

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 31 March 2017



Message from the Chief Executive Officer

Welcome to the Autumn edition of WNews. What a hot Summer we just endured! I hope that you managed to stay cool and found our updates about the extreme heat useful.

We have been receiving positive feedback about our newly renovated and expanded Penrith office, and it's very pleasing to see that our meeting rooms are being well used by tenants. Providing you with the best service is our upmost priority and we'll continue to work on this.

In February, our Heading Home – Ending Homelessness Here project was recognised at the western Sydney community sector's Zest Awards, winning the award for Exceptional Community Partnership Project across a Region. You can read more about it in this newsletter. I'm very proud of our Wentworth team and the work they are doing to end homelessness across our region and would like to thank everyone involved in the project's success so far.

You would have now received your tenant satisfaction survey from the NSW Federation of Housing. We encourage you to complete and return your survey as your feedback helps us better improve housing outcomes and services for all our tenants.

As the weather gets cooler, now is the time to make sure your house is ready for winter. Please get in touch if you have any maintenance issues.

We look forward to seeing you throughout 2017.



Stephen McIntyre
Chief Executive Officer



L-R: Vesna Kapetanovic (Penrith City Council), Joanne Robinson (Wentworth), Kris Newton (Mountains Community Resource Network (MCRN), Jeffrey Donley (Donley Real Estate), Jenny Ranft (Wentworth), Michael Laing (Hawkesbury City Council), Stephanie Oatley (Platform Youth Services), Stephen McIntyre (Wentworth), Julia Jasprizza-Laus (Mission Australia).

Wentworth wins award for innovative work to address homelessness

Wentworth Community Housing's Heading Home – Ending Homelessness Here project has won the western Sydney community sector Zest Award for Exceptional Community Partnership Project across a Region, for its innovative work to end homelessness in Penrith, the Blue Mountains and Hawkesbury.

The project, led by Wentworth in partnership with Platform Youth Services, Mission Australia (Kingswood) and supported by the Mercy Foundation, surveyed 78 individuals and families across the region as part of its November registry week.

Wentworth CEO, Stephen McIntyre thanked the Zest Awards organisers and said it is collaboration from all parts of the community that will help ensure Heading Home achieves its ultimate goal of functional zero homelessness. "The Heading

Home project identified the challenges facing people experiencing homelessness through registry week, and now we are working with the broader community, from real estate agents and other business owners to community service providers to help us find housing solutions."

Mr McIntyre noted a number of potential housing solutions suitable to the region, including tiny homes and secondary dwellings or garden flats. He also said that a housing locator position will be important in helping find suitable housing for people experiencing homelessness. "The task is big, but with community connections and partnerships, ending homelessness across the Blue Mountains, Hawkesbury and Penrith is an achievable goal."



When the NSW Premier popped into Penrith

Wentworth CEO, Stephen McIntyre speaking to Premier Gladys Berejiklian and State MP for Penrith Stuart Ayres about important issues impacting western Sydney including affordable housing.

Wentworth's commitment to providing better service

Over the coming months Wentworth will be updating its phone systems so that when you call us with an enquiry we can provide a better service. Being able to respond quickly and give you timely answers to your questions is very important to us. We hope you'll experience the difference soon. Stay tuned!



Our refurbished and expanded office

At the end of last year, we renovated and expanded our Penrith office so that we can better service our clients. We hope you can come and visit, and let us know what you think about the Wentworth experience when you come and see us.



New Bee & Bee for Darley Street, Katoomba

Dave and Emma from Wentworth Community Housing present Darley Street resident Caine Ward (centre) with a bee hotel for its community garden.

The bee habitat was specially made to attract solitary native Australian bees which are stingless so won't pose a danger to residents.

A special thanks to Phillip Nelson of the Upper Katoomba Bushcare Group, who made and donated the bee habitat free of charge.

We will keep you posted on how our Darley Street Bee & Bee goes.

WHAT DO YOU WANT IN WNEWS?

Wentworth will be conducting a survey amongst all our tenants later in the year to find out from you how you would like to receive WNews and what you would like to see in it. We'll be in touch with more information soon!



Getting to know Wentworth people

Introducing Beth Gaut, Wentworth's new Client Services Officer.

1. How long have you been a CSO?

I started in this role in November 2016.

2. What does a CSO do at Wentworth?

A CSO is responsible for managing a portfolio of tenancies by building relationships with tenants, linking them to possible supports and helping them maintain a successful and ongoing tenancy.

3. What is something you have learnt since starting at Wentworth?

So far I have learnt about the importance of working as a team and consistent communication.

4. What are you most looking forward to about your new role?

I am looking forward to being in a position where I can build relationships with people that will help them sustain a successful tenancy and improve their general outlook.

5. Which areas are you covering?

I cover the mid and lower Blue Mountains and some parts of Penrith.

Koolyangarra Aboriginal Service Outreach dates 2017

1–2 Kington Place Cranebrook.
10am–1pm on the following dates:

- › March 28th
- › May 30th
- › June 27th
- › July 25th
- › August 29th
- › September 26th
- › October 31st
- › November 28th

Paying your rent and water on time

As a Wentworth tenant, it's really important that you keep up-to-date with your rent and water so that debt doesn't accumulate and you don't risk breaching your tenant agreement.

We will let you know if you've missed a payment, and please get in contact with your CSO if you are having any difficulties with paying your rent and water. We are here to work with you through any difficult financial periods to help ensure you stay on track with your payments.

For a fact sheet on rent and water arrears please visit www.wentworth.org.au/files/resources_10_2639811208.pdf
Our website also has some helpful factsheets on managing your finances.

NSW Police Community Portal

The NSW police has introduced a confidential and secure online portal where members of the community can report issues like lost property, graffiti and theft. For more information visit <https://portal.police.nsw.gov.au>



Little Jarjums Playgroup

Every Wednesday 9.30am–12pm
Riverstone Neighbourhood Centre

- › Little Jarjums Playgroup is for children 0–5 years
- › A registered nurse is available to answer questions on your child's development and to check weight, height and growth
- › An Aboriginal Health worker is also available
- › For more information contact Rae Brown on **9627 3622** or Vickie Mason on **0348 398 813**

Maintenance queries

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 Modifications

These 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 client's needs.

2. Minor Modifications

These 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 modifications, 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



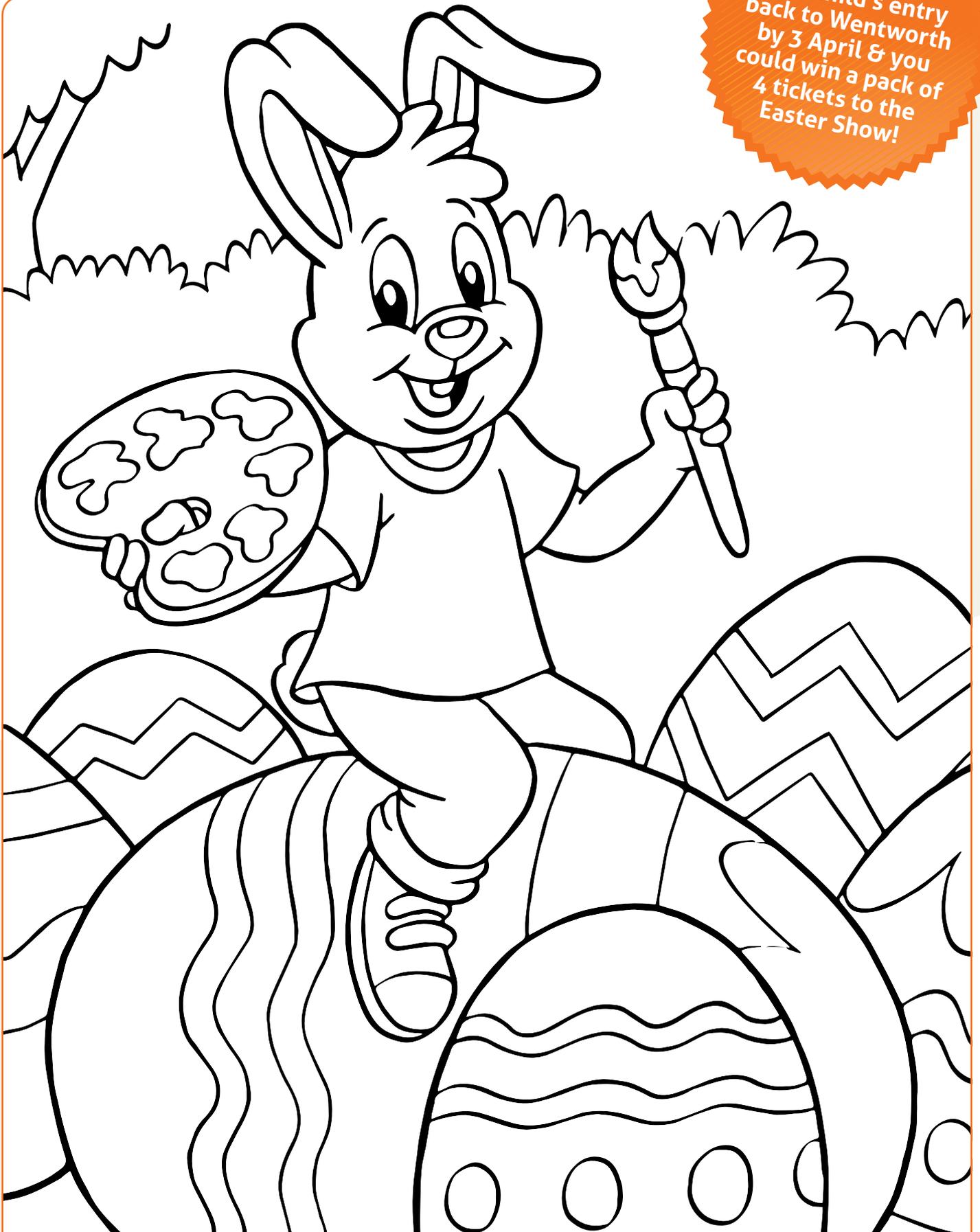
RENT STATEMENTS

Your rent statement included with this newsletter was printed as **24 February 2017**. If you have made payments after this date they will appear on your next rent statement.

For the fastest service call **(02) 4777 8000**

Wentworth Easter colouring-in competition

Send or drop
your child's entry
back to Wentworth
by 3 April & you
could win a pack of
4 tickets to the
Easter Show!



Email: vanessaT@wentworth.org.au | Post: PO Box 4303 Penrith Westfield NSW 2750

Hand delivery: Borec House, Suite 1002, Level 1, 29-57 Station Street, Penrith

* Terms & conditions on Wentworth's website www.wentworth.org.au



**OUT OF HOURS EMERGENCY
MAINTENANCE LINE
1300 761 315**

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)

Next WNEWS

Our next edition of WNEWS will be out in June 2017 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

Connect with Wentworth on Social Media

Interested in what's happening in your community, Wentworth and the housing sector? Connecting with us has never been easier.

If you are interested in finding out the latest news, job ads or up to date information from Wentworth, please like the Facebook Page today <https://www.facebook.com/WentworthCommunityHousing>

Or connect on



Twitter: @Wentworth_CH



Instagram: Wentworth Community Housing



LinkedIn: Wentworth Community Housing

Would you like to move into a new affordable home in Ropes Crossing?

A number of brand new two, three and four bedroom homes are now available in Ropes Crossing, with rents at 75% market rate. For affordable housing applicants, you must be able to meet certain criteria. Please email ropescrossing@wentworth.org.au if you are interested in receiving more information. Wentworth will be opening two new affordable housing apartments later in the year, in St Marys and Rouse Hill. Stay tuned for more information on these exciting projects!

