

YOUR home



eLetters

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:



Online - Complete a request online at www.housing.nsw.gov.au/eletters



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, 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



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 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/arooffer2017.

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

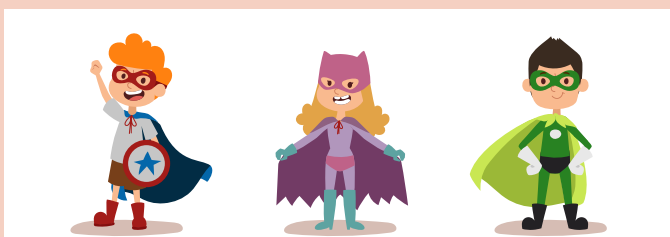
Winners

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!



Caption Comp

For your chance to win \$25, tell us what you think the man in the picture is about to say....



Your caption:

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.





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

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

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.

Your CONTACTS



Housing Contact Centre 1800 422 322

24/7 for general enquiries, maintenance and the Home Purchase Advisory Service.

For other services such as feedback, Rentstart and reports of fraud or corruption, call Monday to Friday 8:00am – 6:00pm and Saturday 9:00am – 5:00pm.

Aboriginal people can ask to speak to an Aboriginal staff member.

MyHousing Online Services

Stay connected 24/7 with access to your Housing account and information, eRepair and ePay at www.housing.nsw.gov.au.

Apply for housing assistance online using MyHousing Applications Online.

Visit www.housingpathways.nsw.gov.au.

Feedback

Fill in the online form at www.housing.nsw.gov.au/feedback or fax feedback to 9612 6099.

For feedback on the newsletter, email Your.Home@facs.nsw.gov.au.

Housing Appeals Committee

1800 629 794 (Monday – Friday 8.30am – 4.30pm)

www.hac.nsw.gov.au

www.housing.nsw.gov.au

Translations

If you need help with interpreting or translation because English is not your first language, phone All Graduates on **1300 652 488**.

اگر شما بخاطر اینکه انگلیسی زبان اول تان نیست برای ترجمه شفاهی یا کتبی به کمک نیاز دارید به اولگرادویتز All Graduates به شماره **1300 652 488** زنگ بزنید.

如果你的母語不是英語，需要口譯或筆譯服務，請致電All Graduates電話號碼**1300 652 488**。

Nếu cần phiên dịch viên hoặc biên dịch viên vì tiếng Anh không phải là ngôn ngữ chính của mình thì quý vị hãy gọi All Graduates qua số 1300 652 488.

إذا كنت بحاجة إلى مساعدة عبر استخدام خدمات الترجمة الخطية أو الشفهية لأن اللغة الإنجليزية ليست لغتك الأولى، إتصل بوكالة All Graduates على الرقم **1300 652 488**.

Si usted necesita un intérprete o traducciones porque el inglés no es su primer idioma, llame al teléfono **1300 652 488** de All Graduates.

영어가 모국어가 아니어서 통역 또는 번역 서비스가 필요한 경우 All Graduates 전화 **1300 652 488** 번으로 연락하십시오.

Если вам нужна помощь с устным или письменным переводом, так как английский не является вашим родным языком, то позвоните в переводческую службу All Graduates по номеру **1300 652 488**.