, haircuts, eye tests and health checks to around 3,000 attendees.

Our team met with attendees throughout the day, offering guidance and support to help them navigate the Housing Pathways system. We also had the chance to build valuable connections with various service providers, strengthening our partnerships within the community. This event was really special and meaningful for all of us. It's wonderful to be part of a community that cares!



PLH Program



## PLH's Health and Wellbeing Program

Interested in trying a new activity? Look no further! As a valued tenant, you could be eligible for up to \$250 to help pay for registration fees, equipment or other costs related to your chosen activity.

Our program welcomes tenants of all ages keen on joining various sports, activities or social groups. Whether it's yoga, art, swimming, soccer or any other activity that interests you, we're here to help you easily participate and connect with your community!

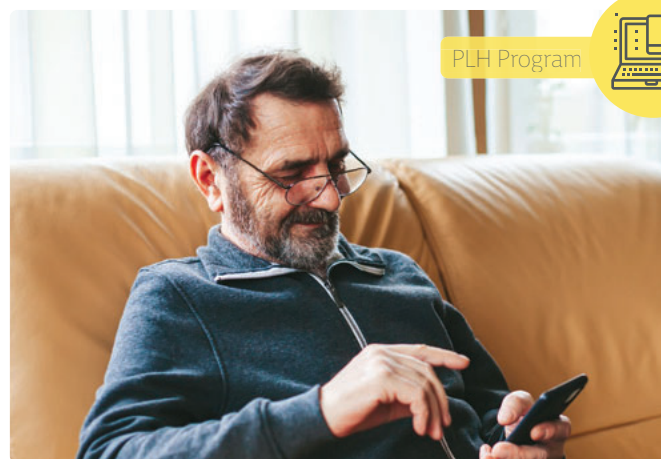
Visit [www.pacificlink.org.au/health-and-wellbeing](http://www.pacificlink.org.au/health-and-wellbeing) for more information on the program. You can also reach us at 4324 7617 if you have any questions.



## PLH's Tech Connect Loan Program

Is it time to give your tech devices an upgrade? Our Tech Connect Program is designed to make accessing new laptops, tablets or smartphones easier! Tenants can apply for a device worth up to \$1,000 and enjoy affordable, interest-free loan repayments through PLH.

Making it even easier, we apply a subsidy that reduces your loan amount by \$250. We'll handle the purchase and all you need to do is agree to a small deduction from your Centrelink payments until the loan is paid off!



PLH Program



For more information and to check your eligibility, visit [www.pacificlink.org.au/tech-connect](http://www.pacificlink.org.au/tech-connect). If you have any questions, don't hesitate to call us on 4324 7617.

