



Tenant Newsletter

Summer 2021

Christmas and New Year Opening Hours

All the staff at Stellar Living would like to wish you and your family a happy and safe holiday season.

Over the Christmas and New Year period our office will be closed.

Our closure dates:

- 24th Dec Closed from 12 pm onwards
- 27th Dec Christmas public holiday
- 28th Dec Boxing Day public holiday
- 29th Dec Office Closed
- 30th Dec Office Closed
- 31st Dec Office Closed
- 3rd Jan New Year Day public holiday

If you need to report an urgent repair while we are closed, please call our **emergency after hours** phone number on **1800 125 430**.

Emergency maintenance would be required for faults or damage which may put people's lives, health or safety at risk or are causing substantial damage to the property.

An emergency maintenance reported after hours may initially result in resolving the emergency with temporary repairs until a more permanent repair can be made during normal working hours.

Please call the office in the new year to report routine maintenance issues as none will be actioned over the closure period.

Stellar Living would like to thank our tenants for allowing us to be a part of your lives and we would like to take this moment to wish all of you a very Merry Christmas and a Wonderful New Year.



GOING AWAY OVER CHRISTMAS?

If you are planning on being away from your home for more than one week at any given time, please let your Property Officer know so we are aware your home will be vacant.

When you inform us, please provide your emergency contact details for while you are away.

"No" to Swimming Pool

Due to government regulations around pool barrier compliance, Stellar Living does not permit any swimming pool or inflatable swimming pools at any of our properties.



BillBuddy Pilot Program



BillBuddy is a new online website and mobile app designed to help you to save money on your utility bills and cost of living, while also reducing environmental impact.

The project is generously supported by Lotterywest and is being delivered through a consortium of Not for Profit community housing organisations.

As part of the pilot program, you can now sign up and use Bill Buddy for free.

How the **BillBuddy** App works.



Measure

Track your electricity, gas and water consumption, costs and carbon emissions. Compare yourself with others.



Audit

Understand how your appliances are contributing to your energy and water consumption. Compare your appliances to others.



Action

Learn how to systematically reduce your utility bills. Assign tasks, set due dates, monitor progress and share experiences.



Measure your impact

- Track your electricity, gas and water consumptions and costs
- Calculate your carbon footprint
- Compare your results with others



Save money AND the planet

- Make quick savings with free actions from our BillBuddy community
- Reinvest savings into retrofits and upgrades recommended by others
- Manage your action plan online and watch your savings grow



Be a part of a growing BillBuddy community

- Join a movement of people actively reducing their utility bills and carbon footprint
- Share and learn from others' experiences and celebrate collective achievements

Getting Started: to get started, you will need the below details to enter into the App or www.billbuddy.org website.

Select the organisation: **RISE**

Code: **BBRISE2020**

HOW TO UNDERSTAND YOUR WATER INVOICE

We have recently changed details on the invoice that we send to you that explains about your water usage. The invoice now includes the balance of your non rent account so you will know whether you need to pay the invoice in full, or pay part of the invoice or whether you have a credit on your non rent account.

Your non rent account is for water but will also include any tenant liability charges and any other non-rent charges.

Many tenants choose to pay money on top of rent payments each week or fortnight so it builds up a credit to pay for the water consumption. We do not encourage you to build up too much of a credit on your accounts though.

You will receive an invoice for your water consumption every 2 months and if you do not have a credit on your non-rent account you will need to pay this invoice within 14 days. The invoice shows you how much water you have used and what it is charged at a dollar per kilolitre price. The price per kilolitre depends on which water use tier you're in. This means that the more water used, the higher the price per kilolitre.

| <u>CHARGING DETAILS</u> | | |
|-------------------------------------|------------------|----------------|
| Water Use | 13 KL at \$1.859 | \$24.17 |
| Water Use | 0 KL at \$0 | \$0.00 |
| Water Use | 0 KL at \$0 | \$0.00 |
| Less: Water Use Concession | | \$9.15 |
| TOTAL CHARGE FOR THIS PERIOD | | \$15.02 |

Your current Water Charge on this bill

The Water Corp concession, if you are eligible, reduces the cost of your water account

| | | |
|---------------------------|---|----------------|
| Meter Reading Charge | | |
| Charge for this period | Your water charge on this invoice less any concession | \$15.02 |
| TOTAL WATER CHARGE | | \$15.02 |

Please Note - As at the date of this invoice the balance of your Non-Rent Account is **-\$86.58**

Note for Payment

If the balance of your Non-Rent Account (as above) is a negative, then you are required to make payment of at least the amount owing. If you pay extra for your water regularly your Non – Rent Account may be in credit and no payment is required.

If you cannot pay the invoice within 14 days then please contact your property officer to make a payment arrangement.

HOW TO CONTACT YOUR PROPERTY OFFICER

Jo Walker [Property Officer Thornlie] 9452 9203

Denice Milbourne [Property Officer Mandurah] 9535 7311

Megan Rowe [Property Assistant] 9452 9207

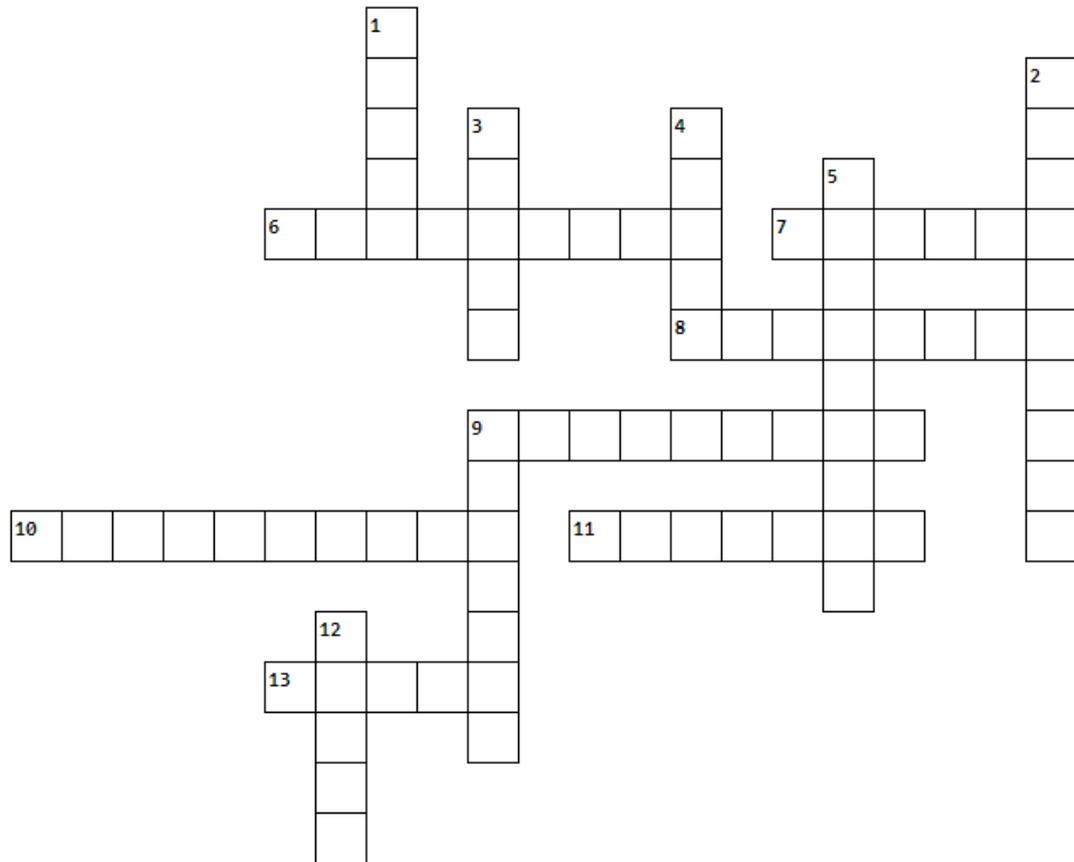
Report maintenance during office hours: 1800 125 430

NON-RENT ACCOUNT

This is the **TOTAL DUE FOR PAYMENT.**

This is the balance owing to Stellar Living and the amount that needs to be paid within 14 days.

The example shows a minus sign before the number and this means that this is the amount owing on your non-rent account. If there is not a minus sign, your account is in credit and you do not need to pay anything.



Across

Down

- 6. if you get caught under this plant you will have to forfeit a kiss
- 7. which country has the Christmas lottery called El Gordo
- 8. another name for Santa Claus
- 9. Ukrainians decorate their trees with this for good fortune
- 10. New Zealand Christmas tree
- 11. in 1846 English Tom Smith invented the Christmas ...
- 13. Indonesian word for Christmas

- 1. what you find in your stockings
- 2. La Befana visits good Italian children on this
- 3. 'tis the season to be ...
- 4. traditional Christmas colours, red and ...
- 5. where Jesus Christ was born
- 9. city of the world's largest Christmas tree
- 12. South African pudding

Send your answers to our Crissy Cross puzzle via email at enquiries@stellarliving.com.au or send it by mail to Crissy Cross, Stellar Living Ltd, P O Box 370, Thornlie WA 6988

Competition closes Monday 31st of January 2022, get your entries in to win a \$30 Bunnings Voucher.

Last Word Search Winner

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

