

# WNEWS

Wentworth Community Housing  
Tenant Newsletter

Issue 19 December 2013



## Message from the Chief Executive Officer

Welcome to this edition of *WNews*.

October saw a number of Wentworth tenants affected by the devastating bushfires in the Blue Mountains. Wentworth contacted tenants in these areas to ensure they were aware of the situation and were ready to evacuate if necessary. Thankfully our tenants were safe and we suffered no property damage.

On the 25th of October Wentworth, in partnership with Housing NSW, responded to the disaster by launching

the Bushfire Disaster Recovery Accommodation Register to assist affected individuals with options to locate to other accommodation through private landlords.

On behalf of the Board and all the staff at Wentworth I would like to wish you a safe and happy Christmas and New Year.

I hope you enjoy this edition of *WNews*!



Nick Sabel | Chief Executive Officer

## Office closures over the Christmas and New Year period

### Penrith office

**18th December** – office closed

**24th December** – office to close at 1:00pm

**25th – 26th December** –  
Office closed

**27th – 31st December** – normal  
operating hours

**1st January** – office closed

### Katoomba and Hawkesbury offices

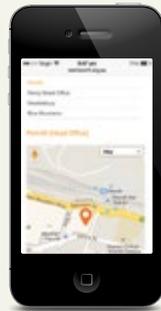
**18th December** – office closed

**Office closed from 1:00pm 24th  
December to Monday 6th January**

For emergency maintenance when  
our offices are closed, please  
call **1300 761 315**

# Wentworth's new Website

On Monday 2nd December 2013 we launched our new website which focuses on easy access to information and latest news, all wrapped up in a responsive design (check it out on your iPhone!). We will be updating the content regularly, so come back often to keep up to date with what's going on.



## BEST – Bringing Every Service Together

Wentworth Tenancy Client Service Staff are piloting a model known as BEST – “Bringing Every Service Together”. This model will see staff engaging greater with communities, contacting tenants more regularly and managing complexities. Staff will be sending letters in the next week advising you who to contact regarding your tenancy.

All tenant inquiries should be directed through Wentworth's reception line on 4777 8000 and staff will redirect you to the staff member managing your tenancy. The 2014 WNews will provide feedback to you as to how the pilot is proceeding.

## Wentworth Integration Service Delivery Program

Wentworth is trialling a new approach in selected areas to deliver better, faster customer service to you. Wentworth Integration Service Delivery (WISD) Program will allow client service visits to be conducted with your CSO and an Asset Officer both present. This visit will provide you the opportunity to:

- › meet and greet Wentworth Senior Management and staff

- › discuss any concerns regarding your tenancy and the community
- › work with Wentworth staff to address any property or maintenance issues

A letter will be sent seven days prior to the visit being conducted within your area.

***We look forward to working with you to improve our customer service***

## Maintenance Queries

**Remember for all Maintenance Queries please ring 02 4777 8000 (select option 1).**



## Swimming Pools

The NSW Land and Housing Corporation (NSW LAHC) has amended its policy to state that swimming pools, including inflatable or portable pools, are no longer approved in properties owned by NSW LAHC. The one exception is “above ground permanent swimming pools” approved by NSW LAHC in exceptional circumstances.

From 29 October 2013 all NSW swimming pools must be registered. For more information, or to register swimming pools free of charge, visit [www.swimmingpoolregister.nsw.gov.au](http://www.swimmingpoolregister.nsw.gov.au).



## 2013 Annual General Meeting

Our 2013 AGM was held at Penrith Panthers on Friday 29th November 2013 and highlighted our achievements during 2012 – 2013. Thank you to all who attended and if you wish to view the latest Annual Report please visit our website.

# WHAT WOULD YOU DO WITH \$1000?

## Wentworth is offering tenants the chance to win 1 x 4 \$1000 cheque

To be eligible you must be compliant from the 21st October 2013 to the 24th January 2014 in one of the three categories:

- 1 In credit with your rent
- 2 Pay your rent on time with no arrears
- 3 Pay your rent and your arrears repayment plan as agreed

For further information on this program please contact us on 4777 8000, visit one of the Wentworth offices or view the "News" page on our website.



## Going on Holidays?

If you are going away over Christmas or anytime during the year it is important that you notify Wentworth Community Housing so we can note it on our system. You will need to provide us with an emergency contact name and number just in case we need to contact you.

## RENT STATEMENTS



Your rent statement included with this newsletter was printed as at 29th November 2013. If you have made payments after this date they will appear on your next rent statement.

## Wentworth's New Development

Wentworth is excited to announce that our new development in Penrith is almost complete! Our "Derby on Derby St" development is conveniently located close to transport, shops and other services.

The 61 unit complex was funded under NRAS and has a mixture of bedsitters, one, two and three bedroom units.



## Your Voice – 2013 Tenant Survey

Wentworth's 2013 Tenant Survey will be distributed via mail on Monday 20th January 2014. This survey offers the chance for you to comment on the service we provide to you and you will be able to rate your satisfaction. Your feedback will help to improve our service delivery.

When you receive your tenant survey please complete the questions and return it in the provided prepaid envelop to ensure your voice is heard. If you have difficulty in completing your forms, please contact your local office and we will arrange for a Tenant member to assist you. You will also have the chance to win a gift voucher just for letting us know what you think.

## HEAD OFFICE

### Penrith

**Address:** Borec House, Suite 1002, Level 1  
29–57 Station Street, Penrith 2750  
PO Box 4303, Penrith Westfield 2750

**Phone:** (02) 4777 8000  
**Fax:** (02) 4777 8099  
**Email:** [admin@wentworth.org.au](mailto:admin@wentworth.org.au)

**Opening hours:**  
8:30am–4:30pm Mon, Tue, Thu, Fri  
1:00pm–4:30pm Wed

### Henry St Office

114–116 Henry Street, Penrith  
Office hours: By appointment only

## BRANCHES

### Hawkesbury

**Address:** 409A George Street  
South Windsor  
**Phone:** (02) 4777 8000

**Opening Hours:** 8:30am–4:30pm Mon, Tue,  
Thu, Fri (closed Wed)

### Blue Mountains

**Address:** Shop 2, 23–27 Cascade Street  
Katoomba  
**Phone:** (02) 4777 8000

**Opening Hours:** 8:30am–4:30pm Mon, Tue,  
Thu, Fri (closed Wed)

## OUT OF HOURS EMERGENCY MAINTENANCE LINE 1300 761 315

## Looking for Work? A great job opportunity has opened up!

Trim & Proper Property Services (contractors for Wentworth) are looking for Wentworth tenants and/or their household members who are seeking work. Trim & Proper maintain Wentworth common area properties located in the Penrith, Hawkesbury, Blacktown and Blue Mountains areas.

No experience necessary – all training will be provided however you must be fit, reliable and enjoy working outdoors.

You will get the chance to learn and grow, perform a variety of tasks and be a part of a great team.

We're looking for people ready to start work and training right now! The work will be Monday to Friday, 38 hours per week between the hours of 6:30am – 3:00pm.

If you are looking for a challenging and rewarding role please contact Paul on **8738 0100** or [pslack@scorecruitment.com.au](mailto:pslack@scorecruitment.com.au)



## Thank you

Wentworth would like to thank all our partners and contractors for all your support over the last 12 months and we look forward to working with you in 2014.

We would also like to thank the Tenant Engagement and Advisory Members (T.E.A.M) and their families for their continued commitment throughout 2013.

We wish you a merry Christmas and a safe new year.



## Next WNEWS

Our next edition of WNEWS is planned for February 2013. Let us know if you would like it emailed to you or if you would like to see an article on a specific topic.