

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 21 June 2014



Message from the Chief Executive Officer

Welcome to the Winter edition of WNews. Inside this edition you will find tips on how to stay safe this Winter, opportunities to be involved in your community, tips on good tenancy practice and the newly created "What's on Column".

I am proud to say that I participated in the 9th Annual Vinnies CEO Sleepout on Thursday 19th June 2014 to raise awareness about homelessness and much needed funds to support Vinnies Homeless Support Services.

It was humbling and reinforced the vulnerabilities homelessness people face on a day to day basis while experiencing "sleeping rough" with little or no support in very cold conditions.

I would also like to thank Susan Lucock for her dedication, commitment and enthusiasm as a T.E.A.M participant in assisting Wentworth and tenants in ways to improve service delivery, planning and best practice. Susan has recently resigned from the committee and her strong advocacy skills will surely be missed.

I hope you enjoy this edition of WNews!



Nick Sabel | Chief Executive Officer

Sustainable Communities Project Officer

As mentioned in a previous edition of WNews, Wentworth has appointed Lisa Eggers to the position of Sustainable Communities Project Officer (SCPO). Lisa will work alongside staff, tenants, community members and agencies to build capacity while focusing on projects which support the community and business outcomes. The priority suburbs Lisa will immediately focus on are Riverstone and Cranebrook with specific complexes across other areas.

Lisa will work closely with your Tenant Engagement and Advisory Members (T.E.A.M) with a strong focus on collaboration and participation. To ensure a community voice, Lisa will be arranging consultative forums where you can raise your concerns, participate in solutions and/or volunteer to make a difference in your community.

Thank you to the staff at Riverstone Neighbourhood Centre who have provided Lisa with office space on

Tuesdays so that connections with the community can be created. Lisa will work with agencies to explore programs/projects that can assist with improved education, opportunities for volunteers and/or pathways to training, crime prevention strategies and beautification programs.

Tenancy management remains the responsibility of Client Service Staff who can be contacted on **(02) 4777 8000**.

What's on

Blacktown Area

Riverstone NAIDOC event

Wednesday 9th July, 10–3pm at Park Street Riverstone

Blue Mountains Area

Annual NAIDOC Flag Raising

Monday 7th July 9.30am at Blue Mountains City Council

Aboriginal & Torres Strait Islander Community Lunch

Monday 7th July 12-2.30pm at Gully Heritage Centre, 23 Gates Ave, Katoomba

Hawkesbury Area

NAIDOC Concert

Sunday 13th July 10am–3pm at Richmond Park – Windsor St Richmond

Penrith Area

NAIDOC event

Friday 11th July 9.30am–3pm at Jamison Park, York South Penrith

NAIDOC Week

This year's NAIDOC theme honors all Aboriginal and Torres Strait Islander men and women who have fought in defence of country.

From our warriors in the Frontier Wars to our warriors who have served with honour and pride in Australia's military conflicts and engagements across the globe.

We proudly highlight and recognise the role they have played in shaping our identity and pause to reflect on their sacrifice. We celebrate and honour their priceless contribution to our nation.

Wentworth Community Housing will be participating in several events over the week including:

- › 7th July 2014 NAIDOC Flag Raising at Gully Heritage Centre, Blue Mountains.
- › 9th July 2014 Sam Lane Complex Park Street, Riverstone.
- › 11th July 2014 Jamison Park, Penrith.
- › 13th July 2014 Richmond Park, Windsor Street, Richmond.



6-13 July
2014

**SERVING COUNTRY –
CENTENARY & BEYOND**

Maintenance Queries

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



Wentworth Integrated Service Delivery

The Asset and Housing Services Teams are working together to plan resources for combined Client Service Visits in high density areas that need intensive management and/or planning. The trial of Wentworth's Integrated Service Delivery (WISD) in Hope Street Blaxland in July 2013 saw residents come together to discuss their concerns/solutions for their community and Wentworth staff completing visits. Now with the employment of the Sustainable

Communities Project Officer (SCPO), a greater focus will be given to Hope St to see some of the solutions come to fruition, this will be possible through collaboration and planning with tenants, staff and relevant providers. Tenants will be given the opportunity to review agreed deliverables.

Areas included in the next WISD will be notified and a timetable included in the next WNEWS.

Tenant Handbook

In the past Wentworth has provided Tenant Handbooks to new tenants outlining the commitment required of both the tenant and Wentworth. Wentworth has just finalised a refreshed version of the Tenant Handbook which is available for download on our resources page of our website. Commencing July 2014 staff will be supplying you with a hard copy of the Tenant Handbook at the time of your Client Service Visits. If you would like to receive a hard copy prior to your visit please contact your local office.

Do you enjoy the outdoors? A great job opportunity is awaiting you!!

Trim & Proper Property Services (contractors for Wentworth) are looking for Wentworth tenants and/or their household members who are seeking work. Trim & Proper maintain Wentworth common area properties located in the Penrith, Hawkesbury, Blacktown and Blue Mountains areas which includes lawn mowing, cleaning and maintenance.

No experience necessary – all training will be provided however you must be fit, reliable and enjoy working outdoors.

You will get the chance to learn and grow, perform a variety of tasks and be a part of a great team.

We're looking for people ready to start work and training right now! The work will be Monday to Friday, 38 hours per week between the hours of 6:30am – 3:00pm.

If you are looking for a challenging and rewarding role please contact Paul on **(02) 8738 0100** or pslack@scorecruitment.com.au



RENT STATEMENTS

Your rent statement included with this newsletter was printed as at 20th June 2014. If you have made payments after this date they will appear on your next rent statement.

Bringing Every Service Together

The previous edition mentioned the Bringing Every Service Together (BEST) initiative in Wentworth. A review of this initiative indicates that tenants with complex needs are accessing more services and sustaining their tenancies. This has been achieved by having dedicated experienced staff working closely beside the tenant and with agencies to obtain the support required. Some of the best work includes working through issues of significant hardship, inclusive of, but not limited to domestic violence, disabilities, mental health disabilities, challenging behaviours, drug and alcohol and anti social behaviour.

Additionally, the BEST initiative ensures that staff are present in the field more often, allowing them to focus on and action tenant management breaches such as rental arrears, property care issues and anti-social behaviour. Equally important staff will congratulate and acknowledge tenants that showcase good practice of responsibility and will link with tenants who want to participate in their communities and or obtain feedback on how we can deliver services better.

Message from your Tenant Engagement and Advisory Members (T.E.A.M)

Together with the Sustainable Communities Project Officer (SCPO) and your T.E.A.M, they are developing their plan on how they can contribute at a greater level. Wentworth relies on tenants to influence good community outcomes and advice on policy and customer service outcomes.

The T.E.A.M meet monthly and are an active dedicated team of volunteers wanting to make a difference in their community and for individuals. The T.E.A.M currently has eight (8) members and are eager to expand and encourage other tenants participate.

Interested in participating in the T.E.A.M?

WNEWS is based on topics of interest raised by the TEAM. If you are interested in participating, please contact Lisa on **(02) 4777 8000** or email admin@wentworth.org.au attention Lisa.

Client Service Visits

In July, staff will commence their 2014/2015 annual Client Service Visits, it will take 12 months to complete the program. During this time your property will be inspected and any tenancy issues discussed including the opportunity for you to make comment on what our service is like. Your feedback is very important so that we can understand how we can do things better and/or if we already have it right. At the time of the visit, you will be given a Tenant Handbook that is a guide in relation to your tenancy.

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**

Bushfire Preparation

This year has seen a fairly warm summer. Last year's devastating bushfires in the Blue Mountains is a reminder that everyone needs to ensure that risk is minimised where possible. Please visit your local Wentworth office to collect your copy of the NSW Rural Fire Service "Bush Fire Survival Plan" which will provide you with tips on how to prepare your property or visit their website at www.rfs.nsw.gov.au

Some of the helpful tips you will find in this publication include:

- › The importance of keeping well maintained yards with the removal of excess leaves and branches including clearing gutters, kerbside and gardens
- › Storing wood piles away from the house
- › Removal and appropriate secured storage of flammable items

If you feel that your property might be at risk you should contact the maintenance line and/or your Client Service Team so that we can explore your options.

Service Delivery

Wentworth strives to deliver a timely and effective service for all our clients. We pride ourselves by having efficient and qualified staff and contractors and we hope your experience is of a satisfactory nature. Sometimes when you call for your maintenance, you may experience a longer wait for a contractor to complete the work, this will only happen if it's not urgent. This is because we are delivering more planned work rather than being reactive.

When the contractor calls you for an inspection you will need to:

1. agree to a mutual time and date with the contractor
2. ensure that the contractor or staff member provides you with identification prior to allowing them into your home
3. be aware that contractors are responsible for cleaning up after themselves whilst carrying out works to the property and that your property should be left clean
4. Contractors should be polite and professional

Important: Should you have any concerns Wentworth encourages you to notify our maintenance team immediately so that it can be addressed.



Next WNEWS

Our next edition of WNEWS is planned for September 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.