

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 34 December 2017



Message from the Chief Executive Officer



Office closing times for Christmas 2017

All Wentworth offices will close over the Christmas and New Year's period.

Friday 22 December 2017 the Penrith, Windsor and Katoomba offices will be closed from 12.30pm and will then all reopen on Tuesday 2 January 2018.

Welcome to the summer edition of WNews. The last quarter of this year saw us involved in crucial events and activities that held true to our aim of promoting tenant wellbeing.

Our commitment to increase capacity for independent living among young people at risk of homelessness saw us sponsor the National Foyer Conference once again this year. We believe foyers are a great model for helping young people to engage in education and training in a supportive environment where they are able to thrive.

Talking about tenant wellbeing, it was delightful to see some of the land surrounded by our social housing properties in Cranebrook transformed into a welcoming outdoor space for local residents, their friends and families to meet. There can never be too many times to say that the 'Our Place Our Gathering Space' project was only possible due to our strong partnerships with the community, government and private sector. We hope the new outdoor space will bring a sense of pride and belonging to our tenants.

As I mentioned in the previous edition of this newsletter, we want to find the best ways to reach you with useful and relevant information. In this edition, you'll read more about the survey we'll conduct over the phone between 11 and 22 December 2017 to improve the way we communicate with you. So if you are the head tenant of your property, it's likely that you'll receive a call from us.

Also in this December issue, you'll find our Annual Report highlights, information about new affordable housing units in St Marys, and some pretty important advice for when you want to make cash deposits to us.

Keep cool this summer and I hope you enjoy the festive season. Talk again in 2018.

Happy reading.



Stephen McIntyre
Chief Executive Officer

Tenant communications telephone survey – you'll get a call from us

This December, we'll chat to you over the phone to find out the best ways to reach and provide you with useful information.

We'll call head tenants within business hours between 11 and 22 December 2017. The phone survey has designed to be short because we know how precious your time is.

Your answers will help us understand and improve the way we communicate with you. We want to make sure you're getting value from our content. So thank you for participating in the survey.

Building resilient communities at the core of Wentworth's AGM this year

Planning for the future of Western Sydney, with emphasis on affordable housing, was at the core of the discussions at Wentworth Community Housing's Annual General Meeting Friday 17 November.

We held our 2017 Annual General Meeting in Blaxland – the perfect chance to distribute our Annual Report as well as to inform our commitment to provide affordable housing solutions and ending homelessness across Western Sydney.

The event was also a great opportunity to hear from our guest speaker, Greater Sydney Commission's Social Commissioner, Heather Nesbitt, about the Western City District Plan, the work being done on the Western Sydney City Deal, and the importance of affordable housing as Western Sydney continues to grow.

The AGM also featured special entertainment by Blaxland High School group The Chimes, which filled the room with great music and entertained our guests with a couple of wonderful performances.

Our Place Our Gathering Space to improve community life



On Wednesday 27 September, we were delighted to deliver a new outdoor space to our social housing properties in Cranebrook. The Our Place Our Gathering Space is a welcoming outdoor area designed to improve community connections.

Featuring high quality and durable materials, it was conceived after community consultation also becoming a place where local organisations can deliver services and run activities.

The launch had the presence of the Hon Stuart Ayres MP, Penrith Council's General Manager, Alan Stoneham, Wentworth staff, and some of our tenants, who enjoyed a family fun day.

'Our Place Our Gathering Place' project is a prime example of a successful partnership between the community, government and private sector.





National Foyer Conference

Because we're committed to support young people to fulfill their potential, we were proud to sponsor the National Foyer Conference held on 25 October and 26 October at the Crowne Plaza Hotel in Coogee Beach.

Foyers aim to help young people at risk of becoming homeless to obtain the life skills and the education they need to live independently, with the security of stable accommodation.

Annual Report highlights – what you should know

In 2016-17, Wentworth got to:

- › Manage **2200 properties**
- › Provide **4,392 people with a home**
- › Support **994 clients through homelessness services**
- › Complete and open a **10-unit affordable housing property** in Rouse Hill
- › Upgrade and expanded the **Penrith Head Office**
- › **Celebrate 20 years** of servicing Western Sydney

We're receiving expressions of interest for new affordable housing in St Marys

A number of brand new one and two bedroom homes will be available in St Marys on Phillip Street, St Marys, late this year, with rents at 75% market rate. Affordable housing applicants must be able to meet certain criteria, so email affordablehousing@wentworth.org.au or visit wentworth.org.au/affordable-housing.html if you want more information or to apply.



Make sure we receive your cash deposit payments

When you choose to pay your bills by cash deposit, we need you to inform your agent number the moment you make the transaction.

The agent number is the bank deposit number found on your rent statement. This number prevents your money from getting lost in between accounts and ensures we receive your payments.

This is something to remember and that ensures the payment process runs smoothly. Feel free to contact us if you need more information.

Maintenance Queries

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



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 December 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



**Getting to know
Wentworth people**

**Heather Chaffey, Sustainable
Communities Manager**

**How long have you been with
Wentworth?**

I started my role in October this year.

**What does a sustainable
communities manager do?**

At Wentworth we are still defining what the sustainable communities' team will do and it's exciting because it's a blank canvas. We will work in collaboration with tenants on projects which express their ideas and work to equip tenants with the tools they need to become more independent and lead the lives they want for themselves.

As the manager, I will support and grow the team to do this work as well as working with other senior managers on how we, as an organisation, engage with the communities we serve.

**Are there any projects that you
are working on now?**

At the moment I'm working on a number of initiatives that fall into three major buckets: social and cultural, economic futures, and the environment. I'm supporting my team, and other parts of Wentworth, to develop exciting new programs such as Western Sydney Women in Social Housing (WISH), Tenant Advisory Group (TAG), heat mitigation and an exciting seniors project.

**If a tenant has an idea for a
project in their community, how
do they get started?**

At Wentworth we want to build people up and create communities which are creative and where people are supported to be active and be well. My new job is to work with tenants to see how we can make that happen. If you've got any ideas about that, feel free to give me or my team a call.

**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

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WentworthCommunityHousing](http://www.facebook.com/WentworthCommunityHousing)

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