



## A word from our CEO



Well, winter has well and truly arrived. The days can be cold and dreary, but I was fortunate enough to escape the office and add some brightness to my day by meeting some of our lovely tenants recently. I met Jeni and her story is on page 3.

I was wowed by the chic look of her furniture which inspired me, and others in our office, to have a go ourselves. We have exciting news that the first of the proposed changes of the Residential Tenancies Act 1987 has been announced although these are not law yet and may take some time to be introduced. We also have a reminder to be vigilant about scammers and how you can protect yourself.

Take care and keep warm until next time!

*Kathryn*

Kathryn Moorey, Chief Executive Officer



## Don't get scammed

The latest Australian Competition & Consumer Commission (ACCC) 'Targeting scams' publication reports that Australians lost a shocking \$3.1 billion to scams in 2022 as scammers become more sophisticated.

Consumer Protection has developed **WA ScamNet** to help Western Australians learn about recognising a scam and what to do if you have received, or been a victim of, a scam. You can visit [www.scamnet.wa.gov.au](http://www.scamnet.wa.gov.au) or ring 1300 30 40 54 for more information.

The Australian Government's website **Moneysmart** recommends these steps to protect yourself:

**STOP.** If you are contacted unexpectedly, stop and think before you react. Ask yourself if the message or call is real. Be wary if you are pressured to make a fast decision, offered something that seems too good to be true, asked for personal information or asked for access to your computer or device.

**CHECK.** Verify if any suspicious contact is from a real person or organisation. Look for their publicly listed number. Or, if you know the person, call them directly and ask if they really contacted you. Regularly check for suspicious activity in your bank and credit card transactions, credit report, and online shopping accounts.

**ACT.** If you suspect something is not right, act fast. Block or delete the text or email or hang up the call. Don't send any money. Or, if you have sent money, contact your bank or financial institution straight away to report the scam. Warn your family and friends about the scam and watch out for any follow up 'offers' to recover lost money.

If someone is requesting money from you always check and discuss it with a trusted and reliable third party, like a friend, family member or contact WA ScamNet.

## Did you know?

### Centrepay Deductions

If you pay your rent by Centrepay, please remember that if we advise you that your rent has increased, we cannot automatically increase your Centrepay Deduction for you.

When we advise you of a rent increase, we will send you a new Deduction Authority. To avoid falling into rent arrears, please:

1. Complete all relevant sections of the form
2. Sign the form
3. Date the form
4. Return the form to us as soon as possible.

You can also set up, increase or cancel a Centrelink Deduction by contacting Centrelink directly or by using your myGov or Centrelink online account.



### Rental account credits and payments

- We don't record your bank account details on file. If your account is in credit and money needs to be returned to you, we will ask you for your BSB and bank account details to transfer the payment every time. This makes sure that we are using your correct account and may help prevent a scam.
- We prefer that you don't pay extra towards rent and/or water if your rent account is in credit.
- If you receive an email from Stellar Living that asks you to change the account your payments are paid into, please don't reply to the email or transfer any money. Contact your Property Officer or this office to confirm the request is genuine and not a scam.

### Residential Tenancies Act Review

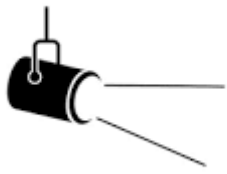
The Residential Tenancies Act 1987 (RTA) sets out the rights and responsibilities of tenants and landlords in WA. The Act is currently being reviewed and the first phase of proposed changes was recently announced.

**It is important to remember that these are proposed changes only - they are not law yet and may not be for some time.**

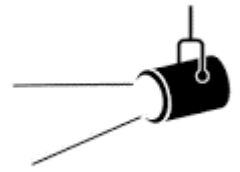
The proposed changes are:

- Rent increases will be limited to once every 12 months. This does not apply to rent variations where the rent is calculated according to a tenant's income and the tenant's income has gone up.
- With the landlord's consent, tenants will have greater freedom to make minor modifications.
- The bond disposal process will be easier by allowing landlords and tenants to separately apply for the release of the bond.
- Landlords can only refuse to allow tenants to keep pets if there is a good reason.
- Most disputes relating to bonds, pets and minor modifications will be determined by the Commissioner for Consumer Protection rather than the Magistrates Court.
- Landlords and real estate agents will be prohibited from encouraging tenants to offer a higher rent to secure a property (known as 'rent bidding') i.e., a landlord cannot ask a tenant to offer more rent to outbid other tenants.

Legislation is being drafted and needs to be approved by Parliament. We will keep you updated as the new laws and processes are put in place. You can visit [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au) or ring the Consumer Protection Advice Line on 1300 304 054 for more information.



## Tenant Spotlight



### Pre-loved Perfection

Our CEO, Kathryn, is normally found in the office or in the boardroom so when the opportunity came recently to help out with some property inspections, she jumped at the chance to visit some of our tenants.

One of the tenants she met was Jeni from Lakelands who impressed Kathryn very much with her beautiful home and stunning items of Hampton-style furniture.

Kathryn was amazed to learn that the majority of Jeni's furniture was in fact recycled and came from Op Shops.

Jeni explained that Op Shops have different days where items were marked down even lower than their normal price, so you can really grab a great bargain, even on a limited budget.

Jeni uses white paint on dark furniture to brighten it up and create the light, bright and sophisticated style throughout her home.



Adding personalised ornaments and items that reflect your personality can make the look unique, Jeni advises.

The Stellar Living staff were also impressed, and Jeni has inspired us to unleash our artistic talents too.

If you have a hobby, idea or talent you'd like to share, contact your Property Officer and we may see your story here.





## Puzzle Page

Win a \$50 Bunnings voucher by completing our Word Search! This issue it's all words related to our article on scammers and keeping safe.

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. Letters may be used more than once. **Let us know the missing word** by emailing your answer, name and address to [enquiries@stellarliving.com.au](mailto:enquiries@stellarliving.com.au) or post it to: Stellar Living Limited, PO Box 370, Thornlie WA 6988.

Competition closes **22<sup>nd</sup> July 2023**. A winner will be drawn from all the correct entries after the closing date. Only one entry per household please.

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online  
password  
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The winter sprinkler ban started the 1st June and ends 31<sup>st</sup> August.

Please remember no scheme or bore watering is allowed during this period.



**Congratulations to**  
Helen who was the successful draw in our last competition.  
The missing word was winter.

stellar living

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