

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 22 September 2014



Message from the Chief Executive Officer

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

Wentworth staff are working with a number of partners including your Tenant Engagement and Advisory Team (T.E.A.M) to build sustainable tenancies and communities. This means that Wentworth staff are in the field more often with the aim of getting to know you and working to assist with circumstances that may be affecting you.

Wentworth has completed its Accreditation and Registration in recognition of our growth, strong processes and practices; Wentworth has been classified as a Tier 1 housing provider.

I hope you enjoy this edition of WNews!



Nick Sabel | Chief Executive Officer



6-13 July
2014 | **SERVING COUNTRY –
CENTENARY & BEYOND**



NAIDOC Celebrations

Early July saw Wentworth's Community Services office turned into a NAIDOC show bag production line with staff preparing a huge amount of showbags filled with pens, temporary tattoos and pencil cases. A number of Wentworth staff attended NAIDOC celebrations in Riverstone, Richmond, Blue Mountains and the major event at Penrith. The "show bags" were a huge hit and well received by all.

NAIDOC events showcased Aboriginal culture, food and activities and staff were amazed by the number of people who attended the events.

In Riverstone alone, an estimated 500 people attended the event with a huge turn out in Penrith of around 3000 people. Staff at Wentworth proudly participate in such well received cultural events.

What's on

Blacktown/Riverstone

All events will be held at Riverstone Neighbourhood Centre, Sam Lane Complex, Park Street, Riverstone

Koori Cuppa and BBQ

2nd and 4th Monday of every month, 10:30 – 1:00pm

Wentworth "Just Because" Morning tea

Monday 20th October
10:00 – 11:30am

Riverstone Neighbourhood Centre AGM and Service Open Day

Tuesday 21st October
9:00am for Breakfast with AGM commencing at 10:00am

Youth Jam – Halloween Theme

Friday 31st October
6:00 – 9:00pm

Family Fun Day and Twilight Markets – 'Aladdin's Bazaar'

Friday 7th November, 4:00pm

Blacktown Homelessness Hub

Tuesday 18th November
9:00 – 1:00pm

Wentworth Annual General Meeting (AGM)

Friday 21st November
from 10.30am

Hawkesbury

Wentworth "Just Because" Morning Tea

Monday 10th November
10:00 – 11:30am at Richmond Neighbourhood Centre,
20 West Market St, Richmond

Hawkesbury Homelessness Hub

Thursday 4th December 9:00am and 12:30pm at St Matthews Church Hall, Moses St, Windsor

Money Matters

9 out of 19 Wentworth tenants pay their rent on time. Tenant rent payments enable Wentworth to plan well across the business and provide ongoing support to our tenants.

It is around 12 weeks until Christmas and you need to ensure that you plan for your rental payments to avoid falling into arrears over the festive season. While you have a number of expenses over the festive season, having safe and affordable accommodation is very important to you and your family.

Wentworth will be running a Tenant Incentive Program over the festive season. By keeping up to date with your rental payments and any repayment agreements over December and January you will go into the running to win \$1,000! Wentworth is offering \$1,000 per LGA for the program and the winners will be drawn in February 2015. If you have any questions regarding the Tenant Incentive Program, please contact your Client Service Officer on (02) 4777 8000.

WHAT WOULD YOU DO WITH \$1000?

Wentworth is offering tenants the chance to win 1 x 4 \$1000 cheque

To be eligible you must be compliant from the 20th October 2014 to the 23rd January 2015 in one of the three categories:

- 1 In credit with your rent
- 2 Pay your rent on time with no arrears
- 3 Pay your rent and your arrears repayment plan as agreed

For further information on this program please contact us on 4777 8000, visit one of the Wentworth offices or view the "News" page on our website.

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 and the 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 **8738 0100** or **pslack@scorecruitment.com.au**



RENT STATEMENTS

Your rent statement included with this newsletter was printed as at 26th September 2014. If you have made payments after this date they will appear on your next rent statement.

Good News Stories

Homelessness Hubs

Homelessness Hubs are based on a collaborative approach and bring together many different services in the one place. The aim of the Hubs is to connect those experiencing homelessness to supports that may assist them to exit homelessness. These supports include access to services such as Centrelink, housing, health, state debt recovery, medical checks and legal and financial counselling. There are also many different practical support providers that attend and support the Hubs, such as the Salvation Army, local Churches and other local charities, who provide food, clothing and personal care packs.

The first Hawkesbury Hub was held in August 2010 and they have been running almost every 3 months since. The Penrith and Blue Mountains Hubs were initiated after the first Hawkesbury Hub and all are funded by Wentworth.

The most recent Hawkesbury Hub was held on the 26th June at St Matthews Hall in Windsor, 30 consumers attended and 17 services making it one of the largest Homelessness Hubs yet. Hubs were also held in the Blue Mountains, Blacktown and Penrith areas.

Upcoming Homelessness Hubs

4th December

Hawkesbury Hub
St Matthews Church Hall, Windsor
9:00am and 12:30pm

18th November

Blacktown Hub
Riverstone Neighbourhood Centre
9:00am and 1:00pm

"Just Because" Morning Tea

Together with our Sustainable Communities Project Officer (SCPO), Wentworth Staff and your T.E.A.M, a series of "Just Because" morning teas across Penrith, Hawkesbury, Riverstone and Blue Mountains are being held. We are holding the morning teas "Just Because", to provide an opportunity for tenants to come together and get to know each other, their neighbours, your T.E.A.M members and Wentworth staff a little better.

All members of the community are welcome, so come and join our morning tea – **just bring a plate** of food to share and maybe a friend or neighbour.

Your T.E.A.M is an active, dedicated team of tenant volunteers wanting to make a difference in their community and for

individuals. Please come along and join us and take the opportunity to get to know the T.E.A.M.

Our first "Just Because" morning tea was held on **Monday 15th September** at Blaxland Neighbourhood Centre (10:00am-11.30am), with a small group of residents joining us for the morning. It was a great opportunity to spend some time listening to the residents and learning more about their community.

Upcoming "Just because" Morning Teas

Monday 20th October

Riverstone Neighbourhood Centre
10:00 – 11.30am

Monday 10th November

Richmond Neighbourhood Centre
10:00 – 11.30am

For further details please contact
Lisa on (02) 4777 8080

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

WNews is based on topics of interest raised by the T.E.A.M. If you are interested in participating, please **contact Lisa on (02) 4777 8080** or email admin@wentworth.org.au attention to Lisa.



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

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**

Wentworth Annual General Meeting (AGM)

Date
Friday 21st November
Time
from 10:30am

Venue
Riverstone Neighbourhood Centre
Sam Lane Complex,
Park Street, Riverstone

EMERGENCY EVACUATION CHECKLIST

Being prepared for an emergency ensures you're in control!

How prepared are you? Can you locate your essential items quickly?

This is a short list to assist you in organising yourself/family should you be called upon to evacuate quickly.

Think about putting together an emergency kit with copies of the following:

Medical

- › Details of Doctor
- › Medicare number
- › Medications, scripts, test reports (Medical equipment i.e. nebuliser, walking frame etc)

Pets

- › leads, cages etc

Other Priceless Possessions

- › Photos, etc

Emergency Contact Details:

- › Who can be contacted to assist or advise of situation?

Documents

- › Wills, Birth Certificates, Passports, Licenses
- › House, Life and medical Insurance policies
- › Bank statements, account details
- › Tax file number, Centrelink details

Written by Sharon – T.E.A.M representative



Next WNEWS

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