



COVID-19 and Safety Protocols

Covid 19 and Safety Protocols

At Stellar Living we are adapting and learning to live with the new normal which has been brought about by Covid 19. We have the expectation that we will have to modify how we operate and deliver services.

We will always follow the advice and requirements set down by the WA State Government and as a result of this, from time to time, we expect an impact on what services you receive.

If we are in a full lockdown situation.

We will still:

- be able to deal with phone calls and emails enquiries
- process invoices and tenancy applications
- process maintenance requests
- complete emergency maintenance requests

We will not:

- conduct property inspections. If you had an inspection arranged, we will be in touch to reschedule with you when lockdown comes to an end
- complete non-emergency maintenance requests
- allow office appointments to proceed

To ensure the health and safety of tenants, staff and contractors we have a number of protocols that will be put in place according to the restrictions and recommendations put in place by the government. But our aim is to keep things as normal as we can.

If we have some restrictions put in place as we transition to a lockdown or out of a lockdown then we will try to continue service delivery as normal.

If and when required the following protocols will be activated:

Social distancing and hygiene measures

When entering your home, Stellar Living staff and contractors will:

- practice safe distancing at all times.
- sanitise our hands before we enter the property or wear fresh gloves.
- minimise touching of surfaces.
- not visit if we are unwell or experiencing cold-like symptoms.
- carry out tasks as quickly as possible.
- wear masks when we advised to do so.

If you or someone who lives with you is sick or is in isolation prior to us attending then please inform us so we can rearrange the visit.



The office will remain closed to foot traffic unless you have an appointment with a member of staff. Please phone in advance to make sure the person you want to see is available. Our office is small and we want to make sure that your visit is safe and that we have a room to see you in.

If you are sick please do not come to the office, phone or email and reschedule your appointment.

If you have concerns or queries about our protocols then please contact us directly to discuss.

YOUR RENT AND THE LAST TWELVE MONTHS

Your rent and the last 12 months

During the period 30 March 2020 to 28 March 2021 Stellar Living only completed Eligibility and Rent Reviews where we became aware of changes in Household Circumstances. For instance, a new partner moved into the property with you.



Stellar Living is pleased to announce that any eligibility and rent reviews that took place and resulted in an increase in rent during the period 30 March 2020 to 28 March 2021 have now had their rent account credited for any increase during that period. This includes if your rent went up because you had an increase in your household income.

That means that none of our tenants had to pay extra rent during the first year of the Covid 19 pandemic and hopefully that assisted those tenants who may have been experiencing financial hardship during the year.

If you think your rent increased during this period and you have not received a letter, then please contact your Property Officer.

We are now processing rent reviews on a rolling program and depending on your circumstances you may find that your rent increases as either your income has increased since your last rent review took place prior to March 2020 or the market rent for your property has now increased.

Stellar Living charges rent based either on 25% or 30% of your income plus your entitlement to Commonwealth Rent Assistance OR a maximum rent, whichever is lowest. The maximum rent is based on 74.99% of the market rent and we use the ATO benchmarks market values for accommodation or the NRAS valuation index for our NRAS properties.

For the Financial Year 2020/21 and for tenants who meet all the following criteria:

- were charged the maximum rent for the property they are in.
- did not get a rent review last year
- where the maximum rents went down last year based on the ATO benchmarks market values.

they will be receiving a credit to their account to reflect the change in Market Rents during the year financial year 2020/21. For those tenants receiving a credit you will receive a letter to advise you.

If you have any questions about how we calculate your rent or your continued eligibility for housing please do not hesitate to contact us directly.

DEALING WITH MOULD IN YOUR HOME

It's getting cold outside – we're turning up our heating, closing our doors and windows and trying to retain as much heat as possible.

But in our attempts to keep our house toasty warm we are creating an environment for mould to start growing. Mould is a fungal growth that grows in areas that are damp, dark and/or have poor ventilation.

When mould is left to grow unchecked, it can spread and eat away at paint, which could result in costly repairs to your home.

To prevent mould:

- Wipe down any dampness and condensation on walls or windows;
- Open doors and windows as often as possible when you're at home; and
- Use the exhaust fan in the bathroom and extractor fan when cooking.

To remove mould build-up, put white vinegar into a spray bottle and spray directly onto mould and wipe it away with a damp cloth.

Another cause of mould is water penetration into ceilings, walls or floors because of a leak or poor drainage. You may also notice peeling paint, rotting wood or a damp smell especially with the storms that WA has been experiencing. If you have this type of damp or mould in your home, or you have a mould problem you cannot remedy, please contact our office.

New Policy to Support Tenants with a Disability and their Co-Resident Carers

Stellar Living has put into effect the new Co-Resident Carer Rent Policy.

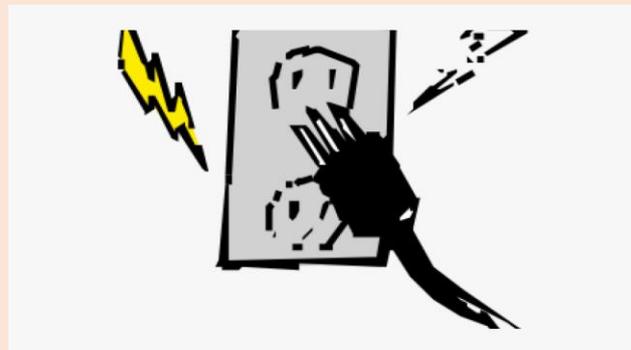
The policy incentivises people to become or remain a co-resident carer for people with disability who are living in social or Community Housing. This policy reduces the household rent for a person with disability if the carer is working.



Under the new Co-Resident Carer Rent Policy, an approved co-resident carer will have their contributable rent capped at a percentage of the current full rate of the Centrelink Carer Payment, regardless of their total income that would otherwise be considered assessable under general rent setting policy. This ensures that the household rent remains affordable for the tenant, who is ultimately responsible for making sure rent is paid.

If you would like more information, or if you would like to discuss whether the Co-Resident Carer Rent Policy is applicable to your tenancy, please contact your Property Officer on 9452 9200 in Perth or 9535 7311 in Mandurah.

Stellar Living wants to remind tenants of their responsibility to report electrical shocks or tingles directly to Western Power as soon as they occur. The safety of our tenants is our priority.



What is an electric shock or tingle?

An electric shock is a zap or possible painful force that runs through you. You should notice the difference between an electric shock and the shock you get from static electricity.

A tingle is a low-level electric shock. It may feel more like a warm, fuzzy feeling that runs through you – kind of like pins and needles. You may not think it's an issue or not know what has happened. Regardless, it's still an early warning sign that there may be a wiring issue.

What should I do if I have had an electric shock or tingle?

Call Western Power immediately on **13 13 51** and they will send someone out as soon as possible to investigate.

If you're not sure whether it was a shock or a tingle please still report it to Western Power by calling **13 13 51**.

It is important that once an electric shock/tingle has been experienced and reported, do not touch or 're-test' the location of the incident again.

IMPORTANT INFORMATION: Do you make payments via a bank?

When you make a payment to Stellar Living online, in the NAB or via your own bank you must provide a reference with your payment.

Without a reference we can not allocate the payment to your account and you will remain in arrears.

Your Stellar invoice number and name or address work well for a reference.

Space-ious word search - WIN A \$30 BUNNINGS VOUCHER

A	R	P	C	V	L	Q	V	O	L	C	D	S	E	C
Y	V	E	A	H	U	U	T	O	O	P	M	O	S	O
A	X	F	M	A	A	S	N	P	C	H	B	L	C	N
R	B	A	S	O	I	L	E	A	M	T	D	A	A	S
M	A	A	L	L	N	R	D	M	R	R	E	T	P	T
E	R	L	L	A	N	O	U	E	F	A	L	Y	E	E
T	T	A	O	I	G	U	R	B	N	E	O	A	V	L
E	C	T	C	S	C	I	V	T	A	E	H	R	E	L
O	S	U	P	A	N	Q	V	A	S	Z	K	A	L	A
R	S	L	V	C	I	M	S	O	C	A	C	M	O	T
D	N	A	N	I	D	R	E	F	T	P	A	M	C	I
C	E	L	E	S	T	I	A	L	E	F	L	A	I	O
A	H	A	L	L	E	Y	O	I	H	O	B	G	T	N
S	I	N	L	I	I	G	R	V	Y	X	V	D	Y	H
X	C	D	H	T	Q	G	F	R	A	W	D	D	E	R

WHICH WORD BELOW IS MISSING IN THE WORD SEARCH PUZZLE?

- Astronomer
- Black hole
- Celestial
- Chaldene
- Constellation
- Copernicus
- Cosmic
- Earth
- Escape velocity
- Ferdinand
- Galaxy
- Gamma ray
- Halley
- Lunar
- Meteor
- Quasar
- Red dwarf
- Solar
- Nova
- Vacuum

STELLAR LIVING WORD SEARCH

All the words are in the word search except for one, which has been left out. Words can be forwards, backwards, diagonal, up or down. Find all the words and let us know the missing word by emailing your answer and full details to enquiries@stellarliving.com.au or you can post it to:

Word Search Puzzle
 Stellar Living Limited
 PO Box 370,
 Thornlie WA 6988

Competition closes **Friday 3rd September 2021**. A winner will be drawn from all the correct entries after the closing date and the winner will receive a **\$30 Bunnings voucher**. Only one entry per household please.

Last Word Search Winner

Thank you to everyone who entered our Autumn newsletter word search. Brenda has won a \$30 Bunnings voucher. "Pearl" was the correct word from the last word search.



10 Years stellar living
 Improving lives

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