

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 20 April 2014



Message from the Chief Executive Officer

Welcome to this edition of WNews. I would like to firstly thank the Tenant Engagement and Advisory Members (T.E.A.M) for their involvement in contacting tenants to assist them with completing the Tenant Survey. This approach, while new, helped many tenants who had limited opportunities to complete and return the survey due to varying reasons including limited language, literacy or mobility. The T.E.A.M are also having input to the policy documents that govern our Tenant Participation and Community Engagement, so thank you.

Wentworth is currently in the process of preparing for Accreditation and Registration with staff busily completing associated activities as well as completing their normal roles.

Easter is already upon us. To those that are going away I hope you have a safe, enjoyable time with your families, and to those that are staying at home enjoy the festive season with your family and friends.

I hope you enjoy this edition of WNews!



Nick Sabel | Chief Executive Officer

Your Voice – 2013 Tenant Survey

Wentworth's 2013 Tenant Survey closed on Monday 17th February. Thank you to all tenants who completed the survey. We are pleased to announce that we had a response rate of 39%. Below are a few snap shots of data we have pulled from these surveys.

- › Overall 79% of tenants are satisfied with the service provided by Wentworth
- › Overall 74% of tenants are satisfied with the repairs and maintenance service provided by Wentworth which has increases by 9% since 2012
- › 82% of tenants are satisfied with the condition of your home

All tenants who completed and returned the survey also had the opportunity to win a \$50 voucher. Congratulations to the following tenants:

Kerry	Blacktown
Michelle	Blacktown
Joan	Penrith
Anne	Penrith
Lynette	Blue Mountains
Christine	Blue Mountains
Beryl	Hawkesbury
Christine	Hawkesbury

A sincere thank you to the T.E.A.M who volunteered to help tenants complete their Tenant Survey. More information on the outcomes of the survey will be provided in the next edition of WNews.

Wentworth wins Parker Street Tender

Wentworth proudly won a recent tender for managing 28 units at Parker Street Penrith. This complex is due for release in May 2014 and units are being purpose built for those over the age of 55. There will be a combination of 1 bedroom and 2 bedroom units, with 8 being modified for wheel chair provision.

Staff at Wentworth have commenced contacting tenants with medical needs and those who are underoccupying properties beyond their needs with the aim to move to more suitable accommodation. This will enable accommodation to be available for families that are homeless and in need.

BEST- Bringing Every Service Together

As advised in the December WNews, the Wentworth Tenancy Client Service Staff are piloting a model known as B.E.S.T- "Bringing Every Service Together". This model enables staff to better engage with tenants who have complex issues and who need support; this is achieved by working with agencies with the aim of intervention and prevention strategies to sustain tenancies. To date, it's been successful and a review will be completed in May to measure the benefits from both an organisational and tenant perspective.

Other aspects of B.E.S.T is the focus on tenancies with complex issues such as those who breach their agreement in

relation to enabling and/or participating in anti-social behavior. Staff have commenced intensive reviews of tenancies and have developed and implemented intervention strategies in an attempt to sustain these tenancies. Where tenancies continue to fail, action at the NSW Civil and Administrative Tribunal requesting compliance orders and/or termination of tenancies is being actively pursued.

Together with B.E.S.T and the Sustainable Communities Officer position, communities and individual tenancies will have a renewed focus, with the aim of building vibrant and harmonious communities.

Why is Housing NSW conducting PAS Inspections?

All tenants living in a property owned by Housing NSW but managed by Wentworth are required to have a Property Assessment Surveys (PAS) Inspection conducted every 3 years. These inspections will take approximately 1 hour to complete and will assess your properties maintenance requirements which will assist in future maintenance planning.

Wentworth will provide written advice 7 days prior to this inspection. It is important for tenants to remember that the inspector is not an employee of Wentworth and will not be able to answer any tenancy related issues.

Maintenance Queries

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



Winter Fire Safety Tips

Each year, the NSW Fire Brigades attends approximately 4,500 residential fires in NSW with approximately 30% of them occurring in winter months. As the months become colder individuals will start to use electric blankets and heaters which increase the chances of a house fire. To ensure you and your family stay safe this Winter please read the below tips:

- › Check electric blankets for damage or frayed cords, ensure they are turned off each day
 - › Take care to keep curtains, tablecloths and bedding away from portable heaters
 - › Ensure your smoke alarm is in working order and if it isn't contact Wentworth Community Housing's maintenance line immediately on **(02) 4777 8000**
 - › Do not overload power points
 - › Clean the lint filter in your clothes dryer each time before use
- › Make sure you and your family know two safe ways out of your home
 - › Never ever leave cooking unattended

Tenant Incentive Program (TIP) – Rent Management – WINNERS



Wentworth's Rental Management Initiative, part of our Tenant Incentive Program (TIP) was open from 21st October 2013 to the 24th January 2014. Wentworth saw a number of tenants comply with the guidelines to be eligible to win \$1,000. It was great to see that out of our 1985 head tenants 1590 were compliant. At the Wentworth All Staff Team Meeting on 2nd April 2014, Wentworth's Chairperson Keith Bryant drew out names from the eligible tenants and announced the winners in each Local Government Area.

Congratulations and well done:

- › **Blacktown – Sharon from Riverstone**
- › **Penrith – Ana from Kingswood**
- › **Blue Mountains – Emma from Hazelbrook**
- › **Hawkesbury – Barbara from South Windsor**

Workfast Project

Wentworth staff in the Nepean/Hawkesbury area are working with Job Service Agencies to assist homeless and vulnerable tenants to become job ready. Staff are helping participants complete a case plan that identifies their barriers, their passions and their commitment in accessing training and job opportunities. The Workfast Project provides strong support to tenants in navigating the barriers often faced in both the internal and external environment. Staff supporting participants of the Workfast program say its heart warming when you help, someone chip away the barriers in ones life and give them the tools to reach their desired potential in accessing training and or employment.

A review of Workfast will be completed in July/August 2014 and an update will be provided.

RENT STATEMENTS



Your rent statement included with this newsletter was printed as at 28th March 2014. If you have made payments after this date they will appear on your next rent statement.

Derby, Penrith

Our first social and affordable housing development, 'Derby on Derby St' Penrith is nearing completion and the 61 unit complex of studio, 1, 2 & 3 bedroom units will shortly be tenanted. I am pleased that potential tenants for Derby are excited by the design and its location in the CBD.



Australia Day at Church St

Australia Day saw the residents of one of Wentworth's Church St, Windsor complexes hold a celebratory Sausage Sizzle in their common room with tenants asked to bring "a plate of something Aussie". This BBQ brought a number of tenants together to celebrate the day and we have been advised how appreciative and touched the invitees were.

A big congratulation to the organisers of this event, it's a credit to all involved.

If you are interested in utilising your common room for meet and greets, craft clubs, BBQ's or even exercise groups please contact your T.E.A.M representative or CSO who will be more than happy to help. If you have any good news stories of how you use your common areas please let us know!

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

Henry St Office

114-116 Henry Street, Penrith
Office hours: By appointment only

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**

Community Development

I am pleased to announce that Wentworth has employed a new position, known as the Sustainable Communities Officer with the appointment of the successful candidate Lisa Eggers, who will commence on the 19th May, 2014. Lisa brings to Wentworth a vast range of skills, experience,

knowledge and passion in working with communities that strive to build social, economic and environmental outcomes. Lisa will visit communities and you will have the opportunity to talk about what you would like to see in your community, what works and what doesn't. To ensure a focus on priority areas, Lisa and staff will first focus on areas such as Riverstone, Shalvey, Katoomba and Blaxland.

Congratulations

Congratulations to Susan Lucock, T.E.A.M Representative and former State Tenant Chairperson, who was awarded with a certificate of appreciation by the NSW Federation of Housing for her 10 years of service on the State Tenant Panel.



T.E.A.M Members needed

Calls for expressions of interest are now being requested for Wentworth's Tenant Engagement and Advisory Members. If you are interested in making a difference and bettering the lives of other tenants we want to hear from you. Please send an email explaining why you want to join the T.E.A.M to admin@wentworth.org.au



Next WNEWS

Our next edition of WNEWS is planned for July 2014. Let us know if you would like it emailed to you or if you would like to see an article on a specific topic.