

kirinari

**Accommodation
and Housing**



Community Housing Newsletter

Winter Edition

w: kirinari.com.au

p: 1300 547 462

e: hello@kirinari.com.au

Welcome!

It's been a time of change and growth since our last newsletter!

One of the biggest changes has been welcoming a brand-new team in Albury. While learning the ropes has come with its challenges, the team has embraced the opportunity with enthusiasm and a commitment to thrive.

You may also have noticed our name change. Over the past year, we've been transitioning from Homes Out West to Kirinari — and that change is now complete. We're proud to be part of a larger community services organisation that also offers support through the NDIS, Aged Care programs, and more.

If you're interested in accessing these services or have any questions, your Housing Coordinator is here to help.

A heartfelt thank you to our tenants and partners for your continued support as we grow and move forward together.

Office Hours

Monday to Friday.
9.30am to 4.30pm



Bank Deposits

Making a bank deposit to pay your rent? Please include your full name in the reference so we can easily track and receipt your payment.



Changes to Rental Laws in NSW

What You Need to Know

The Residential Tenancies Amendment Act 2024 introduces important changes to rental laws in New South Wales, most of which came into effect from 19 May 2025. Key changes include:

Ending 'No Grounds' Terminations

Landlords will no longer be able to end a tenancy without providing a valid reason.

Limits on Rent Increases

Market rent can only be increased once every 12 months. This change does not apply to tenants whose rent is calculated based on income. If your rent is income-based, please continue to notify Kirinari of any changes to your income to ensure your rent stays up to date.

Pet Applications

Tenants can now apply to have pets in their home, but landlord approval is still required before a pet can be brought onto the property.

Fee-Free Rent Payment Options

Landlords must offer at least one fee-free method for paying rent — such as a bank transfer or Centre pay. If you have any questions about how these changes may affect you, your Housing Coordinator is here to help.

Emergency Maintenance

Contact the Tradesman on your lease or phone **02 6056 2111**



Welcome both the new faces and the familiar ones!

We're thrilled to share the news of our expanding team! We'd like to welcome two new members, Shantelle and Monique, as well as acknowledge Sheridan, who is transitioning into a new role in tenancy management.



Meet Shantelle

Hello, my name is Shantelle and I am excited to have joined Kirinari as the Housing Coordinator for Albury. I have already started getting out and about within the community and meeting some of our tenants. Coming from a social housing background, I understand the importance of building trust, connection, and meaningful relationships. I love being able to help people with housing stability and improving living conditions. Each success story is a reminder of why this work matters to me. When I'm not at work, I am spending time outdoors with my family and two dogs, Laila and Beans. Please reach out — I'd love to connect!



Meet Monique

Hello, my name is Monique. I'm currently completing a cadetship through the Community Housing Industry Association (CHIA) NSW. At the end of my cadetship, I will obtain a Certificate IV in Housing, which will help with furthering my career. I am enjoying getting out to meet residents and learning as much as I can about assisting tenants. When I'm at home, I like lying in the grass with my cat, Felix, and reading.



Meet Sheridan

Hello, my name is Sheridan, and I have been working for Kirinari for two years. My role began as the receptionist in the Deniliquin office, and I am now the Access and Allocations Officer, combined with my new role in tenancy as a Housing Officer. Part of my role involves offering properties to clients in need. I find this

part of my job very rewarding, knowing that I have helped someone in need. It's great talking to tenants both over the phone and in person, and I can't wait to get out there and meet you all. While I'm not at work, I enjoy spending time with my kids and my dog, Luna.



Rent Payments

The cost of living is rising and we understand that times are tough, however please remember to continue making your rent payments a priority. If you are experiencing financial difficulty, please contact your Housing Coordinator as soon as possible so a payment plan can be arranged to sustain your tenancy.



Energy Rebates

The NSW Government offers a number of electricity and gas rebates to help eligible NSW residents reduce their energy bills, including rebates for low-income households, families, seniors and people who use life support equipment at home.

Find out if you're eligible and apply at the link below:

energy.nsw.gov.au/households/rebatesgrants-and-schemes/find-energy-rebate

Exciting News: 7 New Social Housing Units for Deniliquin!

Kirinari is thrilled to share some fantastic news for our Deniliquin community — seven new two-bedroom social housing units were added to Kirinari's portfolio including two newly built units in the heart of town.

Meeting Critical Need

The demand for 1- and 2-bedroom housing in Deniliquin is high, with more than 60 people on the Social Housing waitlist and average wait times of 2-5 years. Securing a safe, affordable home can be nearly impossible in the private rental market as well. With this in mind, these new units will make a real difference.

Strategic Investment and Community Impact

The total project cost is \$1,192,365, with Kirinari using both Government funding and Kirinari funds to bring this vision to life. Importantly, this is an example of Kirinari ensuring more people in Deniliquin are able to access secure housing.

Looking Ahead

This project is more than just bricks and mortar — it's about building a stronger, more inclusive community where everyone can thrive. Kirinari is proud to be able to deliver these new homes and to continue working together to expand social housing and support services across our region.

Reducing energy bills for winter... Save yourself some money!

- Before switching on the heater, consider putting on a dressing gown, socks, slippers, or even a beanie. A heated water bottle can also provide extra warmth.
- Electric blankets usually cost approximately 4 cents per hour which is cheaper than most heaters or reverse cycle air conditioners.
- When the sun is shining, open the curtains to let natural light warm your space.
- To block cold drafts, use door snakes and keep doors closed in unused rooms to retain heat.
- Here's a simple tip: wash your clothes in cold water. Using less heat means using less energy, which can save you money.



Recipe

Shakshuka – 6 servings

Ingredients

- 2 tablespoons of olive oil
- 1 large brown onion, chopped
- 1 large capsicum, chopped
- ¼ teaspoon of salt
- 3 cloves of garlic, pressed or minced
- 2 tablespoons of tomato paste
- 1 teaspoon of ground cumin
- ½ teaspoon of smoked paprika
- ¼ teaspoon of red pepper flakes
- 800g can of crushed tomatoes
- 2 tablespoons of freshly chopped cilantro with addition for garnish
- Black pepper
- 5 – 6 eggs
- ½ cup of crumbled feta
- Serve with Bread or pita

Instructions

1. Heat oil in a large skillet over medium heat, add onion, capsicum and salt.
2. Cook until the onions are tender and translucent, about 4 to 6 minutes.
3. Add garlic, tomato paste, cumin, paprika and red pepper flakes. Stir constantly, until fragrant, 1 to 2 minutes.
4. Pour in crushed tomatoes with the juices and add in the cilantro. Stir and bring to a simmer and cook for 5 minutes. Add salt and pepper to taste.
5. Use a spoon to make wells in mixture and crack one egg directly into each well.
6. Cook for an additional 8 to 12 minutes until egg whites are no longer see through.
7. Turn off heat and top with the crumbled feta, cilantro and red pepper flakes.
8. Serve with bread or pita.



Complaints And Neighbourhood Issues

If you have a complaint about a staff member or a tradesperson, please call the office on 03 7032 3952.

If you are experiencing an issue with your neighbour, there is a noise disturbance in the early/late hours of the night, or you are concerned for your safety, we encourage you to contact the local police to report an event or contact the Police Assistance Line on 131 444.

Are You In Need Of Independent Advice Regarding Your Tenancy?

Verto is a free service that provides legal advice and information about your tenancy. They can help you better understand your tenancy rights and obligations. They can represent you at the NSW Civil and Administrative Tribunal, and they can help you with any issues that you may be having with a landlord.

Contact Verto on 1300 483 786 or email info@verto.org.au.



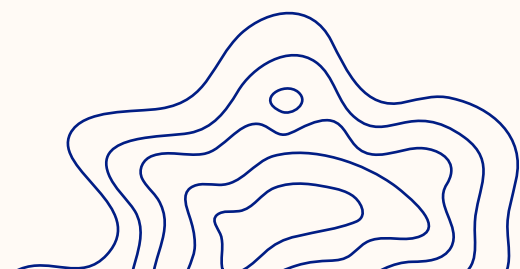
Reporting Maintenance Problems/Damage

A reminder that reporting maintenance, problems and damage as it occurs is a term in the Tenancy Agreement. Please do not wait for a routine inspection or fear reporting these issues. Kirinari is here to help.



Updating Personal Information With Kirinari

Please let your Housing Coordinator know if there are any changes to your personal information. This includes your phone number, employment status, and household living arrangements (adding or removing occupants).



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Accommodation and Housing

Deniliquin Office

139 End St
PO Box 922
Deniliquin NSW 2710
P. 1300 547 462

Lavington Office

Level 1, 366 Griffith Rd
PO Box 770
Lavington NSW 2641
P. 1300 547 462 or 6056 2111

Email

hello@kirinari.com.au

Website

Kirinari.com.au

After Hours Emergency Maintenance

P. 02 6056 2111

