

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 32 July 2017



Message from the Chief Executive Officer

The Wentworth office will be closed on Wednesday, 16 August. For urgent enquiries please use our out of hours number 1300 761 315.

Welcome to the Winter edition of WNews. Although the weather has been reasonably mild, I hope that everyone is staying warm and looking after yourselves in these colder months. Winter can be challenging when it comes to property maintenance so please don't hesitate to get in contact with any enquiries or requests.

Providing secure, appropriate and affordable housing is a core part of our purpose, and it brought us a great sense of achievement towards this purpose when we opened our latest affordable housing property in Rouse Hill recently – our second in the Hills Shire. Whether we are housing in our affordable units essential service workers, women escaping domestic violence or single parents on limited incomes, it's important to have a wide range of affordable properties so we can build inclusive communities. We are very excited about this project and look forward to delivering more affordable housing projects for Western Sydney.

Thank you to all our tenants who completed the tenant satisfaction survey from the NSW Federation of Housing. This is an important survey that enables us to better service all our tenants' needs and we appreciate your participation. You'll see in this newsletter that participation meant a prize for 10 of our tenants!

I hope many of you had the opportunity to participate in NAIDOC week, which is an important occasion on Wentworth's calendar to recognise the contributions Indigenous Australians make to our society. If you have any stories or photos of NAIDOC activities you participated in and would like to share, please let us know.

It was great to visit and meet our new tenants in Rouse Hill, and I look forward to seeing many more of our tenants at my community visits throughout the year.



Stephen McIntyre
Chief Executive Officer



Wentworth celebrates NAIDOC

National Aborigines and Islanders Day Observance Committee (NAIDOC) Celebrations took place between 2-9 July with the theme Our Languages Matter.

Every year Wentworth Community Housing takes part in and supports the NAIDOC Celebrations across our communities, to celebrate the history, culture and achievements of Aboriginal and Torres Straight Islander people.

NAIDOC week is a great opportunity to participate with the community and partners, to celebrate with Aboriginal people and the broader community. It was fantastic to start NAIDOC celebrations this year with a Civic Reception held by the Mayor of Penrith City Council, Councillor John Thain, where we caught up with Penrith's 2017 Young Citizen of the Year, Penrith Mitchell Beggs-Mowczan. Mitchell has dedicated 6 years working for the Aboriginal health team "Close the Gap". An outstanding local citizen who does amazing work in our community!

Wentworth also sponsored community activities at a number of events in Riverstone, Penrith, Katoomba and Richmond and we look forward to bringing you some pictures in our next newsletter.



Kindness in our community

One of our Blue Mountains residents, Helen Westgate saw that her 84 year-old neighbour, Irene Ashley was locked out of her Wentworth Falls home.

Irene had to wait up to four hours for a locksmith in the cold, so Helen made sure Irene was okay, invited her into her own home and gave her a cup of tea.

If you hear of a good news story in your community, we would love to hear about it!

Introducing Elissa Neill, Maintenance Officer



renders, debit notes, invoices, rectification work when a tenant vacates, issues with trees, fences or a missing garbage bin.

What do you like most about your job?

Changing a negative into a positive. When a tenant is distressed over a maintenance issue it's a great feeling to be able to change their view on this situation and it also makes them feel more positive about Wentworth.

How long have you been a Maintenance Officer?

I started with Maintenance on the 15th May 2017.

What does a Maintenance officer do at Wentworth?

We look after any maintenance issues a tenant has in the course of their tenancy with Wentworth, whether it be an alteration/addition or modification request, a washer that needs changing or a hot water system that has burst. We also handle service

It's a stressful job at times however being part of this team and its comradery makes it easy to enjoy being here.

Which areas do you cover?

We cover the Blue Mountains, Hawkesbury, Blacktown, Penrith Greater Sydney areas.

Koolyangarra Aboriginal Service Outreach dates 2017

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

- › July 25th
- › August 29th
- › September 26th
- › October 31st
- › November 28th

Winning with Westfield

Thank you to all our tenants who completed the recent tenant survey. Your responses help us to understand what we do well, and where we need to improve. We appreciate the feedback, as it means we can provide you with the services and support you need.

We had 10 tenants each win a \$50 Westfield voucher. One of our happy winners was Frank Thomas, pictured here collecting his prize from Wentworth's Windsor office.



Frank Thomas receiving his Westfield voucher.



Vanessa Tomas representing Wentworth at a recent outreach day at Cranebrook.

Outreach at Cranebrook

Our Sustainable Communities Officer, Vanessa Tomas attends Outreach at our Cranebrook properties every second week. Developing strong community connections is very important to Wentworth as it allows us to build resilient communities and enable local leadership and participation.

If you are at Cranebrook on a community outreach day, please come and stop by for a chat.



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 tenancy agreement.

We will let you know if you've missed a payment, and please get in contact with you 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 areas please visit www.wentworth.org.au/files/resources_10_2639811208.pdf
Our website also has some helpful factsheets on managing your finances.

The Hills home to new Wentworth affordable housing

Wentworth Community Housing celebrated the completion of our second affordable housing development in The Hills District and second in Rouse Hill, with the official opening of our new 10-unit property on 27 June.

A mix of five affordable and five social housing units, the apartments will bring much needed rental relief to residents on low to moderate incomes.

Wentworth CEO, Stephen McIntyre said in his speech at the official opening "The Hills is a tremendous place to live with great amenity and access to services."

He also noted the importance of providing affordable housing for The Hills District community. "Whether it's essential service workers, women escaping domestic

violence or single parents on limited incomes, it's important to have a wide range of affordable properties so we can build an inclusive community"

The official opening was represented by the three levels of government, with Federal Member for Mitchell, Alex Hawke MP, State Member for Castle Hill, Ray Williams MP and General Manager of The Hills Shire Council, Michael Edgar in attendance to support the project and Wentworth's work in the community.

"On behalf of everyone at Wentworth, we would like to welcome our new tenants. Rouse Hill is a vibrant and active community of The Hills Shire, and it's fantastic that Wentworth now has two properties to help those most in need of housing," said Stephen.



New Divisional Manager, Housing Services to join Wentworth

Wentworth is pleased to announce the appointment of our new Divisional Manager, Housing Services, Clive Bradshaw who is joining us from Link Housing where he is performing the role of General Manager Housing and Communities. Clive has many years of experience within the sector, both for Community Housing Providers and in senior roles within Family & Community Services. Clive will join us formally on 2nd August and we look forward to introducing him to you then.

Celebrating our staff

Two fantastic staff recently received an award from CEO, Stephen McIntyre for their great work at Wentworth. It is important to us that our staff live our values of Respect, Integrity and Compassion, so that we are providing the best level of service to all our clients.

Quiet Achiever – Maree Couch

Value/s: Respect

Maree provides excellent client service at the front counter but in addition she demonstrates a degree of understanding, empathy and a willingness to resolve issues that very much in line with Wentworth's ethics and service commitment.

Partnerships – Melissa Nimmo

Value/s: Respect, Compassion, Integrity

Melissa engaged staff across Community Services and Finance in developing a new process to broker services for homeless clients. Melissa demonstrated initiative, persistence, patience and supported the staff from both CS and Finance who led the different components.



Stephen McIntyre with Maree Couch.



Stephen McIntyre with Melissa Nimmo.

Tenant survey provides important snapshot

Wentworth is pleased to share that our recent tenant survey shows there are good levels of satisfaction with most areas of housing service and Wentworth exceeded all the three National Regulatory System for Community Housing (NRSCH) thresholds, set at 75%.

Top performing areas with the highest levels of satisfaction include aspects of our tenants' neighbourhood and staff and contractors being helpful. Lowest performing areas with the highest levels of dissatisfaction include how complaints were dealt with, the out-of-hours emergency repairs service and whether the neighbourhood improved in the last three years.

Wentworth's General Manager of Client Services, Peter Stenvert, thanked all tenants who participated in the survey. "The tenant survey information is what allows us to acknowledge where we are doing well, but very importantly it ensures we can address the areas where we need to improve, particularly around tenant engagement and service delivery. This is a key goal for the Housing Services team and we look forward to implementing new initiatives to improve these areas over the coming year."

Performance Overview

80% Overall Satisfaction
Above NRSCH threshold of 75%

82% Property Condition
Above NRSCH threshold of 75%

80% Repairs and Maintenance
Above NRSCH threshold of 75%



**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 September 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 www.facebook.com/WentworthCommunityHousing

Or connect on

- Twitter** / @Wentworth_CH
- Instagram** / Wentworth Community Housing
- LinkedIn** / Wentworth Community Housing

RENT STATEMENTS

Your rent statement included with this newsletter was printed as 7 July 2017. If you have made payments after this date they will appear on your next rent statement.



Maintenance Queries

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

