

The

ARGYLER

Tenant Newsletter | Summer 2021

*Created by Tenants.
for Tenants*

Merry Christmas
and a
Happy New Year
From Argyll Housing



Acknowledgement of country

Argyle Housing acknowledges the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Environment

Argyle Housing cares about the environment and is committed to a sustainable environment. The Argyle is printed on FSR® certified paper traceable to certified sources. We use a new varnish coating process that is environmentally-friendly. We use soy-based inks and recycle all unused ink and scrap paper.

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Printed in Australia
ABN 88 002 761 855
ACN 002 761 855

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The Argyle is a newsletter created by tenants, for tenants. We welcome and encourage contributions and feedback from all – to get in touch simply email editor@argylehousing.com.au

CADETSHIP PROGRAM 2022

Community Housing Industry Association (CHIA)

Earn and Learn with a Cadetship at Argyle Housing

Together with the NSW Government and CHIA, Argyle Housing hope to participate for a second year in the CHIA Cadetship Program in 2022.

This is an exciting opportunity for our Tenants (aged 25+) or unemployed (15-24 years) to undertake paid employment with Argyle Housing whilst undertaking studies in the Certificate IV in Social Housing for a 12 month period.

Applications will open soon at www.communityhousing.org.au/cadetship

Welcome from the Acting CEO

Hello and welcome to the Summer edition of The Argyle.

This past two years have presented us all with many challenges as we have continued to live our lives with every milestone or life event overshadowed by the pandemic. Whilst COVID still consumes the headlines we know that behind all that, we have continued to experience the birth of children, the loss of loved ones, new relationships, the growth of old ones and the creation of new memories.

Our teams have also experienced these highs and lows with the unwavering direction and support of our CEO Wendy as our leader, colleague and treasured friend. It is therefore with much sadness that I write this article and share the difficult news that Wendy has very quietly been dealing with very serious health issues and will not returning to work at Argyle Housing.

Wendy has been the driving force behind Argyle Housing over the last eight years, always with our tenants and their families at the centre of every decision, project and action that we have taken. I know she has had a direct impact on many of your lives as she has with us, and no doubt you will join me in thanking her for this contribution and wishing Wendy and her family all the very best. We would welcome anyone that would like to contribute a story, a letter or picture of Wendy for our next Argyle. Send to editor@argylehousing.com.au or drop into your local Argyle Housing office.

The Board, Management and Staff of Argyle Housing will continue to realise Wendy's vision for our tenants and their communities.

While we all take a breath and enjoy the freedoms that we are once again experiencing, take the time to reflect and commit to some of the precious times that have come with the hardships over the past two years, including a slower pace, more time to spend with our children, more time to garden and establish new hobbies, the joys of embracing new technologies, and the excitement of being able to reconnect with family and friends at such an important time of the year.

Take care and have a safe and peaceful Christmas.

Carolyn Doherty



Carolyn Doherty

Acting CEO - Argyle Housing



The Board, Management and Staff of Argyle Housing will continue to realise Wendy's vision for our tenants and their communities.



Editorial

Dear Tenants and Residents,

As I write this editorial, I am really excited to read that NSW is just about to hit the 90% vaccination rate to match the ACT. This opens up venues, facilities and brings us to a new COVID safe community that allows us greater freedoms.

The one thing that I am looking forward to is having the possibility of sharing the Christmas break with family and friends.

The spirit of Christmas is alive and well within the offices of Argyle Housing as the Christmas Giving Trees all go up and are ready for our staff and support services to fill the underneath of the tree with gifts for those in need.

Look out for a number of different venues in your region if you are looking for company and a hearty meal this Christmas. With many venues now offering COVID safe Christmas lunches in your community.

Stay safe and well and I hope you enjoy reading this issue of The Argyle.

Scott Dunstan

Editor and Marketing, Communications Manager



The spirit of
Christmas is alive
and well within the
offices of Argyle
Housing as the
Christmas Giving
Tress all go up...



A better Future for Our

Communities



Join The Argyle Editorial Team

Tenant Editorial Team

We need your ideas and stories to keep The Argyle relevant to you.

- Do you want to contribute to The Argyle?
- Do you have a great news story that you would like to share?
- Would you like your ideas published to our community?

If so, we would like to hear from you. For more information, contact Scott Dunstan at: editor@argylehousing.com.au



Maintenance Survey

We want your feedback on Maintenance

When you have maintenance completed at your property, the Contractor should leave you with a **“Tenant Feedback Form”**.

We are always looking at ways to improve our service to our Tenants and welcome your feedback at all times.

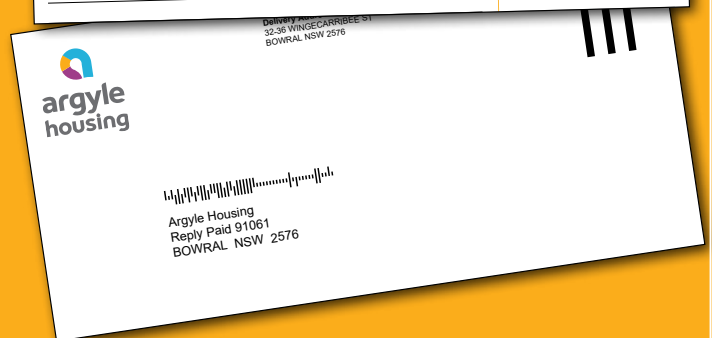
Please complete the Feedback Form and pop it in a Post Office Box – the postage is free.

We also undertake to call 10% of Tenants seeking feedback on maintenance works that have been completed.

Tenant Feedback Form

We would like to receive advice from you about Argyle Housing's most recent maintenance service at your property. To assist us in rating our performance, we ask if you could answer the survey questions below by rating each answer on a scale of 1 to 5, where 1 is very unsatisfied and 5 is very satisfied and also a YES or NO answer where applicable. Once complete, simply drop this card into your local Post Office Box for delivery to Argyle Housing's head office. Alternatively drop the card in at your local Argyle Housing office. **Thank you.**

Did the contractor turn up on time for the appointment? (Please circle Yes or No)	<input type="radio"/> NO <input type="radio"/> YES	Work Order Number: _____
Did the contractor adequately identify themselves? (Please circle Yes or No)	<input type="radio"/> NO <input type="radio"/> YES	Completed by: _____
Was the work successfully completed? (Please circle Yes or No)	<input type="radio"/> NO <input type="radio"/> YES	Date: ____/____/____
How well did the contractor explain to you what work was being done?	1 2 3 4 5	Property Address: _____
How would you rate the contractor's display of good manners and respect?	1 2 3 4 5	_____
How well did the contractor clean up after themselves?	1 2 3 4 5	_____
Overall, are you satisfied with the service you received?	1 2 3 4 5	_____
Additional Comments: _____		



Tenant Spare Keys

Argyle Housing is currently in the process of ensuring we have spare keys to all of our properties. You may receive a letter in the near future asking for your assistance so we can gain a spare set of keys for your property, and where you can get them cut at no cost to you.

Once we have a set of keys for your property they will be kept securely at the office. It is important that we have a set of keys so that in the event that there is an emergency or that you misplace your keys and need to have a new set cut.

If you receive a letter requesting keys and have any queries or concerns please speak to your tenancy officer.

Thank you, Argyle Housing



Argyle Housing Office Closures

All Argyle Housing offices will close from 3:00pm Friday 24th December 2021 and reopen on 9:00am Tuesday 4 January 2022.

Office Trading Hours

Mon 27 December 2021 – Closed

Tue 28 December 2021 – Closed

Wed 29 December 2021 – Closed

Thur 30 December 2021 – Closed

Fri 31 December 2021 – Closed

Mon 3 January 2022 - Closed

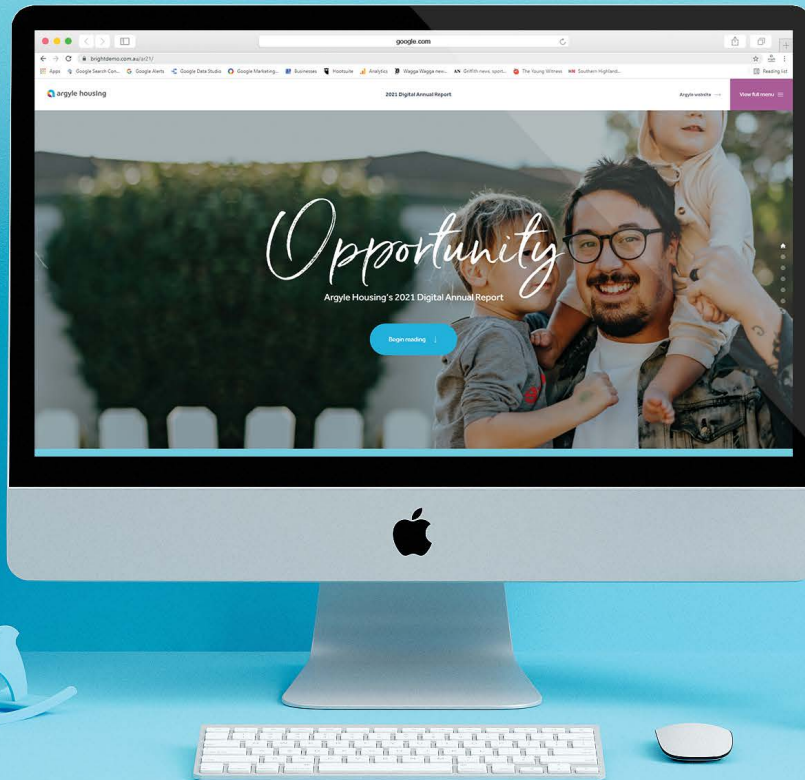
We hope you have a wonderful break with your families.

Repairs and Maintenance

If you have an emergency and need to report repairs and maintenance please refer to the emergency numbers within your lease agreement.



Annual Report 2021



The Argyle Housing digital Annual Report is now live on our website: argylehousing.com.au/annualreport2021/



Working towards a

COVID SAFE

Workforce by 2022

The Argyle Housing team are getting vaccinated to ensure that we are working towards a COVID safe workplace in 2022. We are doing this as our first priority is to ensure the safety and wellbeing of our tenants and families.

Where to find a Christmas Lunch this year?

Christmas lunch is back on offer throughout the regions with most service providers open this year. The following list shows what's on offer throughout the areas in which we serve:

Bowral

23 December 2021 between 3:00-5:00pm, Drive through frozen Christmas meals and Christmas hampers at Southern Highlands Christian School, 22 Boardman Rd, Bowral.

Mittagong

OZharvest Southern Highlands, Crisis Food Freezer deliver frozen meats and meals to the PCYC in Mittagong located at 6 Hawkins Drive, Mittagong. Anyone is welcome to pop in to collect these free items. Please phone (02) 4868 5200 for an appointment to collect free items.

Griffith

LifeSource Church Griffith NSW Australia. Join us for Christmas Lunch at LifeSource Church this Christmas. Sat Dec 25 2021 at 12:00 pm 9 Stafford Rd, Griffith,

Campbelltown

19 December 2020 4:00 - 8:00pm, We are Community 42 Riverside Dr, Airds. They will be serving Christmas Dinner and Santa Claus.

Young

Salvation Army Toy hampers - Call 6382 2222 Wed-Thurs 9:30 - 12pm. Crisis Centre - Christmas hampers call 02 6382 4436. Parish attached to Hennessy Catholic College - Christmas lunch with COVID safety conditions.

ACT

Belconnen Salvos would like to invite you to our Christmas Community BBQ on the lawns (weather permitting). It will be held indoors if inclement weather persists. Following the BBQ you are invited to attend our Christmas Community Carols Service that will commence at 2:00 pm.

The Salvos NSW and ACT

Every year, local Salvation Army centres and churches give hope to individuals and families in need at Christmas by providing free Christmas food hampers, toys, gifts and gift cards. Call the Salvos Assistance Line on 1300 371 288

Christmas Giving Tree

A small gesture goes a long way...

At Christmas last year, instead of giving each other Christmas presents, Argyle Housing staff picked a tag off the Christmas Giving Tree. The tag indicated it was a present for a boy, girl, mother or father. The presents were wrapped and given to local support services for distribution to families in need.

It was so successful, that we are also doing a food drive for 2021. Each office will link in with their local service providers to ensure that the Christmas presents and food will be going to go to those in need.

The Christmas Spirit is alive and well at Argyle Housing with the knowledge that the gifts will be putting a smile on a child's face, as well as providing some form of relief to their parents.

If tenants would like to participate, gift tags on the tree indicate gender/age:

Girl/Boy aged 0-3 | Girl/Boy aged 4-7
Girl/Boy aged 8-12 | Girl/Boy aged 13-15

Or give a gift for a Father/Mother

*We ask all gifts are donated unwrapped.





Why Tim's Burton's 'The Nightmare Before Christmas' is the best Halloween movie of all time (without giving away too many spoilers)

1. The opening theme of the film with 'This Is Halloween' is iconic and the best catchy Halloween theme song you will ever hear.
2. If you are a heavy metal fan like me, then this will be the only reason why you should watch this film and that is.... Korn and Marilyn Manson made covers with songs from the soundtrack! Stop everything right now and YouTube 'Kidnap Mr Sandy Claws' by Korn... you won't regret it...

AND FINALLY!

3. It's a family friendly movie... probably shouldn't watch it with a 2-year-old but it's an iconic film with an iconic soundtrack.

Happy Halloween!

Written by Ruby, an Argyle Housing tenant

Picton Anzac Day Committee

The Picton Anzac Day Committee is made up of Community members who want the importance and history of our Country's service men and women to be forever upheld. The committee's aim is to hold an Anzac Day March and Service and a Remembrance Day Service each year.

I've been a community member with the Picton Anzac Day Committee for over 14 years. Throughout the first seven years, I was a community member and then I was asked to take on the role of Assistant Treasurer. Whilst I liked this position, I did have some time away from the committee to pursue other commitments and then in 2018 I rejoined as a member to assist in community events.

In order to raise awareness and keep the memory of Remembrance Day and Anzac Day alive, we set up a variety of produce and gift ware stalls that sell red poppies and raffle tickets. All funds raised have all gone into maintaining Picton Memorial Park.

We thank the community for their support every year and we meet at the Picton Bowling Club, where we thank the volunteers and supporters for their ongoing commitment.

However with COVID, we have not able to hold our regular face to face meetings and have relied on Zoom to catch up and hold Remembrance Day and Anzac Day Services.

Let's hope all goes well for this years' Remembers Day Service and we can all attend in person.

Written by Tony, an Argyle Housing tenant.



Award Winning Garden

Eddie is a wizard in the garden and the many accolades he has received for his garden are a tribute to his passion.

Eddie moved into his Picton apartment in the early 1994 and the front communal area needed a lot of work. Over the years Eddie has potted in the garden planting native scrubs and perennials to attract native wildlife to the area.

As the garden grew and flourished under Eddie's care, he was encouraged to enter the Wollondilly Spring Garden Competition. It was the presentation of the Second Prize that continued to spur on Eddie to ensure that his garden was always award winning and brought a smile to his neighbours and locals passing by.

Eddie has won an award every year that he has entered and is very proud of his achievement.

Over the years, Eddie has taken many photos of the garden and has created two picture books that highlight some of the best moments of the garden.

We wish Eddie all the best for this years' competition.



Summer Holidays

Holidays are here – which is a surprise considering the kids have only just got back to school in November. Once more, many of us are looking for a few outings that will engage everyone but not cost too much.

One of the cheapest activities for older and sensible children is a bushwalk, which provides new sights, fresh air, exercise, and time away from the house. Always wear stout shoes, lace-up with good non-slip soles, and in many places, long pants and long sleeves are better at preventing sunburn, scratches from vegetation and insect bites. Always have a sun hat and lather of sunscreen.

It is good if everyone can carry their own water bottle and some nice snack food that travels well. This could include fresh and dried fruit, muesli bars and even a bit of chocolate.

Please remember when bushwalking that you are going into areas where a range of creatures make their homes. Watch out where you step. Leave sticks and stones on the ground and in place as they are habitat. Yes, you might see a snake, lizard, goanna, wallaby, or kangaroo, and you certainly will see a plethora of beautiful birds and flowering plants.

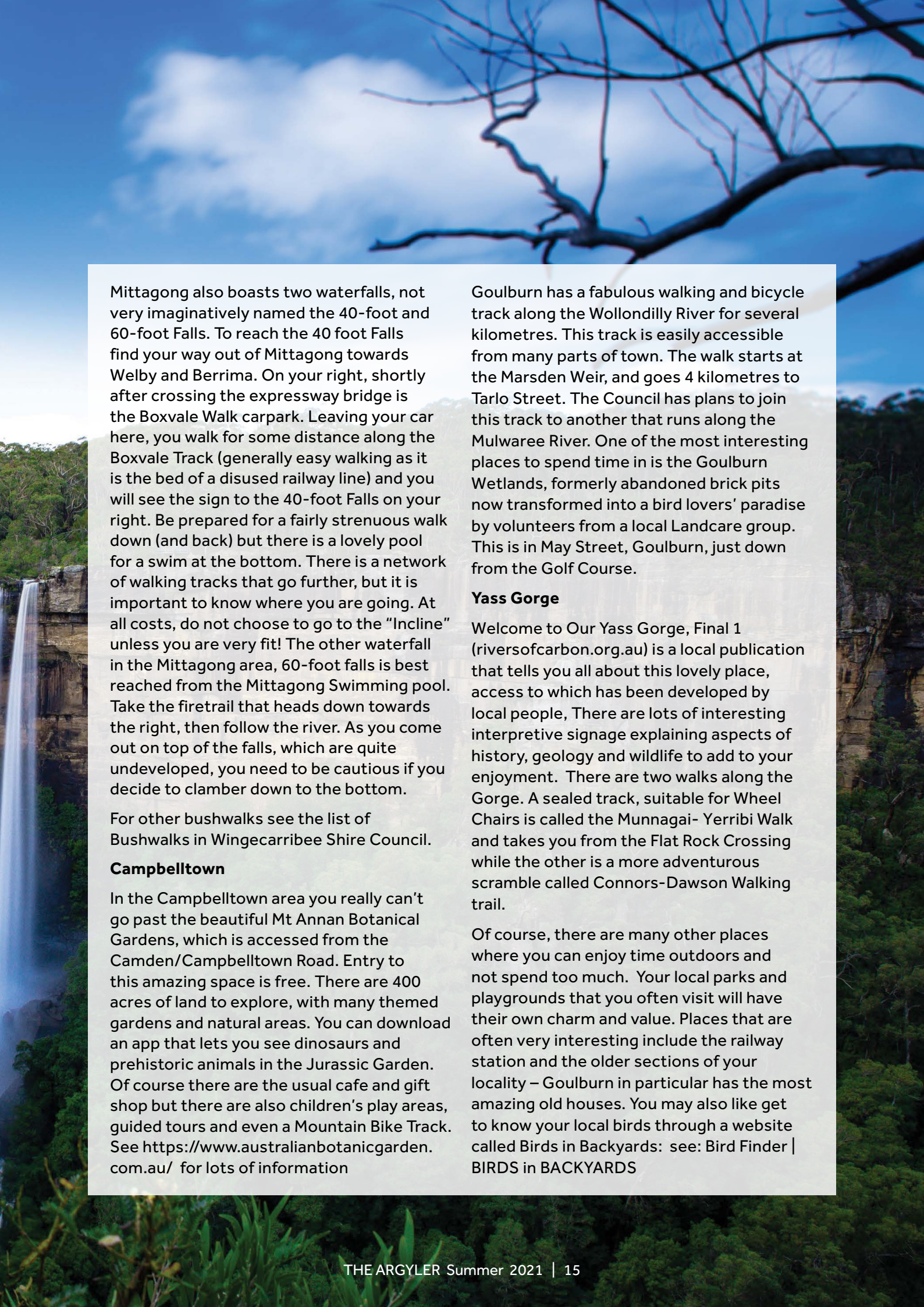
Please check the appropriate websites before setting out if you don't know these areas.

Some places to go...

Wingecarribee waterfall crawl

There are a number of waterfalls around the Wingecarribee area. The best known would be Fitzroy Falls at Morton National Park. Take the Nowra Road from Moss Vale. There is a parking fee of \$4. Also a café and gift shop (best avoided if you are budgeting). From the carpark you walk down to the main viewing platform and can take well-marked tracks to the right for more views of the falls, or the West Rim walk for vistas across the Bundanoon Gullies.

Near Robertson there are two waterfalls: Belmore Falls and Carrington Falls. To get to Belmore Falls, turn off from the main street of town, and go across the railway line, turning right. While you are in Robertson you can also take a short and interesting walk in the rainforest reserve, and check out the Fettle's Shed where there are often displays. To get to Carrington Falls, travel towards Wollongong from Robertson. Turn right towards Jamberoo at the famous pie shop and head along till you see the sign for Carrington Falls. This is a fairly undeveloped place where it is important to stay behind the safety barriers and stay on the paths. It is very pleasant to swim in the waterholes upstream from the falls. If you proceed along the Jamberoo Road to the bottom of the Pass, you get to another well-known, and developed waterfall: Minnamurra Falls. There is a Boardwalk to assist people with disabilities to access this lovely waterfall and the rainforest walk, and a Café and gift shop. Parking here will cost you \$12 per day.



Mittagong also boasts two waterfalls, not very imaginatively named the 40-foot and 60-foot Falls. To reach the 40 foot Falls find your way out of Mittagong towards Welby and Berrima. On your right, shortly after crossing the expressway bridge is the Boxvale Walk carpark. Leaving your car here, you walk for some distance along the Boxvale Track (generally easy walking as it is the bed of a disused railway line) and you will see the sign to the 40-foot Falls on your right. Be prepared for a fairly strenuous walk down (and back) but there is a lovely pool for a swim at the bottom. There is a network of walking tracks that go further, but it is important to know where you are going. At all costs, do not choose to go to the "Incline" unless you are very fit! The other waterfall in the Mittagong area, 60-foot falls is best reached from the Mittagong Swimming pool. Take the firetrail that heads down towards the right, then follow the river. As you come out on top of the falls, which are quite undeveloped, you need to be cautious if you decide to clamber down to the bottom.

For other bushwalks see the list of Bushwalks in Wingecarribee Shire Council.

Campbelltown

In the Campbelltown area you really can't go past the beautiful Mt Annan Botanical Gardens, which is accessed from the Camden/Campbelltown Road. Entry to this amazing space is free. There are 400 acres of land to explore, with many themed gardens and natural areas. You can download an app that lets you see dinosaurs and prehistoric animals in the Jurassic Garden. Of course there are the usual cafe and gift shop but there are also children's play areas, guided tours and even a Mountain Bike Track. See <https://www.australianbotanicgarden.com.au/> for lots of information

Goulburn has a fabulous walking and bicycle track along the Wollondilly River for several kilometres. This track is easily accessible from many parts of town. The walk starts at the Marsden Weir, and goes 4 kilometres to Tarlo Street. The Council has plans to join this track to another that runs along the Mulwaree River. One of the most interesting places to spend time in is the Goulburn Wetlands, formerly abandoned brick pits now transformed into a bird lovers' paradise by volunteers from a local Landcare group. This is in May Street, Goulburn, just down from the Golf Course.

Yass Gorge

Welcome to Our Yass Gorge, Final 1 (riversofcarbon.org.au) is a local publication that tells you all about this lovely place, access to which has been developed by local people. There are lots of interesting interpretive signage explaining aspects of history, geology and wildlife to add to your enjoyment. There are two walks along the Gorge. A sealed track, suitable for Wheel Chairs is called the Munnagai- Yerribi Walk and takes you from the Flat Rock Crossing while the other is a more adventurous scramble called Connors-Dawson Walking trail.

Of course, there are many other places where you can enjoy time outdoors and not spend too much. Your local parks and playgrounds that you often visit will have their own charm and value. Places that are often very interesting include the railway station and the older sections of your locality – Goulburn in particular has the most amazing old houses. You may also like get to know your local birds through a website called Birds in Backyards: see: Bird Finder | BIRDS in BACKYARDS

Feeling Safe in Your Home

Argyle Housing recognises that domestic and family violence can happen to anyone, regardless of social background, disability, age, gender, religion, sexuality or ethnicity. We also recognise that domestic and family violence affects both male and female experiencing domestic abuse. We are committed to supporting victims of domestic and family violence regardless of gender or sexuality.

Argyle Housing takes domestic and family violence seriously and is committed to providing a sensitive and confidential response to anyone approaching Argyle Housing for assistance in cases of domestic and family violence. All information will be kept confidential.

If you need urgent assistance or you feel threatened or at risk call the police on **000**.

For additional advice and information call the Domestic Violence HELP line on **1800 656 463** for specialist assistance.

If you find yourself unable to return home, for safety reasons and have nowhere to go, call Link2Home on **1800 152 152**

Also, approach your Tenancy Officer for ways we can assist by making you feel safer and providing additional support service information. We will give you the opportunity to opt for an employee of the same gender or your choice, to deal with your case where ever practicable. We will also endeavour to meet with you in confidence at Argyle Housing offices.

Argyle Housing will also agree to the method of contact that the victim wishes to be used to stay in contact with them either via phone, text or email.

A better Future for Our

Communities





Argyle Housing Tertiary Scholarships

Up to \$1,500 for individuals

Are you a new or continuing student, mature age student, at University, TAFE or with a registered training organisation?

If you answered **YES** to any of the above, then you are able to apply for the Argyle Housing Tertiary Scholarship.

Argyle Housing scholarships are part of an annual education program for tenants, providing up to **\$1,500** for college, university or TAFE students. The scholarship money can be used to pay for any educational costs, such as course fees, text books, specific clothing, computers or anything which helps you to complete your education.

Applying for an Argyle Housing Tertiary Scholarship is easy: simply fill in a short application form, which takes around five minutes. More than one member of your family can apply. Scholarships are open to any household member enrolled in full-time or part-time tertiary education during 2020.

argylehousing.com.au/about-us/scholarships/

Pictured: Tammy an Argyle Housing tenant scholarship recipient.

Sponsored by



How to Pay Your Rent

Stay up to date with your rent

Every Argyle Housing tenant is supplied with a payment reference number. This is the number that you use to pay your rent for that property. If you move house, you will be given a new number. Please ensure you make the change on the deposit or your money will go into the wrong account.

Please ensure that you use your number when transferring from your bank account into Argyle Housing's account via Electronic Funds Transfer. Do not add any other content into the payment reference section.

BSB: 062 511 Account number: 10186391
Account name: Argyle Community Housing Ltd.
Payment reference: [[Tenancy Reference Number](#)]

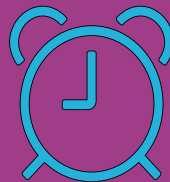
Other ways to pay rent:

1. Set up automatic deductions and make it easy for yourself by contacting your Tenancy Officer or Centrelink
2. In person at any Argyle office via EFTPOS card, savings or cheque account. No credit card or cash payments will be accepted.
3. Pay with cash or card at your local Australia Post, via a Rent Card if you have been previously issued with one.

[Already signed a consent for us to adjust your rent with Centrepay? Then leave it to us.](#)



Anyone moving into your property needs to be approved by your Tenancy Officer.



Notify us within 21 days of any changes to your household income.



Understanding Your Rent Statement



Argyle Housing Ltd
32-36 Wingecambee Street Bowral NSW 2576
www.argylehousing.com.au | info@argylehousing.com.au

Statement of Account

Your name and postal address

Mr Citizen Smith
01 Avenue Road
Suburb, NSW, 2000

Your payment reference number

Tenancy Ref: 00000
Current Weekly Rent: \$226.20
Current Rent Per Day: \$32.31
Current Market Rent: \$430.00

How much rent you need to pay each week

The market value rent on your property

Current rent balance

The date your rent is currently paid to

Rented Address: 01 Avenue Road
Suburb, NSW, 2000

This shows the days your rent is in arrears or in advance

Paid to Date: 01-Aug-2019 as at 01-Nov-2019

Rent Balance: -\$172.47
Non Rent Balance: \$0.00
Total Balance: -\$172.47

Current Non-Rent balance. This may include utilities and tenant damage

Rent in Arrears: -\$172.47 equal to 5.3 days as at 13-Nov-2019

This shows how much your rent is in arrears or in advance

Tenancy Start Date: 15-Oct-1988

Tenancy End Date:

Please ensure to use the reference number 00000 when you make your payment to Argyle Housing

The following are transactions that relate to your agreement

Transaction date	Transaction description	Amount paid	Rent charged	Account balance	
Date	Receipt No.	Transaction Details	Credit	Debit	Balance
12-08-2019	3162364	Debit 12/08/2019 to 18/08/2019		\$226.20	-\$172.47
05-08-2019	3156023	Debit 05/08/2019 to 11/08/2019		\$226.20	-\$398.67
30-07-2019	3151142	Bank deposit	\$453.00		-\$624.87
30-07-2019	3151132	Bank deposit	\$49.90		-\$171.87
29-07-2019	3147063	Debit 29/07/2019 to 04/08/2019		\$226.20	-\$121.97
22-07-2019	3139185	Debit 22/07/2019 to 28/07/2019		\$226.20	-\$348.17
16-07-2019	3135676	Bank deposit	\$453.00		-\$574.37
15-07-2019	3133863	Water usage from 26/02/19 to 21/05/19 (2493)		\$49.90	-\$121.37
15-07-2019	3131275	Debit 15/07/2019 to 21/07/2019		\$226.20	-\$171.27
08-07-2019	3123191	Debit 08/07/2019 to 14/07/2019		\$226.20	-\$397.47
02-07-2019	3118021	Bank deposit	\$453.00		-\$623.67
01-07-2019	3113922	Debit 01/07/2019 to 07/07/2019		\$226.20	-\$170.67
24-06-2019	3104511	Debit 24/06/2019 to 30/06/2019		\$226.20	-\$396.87
18-06-2019	3101137	Bank deposit	\$448.00		-\$623.07
17-06-2019	3097036	Debit 17/06/2019 to 23/06/2019		\$223.90	-\$175.07
10-06-2019	3088476	Debit 10/06/2019 to 16/06/2019		\$223.90	-\$398.97
04-06-2019	3084735	Bank deposit	\$448.00		-\$622.87
03-06-2019	3079501	Debit 03/06/2019 to 09/06/2019		\$223.90	-\$174.87
27-05-2019	3071267	Debit 27/05/2019 to 02/06/2019		\$223.90	-\$398.77
24-05-2019	3068048	MM of rent credit to water	\$74.85		-\$622.67
24-05-2019	3068047	MM of rent credit to water		\$74.85	-\$547.82
21-05-2019	3066911	Bank deposit	\$448.00		-\$622.67
20-05-2019	3063071	Debit 20/05/2019 to 26/05/2019		\$223.90	-\$174.67
13-05-2019	3055125	Debit 13/05/2019 to 19/05/2019		\$223.90	-\$398.57
07-05-2019	3050771	Bank deposit	\$448.00		-\$622.47
06-05-2019	3047141	Debit 06/05/2019 to 12/05/2019		\$223.90	-\$174.47
29-04-2019	3037203	Debit 29/04/2019 to 05/05/2019		\$223.90	-\$398.37

