

# Housing News

NORTHERN TERRITORY – 2026

We acknowledge and pay our respects to the First Nations people and communities of this land.

Bathroom before and after makeover

Inside before and after



OUR NATIONAL TENANT SURVEY COMING TO YOU SOON! BE SURE TO HAVE YOUR SAY.

## Making your house a home: \$4m upgrade plan for Darwin properties

In a proud partnership with the **Northern Territory Government**, Mission Australia Housing is working on a 4-year project to improve the condition of properties we manage in the Darwin region.

**Together, we are committing \$4 million to make sure you have safe, secure, and high-quality housing.**

The aim of the project is to make sure your home is durable and comfortable in our unique local environment. We would like to thank all those who gave us access to their home in the recent PAS inspections so we could start this project.

**We believe a home is more than just 4 walls,** which is why we will give you the opportunity to personalise your home by choosing the colour it will be painted.

The project also aims to **improve community safety and wellbeing.** We have received valuable feedback from you at community events and you can still submit suggestions via [maintenancent@missionaustralia.com.au](mailto:maintenancent@missionaustralia.com.au) with the subject line 'AURP Upgrade Works'

**Keep an eye out for more information as we roll out these improvements across your community!**

### Fix that dripping tap.

A dripping tap can waste 15 litres a day or a whopping 5,500 litres a year! An easy fix can make a huge difference to your bills.

**Call the Customer Hub early on 1800 269 672 to report any leaking taps.**



MISSION AUSTRALIA Housing



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in just one click

# Update

## Reflecting on what was a very busy year for Mission Australia Housing, I am incredibly proud of what we have achieved together.

With more than **4,600 homes across Australia**, we remain committed to providing quality services to our tenants and your feedback plays a vital role in helping us improve what we do.

Some of our service improvements during 2025 include:

**The launch of our Customer Hub** – a dedicated service centre for tenants, helping ensure your calls are answered promptly and you receive the best possible service.

**Repairs Feedback Surveys** – we know repairs are a top priority for you. After a repair is completed, tenants now receive a short SMS survey to provide feedback. Your responses are already helping us improve our maintenance services.

**A new Mission Australia website**, including a dedicated Tenant Hub where you can easily access helpful resources.

These improvements have been made possible because of your feedback – through surveys, tenant groups and conversations with our team. We value your input and use it to continually improve our services.

In July, we will be running our **National Tenant Survey**, giving all tenants another opportunity to share their views.

Wishing you all a safe and happy Easter!



**Davina Lomas**

Executive General Manager Operations,  
Mission Australia Housing

## You said, we did

### New SMS Feedback Survey on repairs

We are currently trialling an SMS feedback survey so you can provide instant feedback on repairs and maintenance jobs.

When the job is complete, you will receive an SMS confirming that your maintenance work has been completed, with the option to click into a survey that takes less than 2 minutes. Please click the link and provide us your feedback.

### New website

Mission Australia has launched a new and improved website! Check out your one-stop-shop where you can find information on services and your tenancy.

Visit your Tenant Hub here: [www.missionaustralia.com.au/tenant-hub](http://www.missionaustralia.com.au/tenant-hub) or scan the QR code.

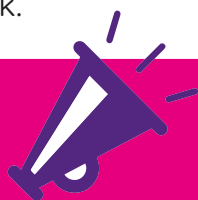


### Easy-to-read housing information

We have been reviewing all our tenancy information like handbooks, fact sheets and brochures and re-working them in to easy-to-read formats, for print and online.

Watch this space for more details.

Scan the QR code here.



**Tell us!** Tell us what you think about these new improvements by calling **1800 269 672**.

**2026** is the year of the National Tenant Survey. Your feedback is important to **US**

# Meet and greet

## Meet Emma, your Housing Officer

**How long have you been working for Mission Australia and in what roles?** I have been working with Mission Australia since late 2024 in Disability Employment Services as an Employment Consultant, before moving into Housing as Operational Support Officer, and now as a Housing Officer.

**What do you enjoy most about your current role?** Engaging with residents and seeing the changes in them personally as they improve with rental payments and property care.

**Are you a local to Darwin/NT? Where did you grow up?** Depends who you ask as to when you are considered a Darwin Local or Territorian! Although today I got told by a resident that I sound like a Territorian – so I guess I am!! I grew up in South Australia, and moved to the Territory 22 years ago this month.



# What's been happening

## Midday Maintenance in Darwin

Last year we trialled the first of the NT Midday Maintenance program.

First off, we spent **2 days** in Karama working across **30 properties** alongside residents and contractors to complete small maintenance jobs on the spot. We also ran DIY workshops on fixing fly screens and repairing small holes in the wall.

It was a great couple of days that was finished by residents, contractors and the local community, coming together over a BBQ and cold drinks.

Next stop was at a small complex in Millner housing mainly elderly people and working across **10 properties**.

Residents here enjoyed building positive relationships with contractors and Mission

Tenants commented they, **'felt more confident reporting and following up on maintenance problems'**

Australia Housing staff. At the end of the day, these neighbours said they were grateful for **'the social connection and felt that programs like these help to create a safe place for neighbours to meet one another and build friendships.'**

We look forward to bringing more Midday Maintenance to you in 2026! Please call the **Customer Hub** on **1800 269 672** if you would like to know more.



**Tell us!** Send us your stories about your community!

# Cook up

## Chicken wing dings

An oldie but a goodie!

### Ingredients

- 1 kilo chicken wings
- 1 tsp oil
- 1 tsp mustard
- 1 tsp vinegar
- 2 tsp soy sauce
- 1 tbl spoon brown sugar
- ½ cup tomato sauce
- ¼ cup water
- 1 chicken stock cube (crushed)
- 1 garlic clove (crushed)

### Instructions

1. Preheat oven to 180°C.
2. Mix all sauce ingredients together in medium size bowl. Pour over chicken wings in casserole dish.

Costs less than \$10  
& serves 4-10 people

3. Cook for 45 mins with lid on, then 15 mins with lid off.
4. Can be eaten as a small snack (hot or cold) with a dip or serve on rice, or with salad, hot vegies or with homemade hot chips.
5. Garnish with parsley or chives.

Serves 4-10 people depending on how you serve it.

**Any left?** Doubt it but freeze leftovers for another time.



# Home grown

## Fall into Autumn with these garden ideas!

**Plant** bulbs like tulips or daffodils for spring, and cool-season vegetables like broccoli, cauliflower, carrots, or spinach.

**Add** compost, organic matter, or manure to soil for next season's growth.

**Apply** a layer of mulch (straw, wood chips, or leaves) to protect soil and manage weeds during cooler months.

**Trim** excess growth on shrubs and prune climbing plants. Remove dead or diseased plants to prevent disease spread.

**Reduce** watering frequency, but do not stop entirely, especially during dry autumn days.

# Resident of the season

**C'mon... let's celebrate! Every month we celebrate residents with Tenant of the Month.**

Reasons for being nominated can be wide ranging from keeping a tidy home as well as building beautiful gardens, helping a neighbour out, or volunteering at local charities and community groups.

Every nomination is different, and we love getting together to celebrate with you and your neighbours!

**Winners receive a \$50 shopping voucher!** If you have a neighbour you would like to nominate, please let us know by calling the **Customer Hub** on **1800 269 672**.



Christopher, July Tenant of the Month



Dara, May Tenant of the Month

# Seasonal thought

Like Easter, life starts all over again when it gets crisp in Autumn

# Have your Say!

## Tenant Voice Group

Every few months we come together with the **Tenant Voice Group** to talk about what is important to you and your homes, as well as the broader community you live in.

Topics covered include;

- **Feedback** on service delivery
- **Safety and security** concerns
- **Upgrades** needed on properties
- Managing untidy yards, disruptive neighbours or antisocial behaviour
- **Support services and programs available** to families and the elderly.

If you would like to know more about the Tenant Voice Group and how to get involved, call our **Customer Hub** on **1800 269 672**.

## National Tenant Survey

**Every 2 years we hold our National Tenant Survey and it is happening again this year!**

The survey managed by Community Housing Industry Association (CHIA) so all your feedback is completely anonymous and confidential. You will be getting a letter or email from CHIA about this in the coming months.

**Do we have all the right contact details for you?**

**Now is a good time to update these with us if they have changed so you don't miss out!**

## Crafternoon corner

### Upcycle your Easter with this great idea!!

Clean a jar and decorate it to look like a bunny by painting it white, adding googly eyes, a pom-pom nose and tail, pipe cleaner whiskers, and attaching bunny ears made of cardboard.

Fill with little Easter eggs and you have the perfect home-made Easter gift from the heart!



Tear or cut along dotted line!



**Celebrate** a neighbour! Chat to your local office about how.

# Home handy hints

## Kitchen and drain care

- 1 Never pour oil or grease down the sink.
- 2 Scrape food into the bin before washing dishes.
- 3 Do not flush wipes, paper towel or sanitary products.
- 4 Report slow drains early by calling the Customer Hub on **1800 269 672**



## Pesky pest prevention!

- 1 Seal food in airtight containers.
- 2 Take rubbish out regularly.
- 3 Clean spills immediately.
- 4 Report infestations to your housing provider by calling the Customer Hub on **1800 269 672**.



## Living together peacefully

- 1 Use bin rooms correctly and break down cardboard.
- 2 Keep noise at reasonable levels, especially at night
- 3 Clean up after pets in your neighbourhood.



# Community connect

## Local Christmas Celebration!

To celebrate 2025, our resident community connected over a local Christmas Party in the park with the Mission Australia Housing team. All enjoyed the festivities, especially the kids, and everyone went home with a special Christmas gift bag.



What a fun celebration Christmas was last year!

## Tell us!

Do you have a good news story about your community or a neighbour? **Call us on 1800 729 459 to submit.**