

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 36 June 2018



Message from the Chief Executive Officer

Welcome to the Winter edition of WNews! The start of the season has been a bit wet and I hope you're managing to keep dry and warm. Let our maintenance team know if you need any repairs done at your property.

Energy efficiency is important for us because families living in energy inefficient homes are unnecessarily impacted by rising energy costs. This newsletter brings information about our involvement in training to promote awareness amongst our clients and how you can benefit from the knowledge that has been passed on to our staff as well as on to our volunteer tenants.

Also, the University of New South Wales (UNSW) is conducting a study to measure the level of indoor

environmental quality and energy efficiency in social housing. If you are one of our social housing tenants, I encourage you to register your interest as I strongly believe you can help us understand what we can improve to make houses run more efficiently. Flick through this issue to learn how to be part of this initiative.

July is just around the corner, which means NAIDOC Week will start pretty soon. There are plenty of events in Western Sydney this year to celebrate the history, culture, and achievements of Aboriginal and Torres Strait Islander Peoples. Read on to find out dates, times and places for family fun activities in our communities.

In May, we were delighted to bring the first forum exclusively for real estate property managers to build on their skills and knowledge on how they can help in early intervention and prevention of homelessness across the Penrith, Blue Mountains, Hawkesbury and Lithgow Local Government Areas. We are always doing our best to broker partnerships that can help us house people as well as end homelessness across the Nepean and Blue Mountains district.

Talking about providing people with a home, it's with great pleasure that we announce our new social housing property in Kingswood. Ensuring tenant wellbeing by providing secure, appropriate and affordable housing across Western Sydney is the purpose of our business, so we were delighted to accept the complex from the Department of Family and Community Services (FACS).

Our efforts to reach tenants across different communications platforms saw us produce one of the most heart-warming short videos to say we want you to get involved with our Tenant Advisory Group. The video has been posted on our social media channels and we hope you feel inclined to join our fantastic group of volunteers. We want you!

Happy reading,



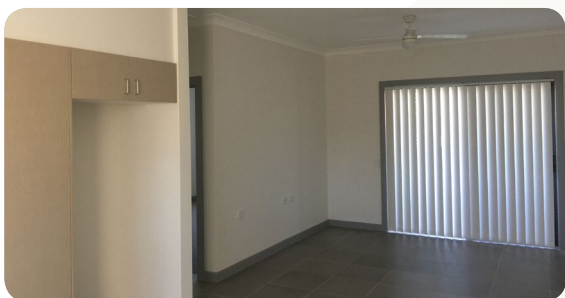
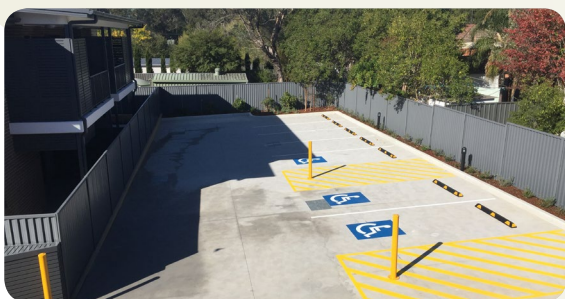
Stephen McIntyre
Chief Executive Officer

Our new social housing property in Kingswood

We are pleased to announce that on 30 May we started managing a new complex of houses at 18–22 Anthony Crescent, Kingswood.

The complex is exclusive for clients over 55 and people with a disability. The units on the ground floor can be easily adapted and are spacious enough to suit tenants with mobility issues.

At Wentworth, we continually grow our housing portfolio across Western Sydney in a way to ensure that when a person or family is housed, their home is comfortable, safe and secure.



Testing energy efficiency in social housing

Are you curious to know the level of indoor environmental quality and energy efficiency in your house?

If you live in social housing in the Hawkesbury or Penrith Local Government Areas, and do not have air-conditioning, you can take part in a research study conducted by the University of New South Wales (UNSW). The research team will visit your home to conduct a face-to-face survey and place a sensor to perform spot measurements of indoor environmental quality parameters.

The research will take around eight months, starting June 2018 and ending February 2019. The researchers will visit your home twice – at the beginning and also the end of the research – and they may visit your home once a month, for about 5 minutes, to collect data from the sensor in case it is needed.

If you decide to participate and later change your mind, you are free to withdraw from the study.

You will be given two \$25 Coles/Myer gift vouchers, one at the first visit and another one at the final assessment visit from the UNSW team (\$50 in total).

For more information and to express your interest, contact Shamila Haddad on (02) 9385 0731 or 0404 979 043.

Alternatively, you can send an email to s.haddad@unsw.edu.au

Are you a woman over 18?

With so much on your plate, it can be hard to focus on your future.

Western Sydney Women in Social Housing (WISH) is a tailored training, mentoring and coaching program for all women over 18 years old who are Wentworth tenants.

WISH will support you to:

- › Build your confidence
- › Set education and employment goals
- › Get job ready
- › Build networks and connections with people who will help you stay focussed
- › Spend time with a mentor who will guide you on your journey

Are you ready to take the next step towards your future?

If you want to get involved, contact the WISH team on 02 4777 8000 or email wish@wentworth.org.au

Forum for local real estate agents to help end homelessness across Western Sydney

Wentworth was very pleased to host our first forum exclusively for real estate agents and property managers, with the aim to boost our efforts in early intervention and prevention of homelessness across the Penrith, Blue Mountains, Hawkesbury and Lithgow Local Government Areas.

Over 30 property managers and principals from real estate agencies heard about the service system available to support their tenants.

A highlight of the morning was the video featuring powerful stories from clients of our homelessness services who needed a little help to get back on their feet and are doing great now. A big shout out to Lisa Martin, Alan Van Der Baan and David Van Der Baan, who inspired and engaged our audience with very important messages.

The Tenancy Support Service (TSS) has been led since 2014 by Wentworth in partnership with Platform Youth Services, the Gender Centre and Lithgow community Projects TSS aims to prevent people at risk of eviction from losing their tenancy and becoming homeless.



Maintenance Queries



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

For the fastest service call (02) 4777 8000

Out and about with the Board

Late in April, six of Wentworth's Board Directors participated in site tours across Penrith, Blue Mountains and Hawkesbury Local Government Areas.

Wentworth staff guided the tours and talked the Directors through the work they do on the ground.

There were three tours in total, which provided our Directors with a better idea of the roles we play across a range of different areas.

Our Directors met our clients and took the opportunity to talk about a range of topics relating to the communities we serve.



Western Sydney celebrates NAIDOC Week

National Aboriginal and Islander Day Observance Committee (NAIDOC) Week will go from Sunday 8 to 15 July.

With the theme Because of Her We Can, this year celebrates the role women have played – and continue to play – as active and significant role models at the community, local, state and national levels.

NAIDOC week is a great opportunity for our communities to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander Peoples. Have a look at dates, times and places for family fun activities across Western Sydney:

Riverstone Neighbourhood Centre, Riverstone	Thursday, 12 July	10:00am – 2:00pm
Jamison Park, Penrith	Friday, 13 July	9:30am – 3:00pm
The Gully, Katoomba	Saturday, 14 July	10:00am – 2:00pm
Richmond Park, Richmond	Sunday, 15 July	10:00am – 3:00pm

Training to promote energy efficiency among our clients

Five of our staff members and five of our Tenant Advisory Group (TAG) members attended an energy training session on 9 May to help reduce energy costs and promote energy efficiency.

The session provided participants with a better understanding of the energy sector by covering topics such as how to choose an energy contract, make sense of fees and discounts, affordability issues, support available for customers struggling to pay energy bills, and more.

We believe this was a great opportunity for our staff and TAG members to become energy champions for Wentworth and pass on knowledge to our other tenants.

Training was developed in partnership with The Office of Environment and Heritage (OEH), The Energy and Water Ombudsman NSW (EWON), The Public Interest Advocacy Centre (PIAC), and The NSW Federation of Housing Associations.

Keep an eye out for future training sessions. In the meantime, if you want to get energy savvy tips, including more information on how to save on electricity bills, you can contact our Sustainable Community Officer, Vanessa Tomas on (02) 4777 8078, 0438 796 378 or email vanessa.tomas@wentworth.org.au

We want you!

Recently our Tenant Advisory Group (TAG) got together to help us shoot a video promoting the meetings where we come together to review Wentworth's policies, advocate for tenants, work on projects and organise community events.

A big shout out to all of the participants, especially Joadie, who prepared a morning tea for TAG members and crew.

TAG is open to all tenants of Wentworth Community Housing and you can join the team throughout the year. We value your contributions and welcome diversity.

For more information on next meetings and training session, head to our website www.wentworth.org.au/tenant-engagement-advisory-members or contact our Sustainable Community Officer, Vanessa Tomas on (02) 4777 8078, 0438 796 378 or email vanessa.tomas@wentworth.org.au



Getting to know Wentworth people

Matthew Rossler, Sustainable Employment Officer

How long have you been with Wentworth?

Just over a month.

What does the Sustainable Employment Officer do at Wentworth?

It is all about working collaboratively with clients, tenants and local service providers to create and implement innovative programs focused on financial wellbeing of participants, financial literacy, housing independence and sustainable employment.

What do you like most about your job?

Collaborating with different partners to try and find solutions to life issues. My role provides me with plenty of room to create and I've been dedicating my time to develop skills in big picture planning.

Are there any projects that you are working on now?

At the moment I'm working on Western Sydney Women in Social Housing (WISH), a new Wentworth program consisting of a 10 – week course that will include employment skills as well as personal coaching and mentoring.

After the course, participants will be linked to mentors from the local community in their pathway to employment.

How can people interested in the WISH project contact you?

All women over 18 years old, who are tenants of Wentworth and seeking employment, can get in touch with me on 0448 039 704 or email matthew.rossler@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 September 2018 and will be mailed and displayed on Wentworth's Website www.wentworth.org.au/resourcesznewsletters

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