

WNEWS

Wentworth Community Housing
Tenant Newsletter

Issue 24 March 2015



Message from the Chief Executive Officer

Welcome to the Autumn edition of WNews. After 17 years with Wentworth I feel it is time for another individual to bring a fresh set of eyes to the leadership of Wentworth. This being said it is with some regret that I announce I will be leaving Wentworth. It's with great pleasure that I will be leaving the organisation in good shape with foundations solidly laid for tenancy and property management, housing development and community building. To ensure a smooth transition I will remain in my role until the Board has appointed a new CEO and will continue delivering Wentworth's broad agenda.

I wish to assure all our tenants that Wentworth will remain focused on business as usual and will continue to provide exceptional services for our clients and our tenants.

I hope you enjoy this edition of Wnews and all have a wonderful and safe Easter period.



Nick Sabel | Chief Executive Officer

Tenant Incentive Program (TIP) RENT MANAGEMENT – WINNERS

Wentworth's Rental Management Initiative, part of our Tenant Incentive Program (TIP), was open from 20th October 2014 to the 24th January 2015. Wentworth saw a number of tenants comply with the guidelines to be eligible to win \$1,000. It was great to see that 87% of our tenants were compliant. At the Wentworth Housing Services meeting, Housing Services Manager Kathryn Williams announced the winners for each Local Government Area.

Congratulations and well done:

- › **Blacktown LGA**
Trevor from Mt Druitt
- › **Penrith LGA**
Julian from Jordan Springs
- › **Hawkesbury LGA**
Lee from Richmond
- › **Blue Mountains LGA**
Jodie from Leura

AVOID RENTAL DEBT

Did you know just by paying \$10 per week extra towards your rent you will be in a better financial position? There's less than 280 days till Christmas, so planning your financial situation is important.

What's on?

Blacktown/ Riverstone

Harmony Day

23rd March, 11.00am – 2.00pm

Riverstone Neighbourhood Centre –
Community Garden, Sam Lane Complex
– Park Street, Riverstone

Koori Cuppa and BBQ

2nd and 4th Monday of every
month, 10.30am – 1.00pm

Riverstone Neighbourhood Centre –
Community Garden, Sam Lane Complex
– Park Street, Riverstone

Youth Week Event – 'It Starts with Us'

17th April, 4.00pm-7.00pm

Riverstone Neighbourhood Centre

Blacktown Homelessness Hub

21st April, 9.00am – 1.00pm

St Vincent de Paul Society, 94 Kurrajong
Ave, Mount Druitt.

Penrith

Cranebrook Youth Week Festival- Cranebrook NAB Youth Services and Platform Youth Services

31st March, 3:00pm – 5:00pm

Sherringham Oval, Cranebrook
Young people aged 11– 18years

Cranebrook Youth Week Festival

1st April, 3:00pm – 5:00pm

2nd Apr, 2.30pm – 5:00pm

Sherringham Oval, Cranebrook

Nepean Community Neighbourhood Services- School Holiday Program

8th – 10 April and 13 – 16 April

Koolyangarra Aboriginal Family Centre.
Contact Nerida on 0417 498 918

Penrith Homelessness Hub

27th May, 8.00am-11.00am

Joan Sutherland Centre Penrith

Hawkesbury

Hawkesbury Homelessness Hub

26th March and 25th of June,
9:00am – 12:30pm

St Matthews Church Hall
Moses Street, Windsor

Blue Mountains

Just Because Morning Tea with TEAM – Wentworth

Wednesday 22 April, 11.00am-
12.30pm

Mid Mountains Neighbourhood Centre
9 New Street Lawson

Contact Lisa on 0438 796 378

Good News Stories

Cranebrook Estate Christmas Party – Thursday 4th December 2014

The Cranebrook Estate Christmas party was held on Thursday the 4th of December 2014 despite the fears of bad weather and storms. At one point it started raining and not even the weather could turn people away. The rain falling during a humid summer's day certainly made the day more refreshing.

There were approximately 200 local residents who enjoyed face painters, temporary tattoos artists, a jumping castle, Santa and Mrs Claus, children activities, snow cones, BBQ and pancakes. Wentworth staff were busy painting personalised Christmas baubles with the children to take home, which was a bit of a hit.

The talented Walan Mahlee Aboriginal girls dance group did a fabulous job performing and their traditional Indigenous dancing was inspiring.

The event was a result of many services working in partnership.

Cranebrook Neighbourhood Advisory Board – 'Cinema under the Stars'

Cranebrook 'Cinema Under the Stars' was held at Sherringham Oval – Cranebrook on the 17th January 2015 as a partnership project that stemmed from the Cranebrook Neighbourhood Advisory Board. The event was an opportunity for local Cranebrook families to come together and engage in a fun and free activity.

The event had approximately 110 residents in attendance to watch the family movie, 'Zookeeper'. This was a fantastic turnout for the event's debut considering a similar event was held on the same night in the next suburb, Jordan Springs. Families enjoyed a free sausage sizzle and Wentworth staff assisted manning the free popcorn stand which of course enhanced the movie experience.

Cranebrook 'Cinema under the Stars' was a great example of what services can do in partnership. Services involved included: Nepean Community

Neighbourhood Services (NCNS), Penrith City Council, Department of Family and Community Services, Wentworth Community Housing, Nepean Blue Mountains Local Health District, Westcare, Braddock Public School and Barnardos.

We are hoping to improve and build on this event, which will hopefully become an annual event for the Cranebrook community.



Maintenance Queries

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



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



Mt Druitt says NO to ice and other substances abuse

– REVIEW BY BEN THOMSON

On Saturday 28th February 2015, I represented Wentworth at the 'Mt Druitt says "NO" to ice and other Substances Abuse' event held at Mt Druitt swimming pools. The event was to create a raised awareness of an issue that effects many communities of all ages and backgrounds.

Wentworth was a major sponsor of the event providing food, staging and a large jumping castle which some very happy young guests enjoyed all day. Attendees had the opportunity to listen to speeches, individual's stories and a number of performances.

Wentworth also had a stall set up and I had the privilege to make and hand out balloons which were a hit for the kids and also a great open point for discussion with the parents about who we are and to discuss the purpose of the event.

It was a great community day, with perfect weather and saw the gathering of different ages and backgrounds come together for the same reason.

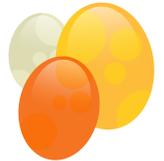


RENT STATEMENTS



Your rent statement included with this newsletter was printed as 13th March 2015. If you have made payments after this date they will appear on your next rent statement.

Office Closures for Easter



Please note all Wentworth office's will be closed for Easter on the below dates:

- Good Friday 3rd April 2015
- Easter Monday 6th April 2015

Appeals and complaints

Complaint – If you are unhappy or dissatisfied with the service that you receive or any response in relation to tenant charges, water charges and/or maintenance you receive from Wentworth as a tenant you can lodge a complaint.

Appeal – If you are unhappy with a decision made by Wentworth Staff, you have the option to Appeal the decision, however, this excludes tenant charges, water charges and maintenance.

How to Lodge a Complaint

1. Contact your CSO to discuss the issue
2. If you are uncomfortable discussing the issue or are unhappy with the response please send us a letter or complete our complaint form available online or at reception

Wentworth aims to provide a written response to all complaints placed in writing within 28 days. If you are still unhappy with the outcome you have the right to approach the Office of the Registrar of Community Housing on 1800 330 940.

How to Lodge an Appeal

1. Write a letter of appeal attention to the CEO or complete the appeals form available on our website or at reception.

Wentworth aims to provide a written response to all appeals placed in writing within 28 days

2. If you remain dissatisfied with the Wentworth internal appeal you can contact the NSW Housing

Appeals Committee (HAC), an independent appeals agency on 1800 629 794

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 is planned for June 2015. Let us know if you would like it emailed to you or if you would like to see an article on a specific topic.

National Home Doctor Service



National Home Doctor Service (NHDS) is Australia's and Sydney's largest network of home visiting doctors. They work

with over 400 doctors to provide after hours care to patients at home and in nursing homes.

NHDS partner with various community organisations and support groups in Sydney to promote access to quality after hours care. You can visit their website at www.homedoctor.com.au

- › They offer accessible bulk-billed care: With the largest after hours doctor team in Sydney, doctors are available to see residents on weeknights, weekends & public holidays when alternatives are limited.
- › They are committed to quality care: With a reputation for quality care built over 30 years, they are fully

accredited and clinical governance is underpinned by an experienced Board of Medical Directors. Their dedicated doctor team includes a number of GPs, paediatricians, ED doctors and geriatricians, all of whom participate in their registered CPD program.

- › They provide continuity of care: They support, not compete, with patients' regular GPs, with hundreds of GPs in Sydney referring their patients. Along with patient reports faxed to the regular GP and nursing homes the next day, NHDS accommodate special instructions and fit within existing GP arrangements.

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

Hello and welcome to the first newsletter for 2015. I hope your Christmas and New Year celebrations were full of fun, laughter and enjoyment.

Your T.E.A.M were out and about in various areas in 2014, meeting the tenants who attended our 'Just Because' morning teas and having a chat over a cup of tea. Many subjects are discussed at these morning teas and tenants have the opportunity to ask questions and give opinions ranging from tenancy issues, maintenance, staff structuring and of course the T.E.A.M.

We are now in the process of planning the 2015 'Just Because' morning teas in other areas, under the Wentworth umbrella. Keep a look out in our "What's on" column for when we will be in your area.

The T.E.A.M and myself hope you can attend our future morning teas in your area and welcome any suggestions or ideas regarding your community and services provided by Wentworth.

Sharon (T.E.A.M Member)

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.