

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 33 October 2017



Message from the Chief Executive Officer

Welcome to the Spring edition of WNews. As we awake from winter hibernation, this is usually the time of the year we feel motivated to give our homes a thorough cleaning, open the windows to let the air flow and follow up on house maintenance. In saying that, do get in touch with us should you have any enquiries or requests – we are here to help.

If you find yourself throwing away old documents and personal papers during your spring cleaning, you can have it all shredded for free at the Mondo Community Space in Penrith early November. You'll find more information about the event and how to avoid identity fraud in this newsletter.

Also in this October issue, we bring useful links and tips on how to prepare for bushfire. The forecast says there will be very hot days ahead for spring and summer. Make sure you plan, prepare and watch our social media channels as we'll use these tools to give you insights on how to keep safe this season.

Hot days usually see our energy bills go up, so we welcome the NSW Government's energy relief package, which can help you save on electricity

bills. Needless to say you'll see more information about this important initiative here.

Continuing our commitment to provide affordable housing across Western Sydney, we're opening a new affordable housing development in St Marys late this year, which will total 49 units and be a mix of social and affordable housing.

At the risk of repeating ourselves, we want to find the best ways to reach you, our tenants, with useful and relevant information. For this reason, we want your feedback on this newsletter.

We want to know how to better engage with you and how to create more avenues of communication. We want you to help us understand the different issues that we could bring to your attention, which affect your community, your property and your lives. So keep an eye out for the newsletter survey, we'll let you know once it's out.



Stephen McIntyre
Chief Executive Officer

RENT STATEMENTS

Your rent statement included with this newsletter was printed as 22 September 2017. If you have made payments after this date they will appear on your next rent statement.



Shred and protect – keep your identity safe, prevent identity fraud

Bring your old documents and personal papers you no longer need to be shredded for free at The Mondo Community Space, 601 High Street, Penrith from 8am to 1pm Wednesday 1 November 2017.

The initiative is part of the NSW Fair Trading Week and aims to avoid identity crimes, in which thieves can use your personal details to steal money or gain other benefits.

To learn more about the dangers of identity fraud and how to avoid it, visit www.scamwatch.gov.au/types-of-scams/attempts-to-gain-your-personal-information/identity-theft



Make sure your nominated person is contacted in case of an emergency

If you live alone and find yourself in an emergency, registering with the Next of Kin program enables the ambulance and the police to contact your nominated person to inform them of your situation.

You can also register your doctor, dentist or any other medical alert contacts that could help you. The Next of Kin program is free of charge.

To enroll, go to your local police station and ask to speak with the Crime Prevention Officer.

First popup shop for the Riverstone Neighbourhood Centre, brainchild of Wentworth



Our Sustainable Communities Officer, Vanessa Tomas and our Client Service Officer, Susan Rudd saw their efforts rewarded at the first popup shop for the Riverstone Community Services group, organised by the Riverstone Neighbourhood Centre.

Wentworth Community Housing played a key role in getting the idea rolled out. Other service providers from the local community

also had their stalls at the event, talking to people about what they do and how they can help. These included Centrelink, Staple Food Bags (Settlement Services International), Youth Resolutions, Riverstone Neighbourhood Centre, Family Referral Services and Law Advice.

We'll let you know if there will be other popup shops in Western Sydney, stay tuned for more information.

Energy relief package

You could be eligible for receiving an increase on energy rebates and discounts on new appliances.

Concession cardholders will be able to save up to 50% when upgrading old fridges and TVs to more energy efficient models. Some families will also be able to save on bills with a 20% increase on energy rebates for low income households.

Head to www.environment.nsw.gov.au/households/appliance-replacement-offer.htm and learn how you can benefit from the energy relief package.

Do you know how to prevent a fire in your home?

Taking the time to check risk areas, ensuring you have working smoke alarms, and preparing a home fire escape plan, can give you a greater chance of avoiding and escaping the devastating effects of fire.

There are simple things that everyone in your household can do to minimise risks. Get some ideas on how to keep your home fire safe by reading our Fire Safety factsheet at www.wentworth.org.au/resources.html

Bushfire season

With a potentially difficult and dangerous bushfire season on the way, The Bush Fire Danger Period (BFDP) has officially started in the Blue Mountains.

It's time for you to have a plan in place in case of bushfire emergency. Have a look at the events and activities in the Blue Mountains to help you prepare for the season by visiting <http://mcrn.org.au/index.php/emergencies/preparedness/upcoming-events-for-residents>

The Rural Fire Service website is another useful resource to keep up to date with general fire information and to learn how to plan and prepare. See www.rfs.nsw.gov.au/

Also, if you need to light a fire in the region, you must get a free permit from the local Fire Control Centre at www.rfs.nsw.gov.au/fire-information/BFDP



Bringing more affordable housing to Western Sydney

We're receiving expressions of interest for a number of brand new one and two bedroom units on Phillip Street, St Marys, opening late this year. Affordable housing applicants must meet certain criteria, so email affordablehousing@wentworth.org.au if you are interested in receiving 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)

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

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



Introducing Julia Shoesmith, Assertive Outreach Officer

How long have you been an Assertive Outreach Worker?

I started this role in June this year.

What does an Assertive Outreach Worker do at Wentworth?

An Assertive Outreach Worker helps people sleeping rough to find a home and access necessary services. The word 'assertive' is part of this job title because it takes time and persistence to do the work. Building trust with people is a process. My job also involves liaising with government and non-government

departments. Because of rough sleepers' histories and experiences with housing, they are not always receptive, but it makes a difference when I say I come from a welfare background. That helps because they see me as someone who can support them the way they need and want rather than just provide them with a house.

What do you like most about your job?

Seeing people who used to sleep rough sign leases. It's good to be part of the homeless community and be able to assist them.

When and how should people contact you?

Anyone should get in touch with me anytime they see someone sleeping rough. The best phone number is (02) 4777 8041 and email is admin@wentworth.org.au or julia.shoesmith@wentworth.org.au

Which areas do you cover?

The Blue Mountains, Hawkesbury and Penrith.

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

Or connect on



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Wentworth Community Housing**



**LinkedIn /
Wentworth Community Housing**