



SouthEast
Housing Co-operative Ltd

Housing Futures



SUMMER EDITION 2022

HO HO HO!

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From the CEO



At the moment it is almost impossible to believe that it's summer. Wind and rain persist, but surely more clement weather is just around the corner?

To make matters worse our Chairman Steven Grange, Operations & Compliance Manager Sue Fettes and I all have COVID-19. In many ways this circumstance underlines the fact that 2022 has been a rewarding but extremely challenging year. Notwithstanding all of the challenges, we have managed to bed down arrangements post the historic merger with Eastern Suburbs Rental Housing Co-op, complete all maintenance stimulus works on time and within budget, and even purchase two rightsizing properties. We also held two successful Member Meetings during the year, which were attended both in person and via Zoom by record numbers of members. Whilst I concede that the Zoom aspect of our meetings are not perfect (yet!) we are working on this, and with time and experience we will deliver a much-improved service to our members.

None of these successes would be possible without a dedicated staff and a united Board of Directors. I thank everyone involved for their hard work and support in 2022; a year which sees our Co-op in the most robust health of its 22-year history. With 204 members, recent and significant upgrades completed on 94 of its members' homes, projected annual income of \$2.6M, a balance sheet bottom-line approaching \$9M and no debt our Co-op is in a position of great strength and poised for further growth.

And to our members – thank you for your ongoing support throughout the year. Each of you has made some contribution to your Co-op; through paying your rent on time, attending General Meetings or making yourselves available as Directors on the Board. No members equals no Co-op!

I wish everyone in the SouthEast family a very merry Christmas and a safe, joyous and prosperous New Year! I can't wait to see what 2023 has in store for us (but no more COVID, please!).

Steven Morrissey
CEO

Board Changes

Farewell Shirley

This year we bade farewell to Shirley Faram as a director on the Board. Shirley has been a director for over 16 years and has served 12 years as Chairperson.

Her contribution to SouthEast has been immeasurable and we thank her for the years of work as a director for the benefit of our Co-op and its members.

Welcome Malina



Malina Knowles joins the Board for a 3 year term after being elected at the recent AGM. Malina is a former Eastern Suburbs member of 15 years where she was a director for 2 years and served on various sub-committees during her membership.

Thank you for putting your hand up to serve on the SEHC Board!

Members' Christmas Gift

As previously advised, there will be no SouthEast Housing Co-operative Christmas Party this year. Instead, members will be provided with a cash payment to help them through the Christmas period; \$100 for single households and \$200 for households of two or more people.

Thank you to those members who have already provided their bank account details to enable these payments. If you have not already done so and would like to receive this gift, please provide your details by phone to our Tenancy Officer, Joy Haines, on 9706 8005 or email Joy at joy@sehc.org.au as soon as possible.

These personal details will be gathered and used in accordance with our *Privacy and Information Sharing Policy*. This policy is available on our website: https://sehc.org.au/sehc2018/wp-content/uploads/Privacy_and_Information_Sharing_Policy.pdf



Members' Assistance Program

The Board of SEHC is implementing a Member Assistance Program based on the program that the former ESRHC successfully ran prior to the merger. The Board recognises the need to support members to meet a range of financial demands as this can impact on their quality of life and their tenancies.

The aim of the program is:

- To provide assistance for members to improve their health, life skills and employment opportunities and to sustain tenancies.
- To provide educational assistance to Members' children to ensure they are not disadvantaged and to improve education outcomes.

Categories of Assistance:

- Disability Aids
 - Assistance with daily living
- Education Assistance
 - Information Technology
 - School uniform, books
 - School excursions and camps
- Budgeting
 - Costco Membership
- Garden Maintenance
 - Lawn mowing
 - Pruning
 - Garden clean ups
- Health and Well-being
 - Exercise and Wellness Classes
 - Nutritionist (if not bulk-billed)
 - Cooking Classes
 - Books / DVDs
 - Reimbursement of Garden Improvements
- Member Training
 - Employment
 - Life Skills
 - Budgeting
 - IT Skills

Eligibility:

Each category has different eligibility requirements. E.g.:

- Aged / Disability Support Pension
- Medical Letter
- Invoice from School
- School Uniform and Book Lists
- Receipts

Funding Levels:

Each category also has different funding levels and limits. Most of the funding available is on a co-payment basis. E.g.:

- Garden Improvements - 50% reimbursement up to \$200 per year
- Uniform and Textbooks - 50% co-payment up to \$500 per student per year

Eligibility for assistance and approval is delegated to the Operations and Compliance Manager who will determine if requests for assistance are fair and reasonable and fit within the policy. Please contact Sue Fettes on sue@sehc.org.au or 0413 734 372 if you would like more information about the program or if you would like to apply for assistance.

Office Closure and Emergency Maintenance

The office will close from 5pm Thursday 22 December 2022 and reopen on Monday 16 January 2023. If you have urgent maintenance that cannot wait until the office reopens, please call Joy Haines on the after-hours phone number – 0401 722 157.

The following constitutes an urgent repair:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leaks
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of the gas, electricity, or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- A failure of any essential service or appliance provided for hot water, water, cooking, or heating.
- Any fault or damage in the premises that makes the premises unsafe or insecure

Gas, Electrical and Smoke Alarm Safety Checks

In the last newsletter we explained our obligation under the Residential Tenancies Act (RTA) to undertake gas and electrical safety checks every 2 years and smoke alarm checks every 12 months. We are making great progress in getting these checks completed by March 2023 however our contractors have reported some difficulty in arranging appointments with our members.

If you receive a call from either Anthony from Cool Sparks Electrical, James from JPB Plumbing or SmartHouse for the smoke alarms, please make every effort to arrange a time for these checks to be carried out and help us meet our obligations under the RTA and help us keep you safe.

Work orders for gas and electrical safety checks have now been issued for properties in the Ringwood/Croydon and Eastern Suburbs areas and smoke alarm checks have been issued for the Eastern Suburbs areas.

If you have any queries regarding these checks, please contact Eric on 0400 313 948 or eric@sehc.org.au

Member Alterations to Properties

If you are wanting to do modifications to your property you must request permission before any works are carried out. We have to confirm firstly that the proposed works are allowable and secondly that the works, if approved, are carried out by licenced and insured tradespeople.

Please contact Eric and he will send you a Renter Funded Alterations/Additions Request Form to complete.

Xmas Recipes

Santa Strawberry Hats



Ingredients

1 punnet strawberries

¼ cup yoghurt

1/4 cup desiccated coconut

Method

1. Prepare your decorating area by placing yoghurt and coconut in separate bowls.
2. Prepare your strawberries by washing and cutting off the stalk.
3. Dip each strawberry in yoghurt, then coconut. Repeat with the top.
4. Shake off excess coconut and place on a tray lined with baking paper.
5. *Enjoy!*

Watermelon Christmas Trees



Ingredients

1/4 of whole seedless watermelon

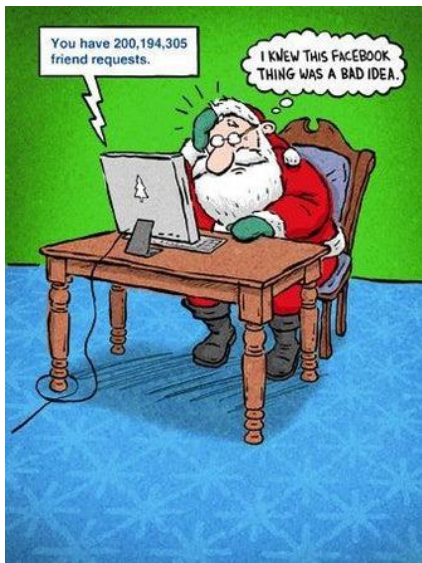
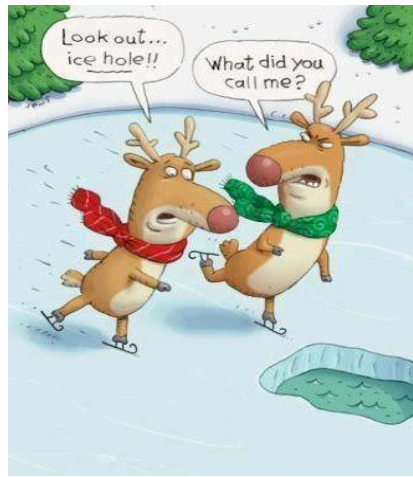
1/3 cup favourite yoghurt (optional)

Method

1. Cut the watermelon into slices, and then cut each slice in half
2. Make 2 cuts on the skin section of the watermelon slice to form the base of the Christmas tree.
3. Then make a straight cut from the top of the tree trunk along the line which separates the watermelon flesh from the watermelon skin. Do the same for the other side.
4. Remove the two cut-outs and *tada!*
5. Chill in the fridge before serving (or freezer if you prefer).
6. If you are feeling adventurous, place your Christmas trees on a lined tray that will fit in the freezer. Add yoghurt to a piping bag and decorate your trees. (If you don't have a piping bag, simply fill a snap lock plastic bag with yoghurt and cut a very small piece from the corner).
7. Place tray in the freezer and allow the yoghurt to freeze for 1-2 hours.



Just for Fun!



SouthEast Contacts and Support

Maintenance

Eric Quitt

Email: eric@sehc.org.au

M: 0400 313 948 (9am to 5pm Mon to Fri)

Emergency after hours

M: 0401 722 157



Tenancy

Joy Haines

Email: joy@sehc.org.au

T: 9706 8005



Management

Steven Morrissey, CEO

Email: steven@sehc.org.au

T: 9706 8005

Sue Fettes, Operations & Compliance Manager

Email: sue@sehc.org.au

T: 9706 8005



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Privacy: SouthEast is committed to protecting your privacy and complying with all applicable privacy laws. If you have any questions or comments about our privacy practices, we can be contacted at PO Box 7141, Dandenong 3175, Phone: 9706 8005.

Publications: Key publications including tenant policies and procedures can be viewed on the SouthEast website at www.sehc.org.au.