

Housing News

TASMANIA – 2026

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



Hard to Skip – a continued success



Summer Splash days



2026... here we come!

To kick off the year, we mailed out our 2026 calendar crammed full of events to all residents!

Already this year we have hosted **4 Summer Splash days**, that saw lots of children enjoy simple fun activities and games, as well as water blasters.

In February we held **5 Hard to Skip days**. People could bring general unwanted items and household waste, to a skip bin in their community. With skip bins at Triabunna, Rokeby, Clarendon Vale and Risdon Vale we helped remove over **125m³** of waste. Hard to Skip helps keep homes tidy and costs down for families, especially after Christmas when packaging takes up most of the regular bin space. This year we had bins dedicated to cardboard only and removed nearly **20m³** of cardboard for recycling.

In March we held another discussion on how to get the most from your Age Care package presented by **TAS COTA** who host the **Care Finder program**.

Check your calendar or call the Customer Hub on 1800 269 672 for more information.

 **4 Summer Splash days**

 **125m³ + waste removed**

 **20m³ recycled**

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**



Get important Housing news quicker! Join **US** on Facebook



Scan QR code!

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 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

Angela and Kasey are 2 of our newer Housing staff and are making a big difference in their portfolios. We sat down for a cuppa and a chat.

Housing Officer Ang is passionate about people and loves to learn more about each person she meets. A bit of a farmer at heart, Ang has 2 dogs, 4 budgies and 20 chooks. She also likes to help out at the local football club and loves daylight savings so she can spend more time at the beach.

Housing Officer Kasey joined our team at the same time as Ang and spends her weekend busy with her children and 2 labrador dogs, Raffy and Jak. When it comes to favourite food it is Asian fusion with a bit of spice. Kasey has found the role incredibly rewarding and she is inspired by her late nan, a strong and independent woman who showed love and support to those close to her.



What's been happening

2025 Tenant of the Year

Mission Australia Housing is proud to announce **Kirra as our 2025 Tenant of the Year**. A young mum, Kirra has shown great resilience, courage and determination that inspires everyone around her.

Shaped by a number of challenges along the way, today Kirra is thriving as she focuses on rebuilding her life and creating a safe and nurturing home for her 2 children.

Kirra uses her experience to help others and is actively involved in local neighbourhood centres where she uplifts and empowers other women going through similar struggles.



Thank you Kirra!

We are proud to recognise you as 2025 Tenant of the Year!

Who will be Tenant of the Year this year?

Tell us! Send us your stories about your community!

Cook up

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

Home grown

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.

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 veges 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.



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.

Tenants of the season

Every month we celebrate **Tenant of the Month**. Mission Australia Housing staff nominate residents for this award and over the past year we have celebrated many who have shown resilience, pride in their home or community, or those who just like to lend a helping hand.

Christopher from Clarendon Vale was nominated for his dedication to helping others in his street- from mowing yards to 'just checking in" on his neighbours.'

Raymond from Risdon Vale was nominated for making a house his home and for being a quiet achiever. As his Housing Officer said, 'Raymond is a genuine and respectful man, and it's always a pleasure taking the time to chat with him during inspections.'

Bray Court - Street of the Year. It does not happen very often, but a whole street was recently nominated for Tenant of the Month. The street is small but the friendships and care

are large. From calling one other to make sure they are OK, taking out rubbish bins and playing 4 square handball in the cul-de-sack, these just a few of things they do for and with each other. **To celebrate their nomination, we hosted a pizza night just before Christmas.**



Seasonal thought

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

Around town

Tear this page off & stick on your fridge!



MISSION AUSTRALIA **Housing**
Mobile Pop-Up Office coming to you

Eating with friends

Join us for a meal, a laugh and good conversation.

Each month the City of Clarence host a lunch at various locations throughout Clarence. They can also organise pick up and drop off.

Find out more at ccc.tas.gov.au or call 6217 9500.



Live well, live long FREE 10-week program

This program explores topics to encourage independent living for older adults like sight and sound, healthy feet, medications, health and wellbeing, ageing well, staying active and more.

Tuesdays, 12.30pm-2.30pm at Clarence Integrated Care Centre, 16-22 Bayfield St, Rosny
Call to register on **6166 2300** or visit ccc.tas.gov.au/agefriendly

MPop has joined with Mission Australia NDIS at many of our off-site locations to bring you a well-rounded service.

Not only can you discuss your tenancy with your Housing Officer but you can also get details on all things NDIS.

We will be popping up at:

Tuesday May 5,
10am - 12pm,
Clarendon Vale Neighbourhood Centre

Thursday May 14,
1pm - 3pm,
Risdon Vale Neighbourhood Centre

Tuesday June 9,
10am - 12pm,
Sorell Library

Monday June 15,
10am - 12pm,
Rokeby Neighbourhood Centre

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!



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

Tear or cut along dotted line!



Home handy hints

Winter is just around the corner and now is the time to get your house ready.

Energy savings

As part of our **Home Handy Workshop in May** we are running a practical session on reducing your power bills hosted by Aurora Energy. Not only will you get some great advice, including how to read your energy bill but each attendee will go into the draw to **win an Energy Saving pack** for your home.

Check your calendar for details and dates!

Hooks and holes

In June we will be back with the **best hooks** to use in your home to hang things on. We will talk about for what hooks for what surfaces, plus give a hands on demo on you how to fix holes in your plaster walls if it all goes terribly wrong!



Little winter critters

It is that time of year when **mice are seeking to come indoors** as we get closer to winter. Now is the time to look at buying bait blocks to place in ceilings and under the floor. Bait blocks are best for longer term use as pellets can be spilt and harder to contain. Make sure pets cannot access these and keep well away from children. Always use gloves when handling.



Community connect

SafetyNet PetAssist

If you receive a pension you may qualify for **FREE vet care** through SafetyNet PetAssist. This new program to Tasmania believes every pet deserves access to veterinary care.

If you are experiencing financial hardship, and hold a Health Care Card or Pensioner Concession card you can use this service.

For more detail go to www.petsafetynet.com.au.

Clarence Plains Community Food Hub

A food resource for the Clarence community that is located at the Clarendon Vale Neighbourhood House. **The Hub provides low cost food items for people who live in the Clarence Council area.** Open Tuesday to Friday you can purchase everyday items e.g. dry and tinned goods, frozen products including meats at cheap prices, cleaning products and pet foods.

Contacting Police

000 for emergencies only (police, fire and ambulance). DO NOT use this number for everyday enquiries. **131 444 for general or non-urgent calls** like reporting vandalism, disruptive behaviour. **1800 333 000 for Crimestoppers.** An anonymous service to report crimes, disruptive behaviour. Caller privacy is respected & if a police car is dispatched, radio comms are secure & others cannot listen in.

Tell us! Do you have a good news story about your community or a neighbour? **Call us on 1800 269 672 to submit.**