You can now receive housing letters via email or SMS

eLetters are now available for all FACS housing tenants. This means you can receive letters about your tenancy via email and/or SMS.

It’s a quick, more secure and convenient way for you to receive letters from FACS. It also means you can receive and view your letters anytime, anywhere and you can easily print or save them.

If you would like to receive eLetters, we’ll need you to update your details. You can easily provide these:

- **By phone** - Call the Housing Contact Centre on 1800 422 322
- **In person** - Visit your local FACS office

If you’d prefer to continue to receive your letters in the post, that’s ok, just let us know. You can tell us by visiting [www.housing.nsw.gov.au/eletters](http://www.housing.nsw.gov.au/eletters), or by phoning or visiting your local FACS office.

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Welcome to the final *Your Home* edition for this year. Looking back over the year, it is great to see what we have achieved. We have created more vibrant communities with wonderful projects like the Social Housing Community Improvement Fund which provides grants for projects that improve your community. We have made it easier for you to report and fix your housing issues with maintenance pop-ups across NSW and we have launched eLetters, making it easier for you to receive your housing letters.

I also wanted to take this opportunity to acknowledge the winners of this year’s FACS High School Scholarships. In September over 250 students living in social housing or out-of-home care were awarded a $1000 scholarship to help them with their studies. Many students have used the money to buy laptops and textbooks. I am thrilled to see so many young people invested in their education and working towards achieving their dreams.

Finally, I wanted to remind you of how you can contact FACS over the holiday period. Your local office may have reduced opening hours over the holiday period, however, the Housing Contact Centre will remain open 24/7. If you have a maintenance issue at your home or need to speak to someone about anything related to your tenancy, call the Housing Contact Centre on 1800 422 322 and a staff member will be able to assist you.

Enjoy this issue of *Your Home* and I wish you all a happy and relaxing holiday period.

**Pru Goward MP**  
Minister for Family and Community Services  
Minister for Social Housing

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**Looking out for your neighbours**

Good neighbours look out for people who live in their neighbourhood.

**Seen something odd?**

If you notice any suspicious activity or you think one of your neighbours is at risk of harm, call the police right away.

**Haven’t seen your neighbour around?**

If you’re worried about one of your neighbours, it’s important you let us know. You can call the Housing Contact Centre anytime on 1800 422 322 and we can look into the issue.

It’s important you don’t enter the property as you might put yourself at risk. If your neighbour has passed away, their family and friends will be able to manage their affairs by looking at their will.

**Want to make your own will?**

If you would like help or advice preparing your will, you can contact the Public Trustee and Guardian on 1300 364 103.
Plan for a stress free New Year

The holidays are a great time of year to celebrate and enjoy the season with family and friends. We understand that it is also a time when many households struggle with extra expenses, but we would like to remind tenants that they still need to pay their rent on time.

If you need more information about paying your rent during the holidays, please visit our website www.housing.nsw.gov.au, or you can talk to your local office.

FACS staff will continue to monitor rental payments carefully during the holiday period. Please continue to pay your rent in full so you can enjoy a stress free holiday as it can be very difficult to catch up later.

Client story – David

David loves giving back to the community and is passionate about helping others. He was born in Lebanon and came to Australia in 1987.

David lives in East Hills, in South Western Sydney. Even though he’s only lived in the area a short while, he and has already formed strong friendships with his neighbours, and likes the sense of community in the area.

Due to health reasons, David is unable to work full-time so volunteers part-time in homelessness shelters across Western Sydney and Woolloomooloo. He enjoys the nature of the work at the shelter. In particular, he likes seeing positive changes in the people he works with.

When asked the best part of his job, David says ‘to put a smile on the face of someone facing homelessness by giving them a blanket on a cold night, or offering them hot food when they’re hungry, is absolutely priceless.’

Thanks for sharing your story, David! We really enjoyed hearing about it.

If you’re doing something to help your community, we’d love to know about it. Please email your story, along with a photo of yourself to

yourhome@facs.nsw.gov.au or send it to Your Home, Locked Bag 4001, Ashfield BC 1800.
Energy saving tips

Energy bills can be expensive, but small changes in your daily routine can help you keep your bills down.

You can decrease your energy bills by:

✔ Turning off your appliances when they’re not in use. Leaving appliances on 24/7 can account for up to 10% of your total household electricity usage. Remember, if your appliance has a light or a clock, then it’s using power.

✔ Washing your clothes with cold or warm water and hanging them out to dry, rather than using an electric dryer.

✔ Opening the curtains or blinds rather than switching on a light. Use natural light where possible.

✔ Opening windows to let the afternoon breeze cool your home. This will also let some of the hot air out during the warmer months.

For more tips and information about electricity, visit: www.environment.nsw.gov.au/households/energy-home.htm

Appliance replacement offer

40-50% discount on a new fridge or TV

Replace your old inefficient models and save money on your energy bill

The NSW Government is offering 40-50% discounts on new energy efficient fridges and TVs so you can replace your old inefficient models. New appliances can cut your energy bills, improve your household and family living costs and help protect our environment.

We are offering:

40% off the cost of a fridge (save up to $200 a year on your energy bill)

50% off the cost of a TV (save up to $125 a year on your energy bill)

To be eligible, you must hold one of the following:

• Pensioner Concession Card
• Health Care Card or Low Income Health Care Card from Centrelink
• Veterans’ Affairs Gold Card

The fridge you want to replace must be at least 6 years old and the TV needs to be a plasma or cathode ray tube (CRT).

For more information and to apply online visit www.bit.ly/aroffer2017.

If you don’t have access to the internet or need help applying you can call The Good Guys on 1300 011 137.
Winners

Thank you to everyone who sent us captions to the frog competition. They were toad-ally hilarious! Congratulations to our winner, Adrienne from Carrington who has won a $25 voucher. You can read Adrienne’s winning caption below.

Hang in there freddo! It looks like we’re not going to be hopping anywhere soon!

We also had lots of fun reading your answers to the super power caption competition. Congratulations to our winner, Marley from Bellambi, who has won a $25 voucher. Marley would like to have mind control, so she can make people be nice to each other. We think that’s a pretty amazing superpower, Marley!

For the next issue...

We’re always looking for new cartoons or pictures for our caption competitions, and we’d love to use one of your pictures!

For your chance to win $25, send us a small drawing with an empty speech bubble somewhere in the picture. The best drawing will be featured in the next issue of Your Home.

Send your picture to: Your Home, Locked Bag 4001, Ashfield BC 1800.
Healthy bacon and vegetable frittata

Ingredients
- Olive oil spray
- 1 tablespoon olive oil
- 500g frozen stir-fry vegetable mix, thawed
- 6 eggs
- 125ml (1/2 cup) milk
- 4 rashers bacon shortcut rindless, chopped
- Mixed salad leaves, to serve

Method
Step 1 - Preheat oven to 180°C. Spray a 20cm (base measurement) square cake pan with oil. Line the base of the pan and sides with non-stick baking paper, allowing the 2 long sides to overhang.
Step 2 - Heat oil in a large non-stick frying pan over medium-high heat. Fry the bacon until slightly browned, then add the vegetables and stir fry for 3 minutes or until soft. Transfer to the prepared square cake pan.
Step 3 - Whisk eggs and milk in a bowl until combined. Season with salt and pepper. Pour over the vegetables. Bake for 25-30 minutes or until set and light golden.
Step 4 - Set aside for 10 minutes to cool slightly. Serve with salad leaves.