

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 29 June 2016



**Message from
the Chief
Executive Officer**

Welcome to the winter edition of WNews. In this edition you will find updates on Wentworth's fundraising activities, a snap shot of our tenant survey results, engagement activities with the local community and upcoming events.

Since our last edition Wentworth is continuing to focus on our service delivery to ensure all our tenants are satisfied. We are reviewing the results from our latest tenant survey and developing strategies to respond to your feedback and areas that mean the most to you.

As the days continue to grow colder please ensure that you stay warm and are using any heating devices safely. Winter is also the perfect time to start cleaning your property surrounds to ensure you are ready for the summer months.



Stephen McIntyre
Chief Executive Officer

RENT STATEMENTS

Your rent statement included with this newsletter was printed as 30th June 2016. If you have made payments after this date they will appear on your next rent statement.



Blanket drive

During the month of June Wentworth called for blanket donations from the local community and business's to help those people experiencing homeless keep warm during winter. Donation boxes were located at 7 locations in Penrith, St Mary's and Glenbrook including Westfields and libraries. Local Penrith business, Diamond Laundry Services, kindly donated their services to clean all blankets before they were distributed. I am pleased to advise that we received over 370 blankets as well as hundreds of beanies, gloves, scarves and tinned food which have now been distributed to those in need. Thank you to our partners and everyone who donated to this worthy cause.



Photo: Pranesh Nageshwar

Blacktown/Riverstone

Koori Cuppa and BBQ
2nd and 4th Monday of every month
10:30am – 1:00pm

Riverstone Neighbourhood Centre,
Sam Lane Complex – Park Street,
Riverstone

**Riverstone After School
"Homework Help"**
Every Thursday during school term
3:00pm – 5:00pm

Riverstone Youth Centre
Sam Lane Complex – Park Street,
Riverstone
Contact Youth Worker on 9627 3622

**Riverstone School Holiday
program and activities**
July school holidays

Riverstone Youth Centre
Sam Lane Complex – Park Street,
Riverstone
Contact Youth Worker on 9627 3622

Hawkesbury

NAIDOC Event
Sunday 10th July
10:00am – 3:00pm

Richmond Park
Windsor Street, Richmond

Hawkesbury Homelessness Hub
Thursday 1st September &
Thursday 1st December
10:00am – 12:00pm

St Matthews Church Hall
Moses Street, Windsor

Penrith

Koolyangarra Outreach
Last Tuesday of every month
10:00am – 1:00pm

Koolyangarra Aboriginal and
Family Centre
1 Kington Place Cranebrook
Transport provided for those in Penrith
LGA. Book essential for transport.

For members of the Aboriginal
Community across the Penrith LGA to
come and get information on service and
assistance with services on the day.

Cranebrook Youth Hub
Young People aged 11-24 years of age
Every afternoon Monday to Thursday
Drop In will run every afternoon
Monday to Thursday from 3pm
to 5pm

3 Kington Place, Cranebrook, (next door
to Koolyangarra Aboriginal Child &
Family Centre, off Pendock Rd).

Call 02 4729 3907 for more information
and ask to speak to someone in the
Youth Team.



The Breakfast Club
Wednesday 23rd June
7:30am – 8:45am
Weekdays during school terms

Cranebrook Neighbourhood Centre
Hosking Street Cranebrook

For students of Cranebrook High
School and Braddock Public. Parents
also welcome.

**Nepean Community Neighbourhood
Services – School Holiday Program**
July school holidays

Koolyangarra Aboriginal Family Centre
Contact Nerida on 0417 498 918

Penrith Homelessness Hub
Wednesday 3rd August &
Wednesday 16th November
9:00am – 11:00am

Joan Sutherland Centre, Penrith

Tenant Survey Snap Shot

Thank you to all tenants who completed
their tenant survey earlier this year. Here is
a snap shot of what you have told us.



42%
of our tenants

responded to the
Tenant Survey



81%
of our tenants

are satisfied with the
services Wentworth
provides



79%
of our tenants

are satisfied with
their property
condition



69%
of our tenants

advised that repairs
and maintenance is
their top priority

You also told us that we could be better at communicating with you and responding to complaints. We are developing a plan to respond to your feedback with a focus on communications, complaints, customer service and repairs and maintenance.

Sustainable Communities Update

Social Housing Initiative Fund

Wentworth has been successful in its application from Family and Community Services to deliver a project known as 'Our Place Our Gathering Space' in Cranebrook. The initiative will provide an interactive community project to transform unutilised land into an attractive and creative meeting place that brings residents and the community together. Further information will be provided in upcoming WNews editions.

"Our Place, Our Space", Cranebrook

Wentworth used funding from Penrith City Council's Magnetic Places Grant to create the "Our Place, Our Space" community project. This project included a series of 13 free creative pop-up parks, and workshops focusing on transforming select locations in Cranebrook into temporary "parklets".

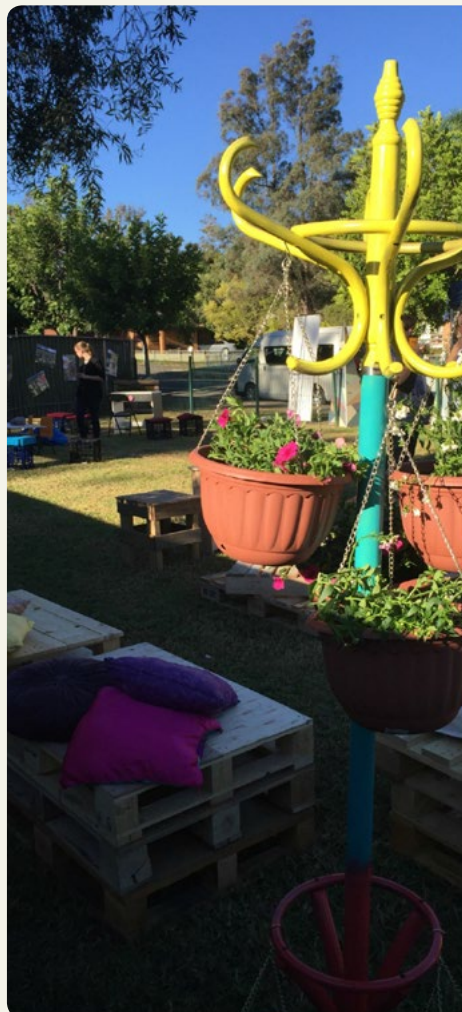
The project was managed and co-funded by Wentworth with Nepean Community Neighbourhood Services and Braddock Public School.

To celebrate the completion of the project, two showcase events were held on Thursday 9 June.

The first event was a morning tea for parents and community partners at Braddock Public School showcasing the school's newly built pop up parklet which was built and designed by students and teachers.

The second event located in front of Beacraft Place, Cranebrook showcased a temporary pop up parklet developed by local residents and included a visual photographic exhibition of the project. The residents enjoyed a BBQ and an evening celebrating the use of the parklet.

More about the project can be found on Penrith Council's Neighbourhood Renewal Facebook page. <https://www.facebook.com/PenrithNR>



For the fastest service call (02) 4777 8000

"Girls with Goals" Netball Scholarship



Saturday 30th April saw the official opening of the Penrith Netball season at Jamison Park with the traditional March Pass. Our five scholarship girls arrived excited and dressed in their new uniforms, ready to take part in the march and play their first games, despite the gloomy weather! Our two youngest scholarship recipients lead the march procession for Cambridge Park club along with Wentworth's Sustainable Communities Officer, Lisa Eggers.

Cambridge Park were runners up in the March pass and the girls were presented with a large trophy and photographed with the Member for Londonderry, Prue Car and Member for Lindsay Fiona Scott.

All the girls had a great day playing with their new teams, with plenty of standout performances and wonderful team spirit.

With the netball season now well underway our girls are settled in their teams and are enjoying training and playing each Saturday with their new friends.

The girls are well supported by the Club and have wonderful coaches, who are developing their skills and the love of the game.



Winter Fire Safety Tips

Each year, the NSW Fire Brigades attends approximately 4,500 residential fires in NSW with approximately 30% of them occurring in winter months. As the months become colder individuals will start to use electric blankets and heaters which increase the chances of a house fire. To ensure you and your family stay safe this winter please read the following tips:

- › Make sure you and your family know two safe ways out of your home
- › Never ever leave cooking unattended
- › Check electric blankets for damage or frayed cords, ensure they are turned off each day
- › Take care to keep curtains, tablecloths and bedding away from portable heaters
- › Ensure your smoke alarm is in working order and if it isn't contact Wentworth Community Housing's maintenance line immediately on (02) 4777 8000
- › Do not overload power points
- › Clean the lint filter in your clothes dryer each time before use

Rouse Hill now open

Our development of 28 affordable apartments at Rouse Hill was completed in May and the building has started to be tenanted. The apartments are located adjacent to the Rouse Hill Town Centre and near transport. Units are available for rent to eligible applicants for 75% of market value (income criteria apply.) For further information regarding how to apply for one of these units please contact your local office.



Fundraising Event – Trivia Night

Wentworth held our first Game Challenge Night in April in partnership with Penrith PCYC. Monies raised from this event provided temporary accommodation for people experiencing homelessness, and a donation to the PCYC to upgrade their facilities. Over 30 local businesses supported the event with over 200 staff, tenants and partners in attendance.

Tenant Engagement Advisory Members (T.E.A.M)

The first half of this year has been busy for your T.E.A.M members with a number of planning sessions taking place. The planning sessions held at Richmond and Penrith provided the T.E.A.M with the opportunity to review achievements for the year and plan for the remaining part of the year. I am pleased that a few new faces joined the planning sessions and have now joined the T.E.A.M.

Also three of your T.E.A.M members attended the Tenant Training Workshop on 15th March held at the NSW Federation of Housing Associations. The aim of the workshop was to give tenants the confidence, knowledge, and skills to be comfortable with taking on roles in the Tenant Advisory Groups and on other committees. T.E.A.M member Pauline advised,

"The purpose was to learn how to conduct meetings, where tenant issues are discussed with a view to solving them within specific timeframes. The idea is to be able to run these meetings independently of the Housing body's staff and learn about policy, tenant issues, and process protocols in order to have effective consultation and communication between the two parties. It was a wonderful workshop and we gained lots of useful information, we also got to see how other Housing bodies conduct integration with positive outcomes for tenants and Housing."

Interested in participating in the T.E.A.M?

WNews is based on topics of interest raised by the T.E.A.M. If you are interested in participating please contact Lisa on **4777 8000** or email **admin@wentworth.org** with attention to Lisa.

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

Opening hours:

8:30am-4:30pm Mon, Tue, Thu, Fri
1:00pm-4:30pm Wed

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**

Next WNEWS

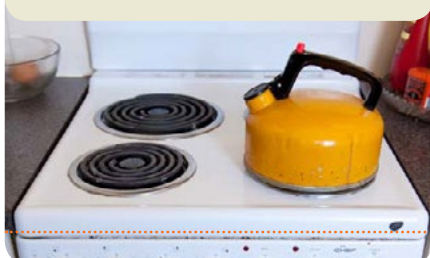
Our next edition of WNews is planned for September 2016 and will be mailed and displayed on Wentworth's Website www.wentworth.org.au/resources-newsletters

If you would like to see an article on a specific topic please email admin@wentworth.org.au



Maintenance Queries

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



Modifications

Wentworth has the capacity to undertake modification work to properties

There are 2 types of modification works:

1. **Major Mods** involve structural changes to the property, and can include ramps or bathroom renovations.

In all cases of major modifications, clients must seek the involvement of an "Occupational Therapist" (O/T) who will work with Wentworth to determine what best suits the clients needs.

2. **Minor Mods** involve minor changes or inclusions to the property that can include grab rails or quarter lever taps.

Minor modifications will require medical advice in writing to Wentworth to determine the appropriate works. In some cases of large scale Minor Mods, an occupational therapist's report may be required.

All requests can be hand delivered to your local office, mailed, or sent via email to admin@wentworth.org.au

Do you enjoy the outdoors?

A great job opportunity is awaiting you!!

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 which includes lawn mowing and the cleaning and maintenance.

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

