

# Tenant Handbook



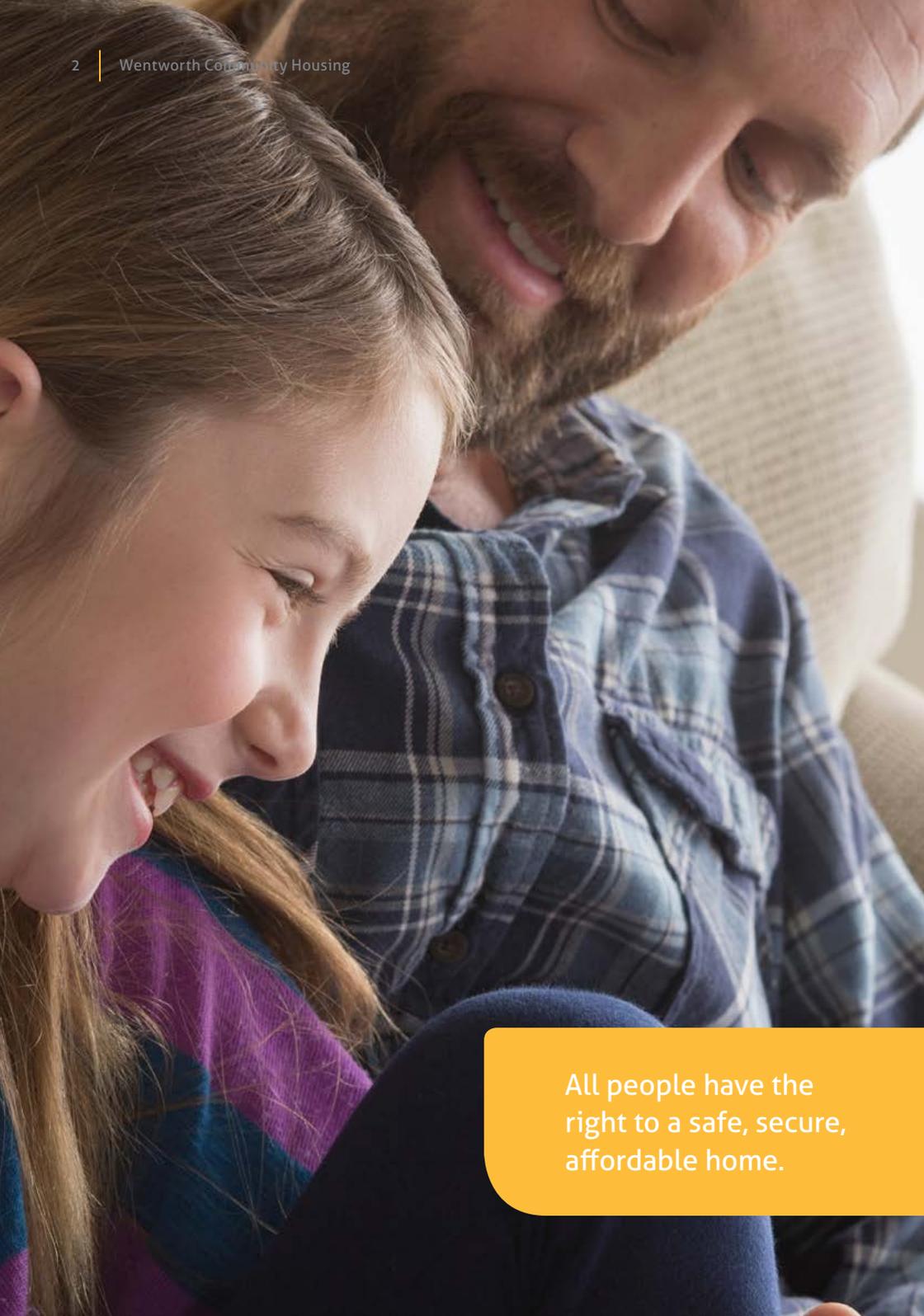
# Everything you need to know about renting your home from Wentworth Community Housing.

Creating homes and building communities.

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All people have the  
right to a safe, secure,  
affordable home.

# Our commitment to you as our Tenants

On behalf of the team at Wentworth Community Housing, I warmly welcome you to your new tenancy.

We aim to “create homes and build communities”. As you settle into your new place, I hope that you do feel that you belong to the community in which you now live.

## Our core values are: Respect, Compassion and Integrity.

We are committed to meeting both the **National Regulatory Code** and the **National Community Housing Standards**. As a tenant, you have the right to receive a high standard of housing management service from us.

All people have the right to a safe, secure, affordable home. At Wentworth Community Housing, we realise that having a place to call home is only the first step for many families and individuals as they seek to improve their lives.

We know from experience that the best way to assist our tenants is to work from the inside out. The power of our innovative programs and services comes from our everyday dealings with the very real issues people have when they are faced with the challenges of finding and maintaining a home.

This handbook is designed to be a useful reference guide to managing your new home. Additional details about resources, policies and Wentworth information are available from our website [www.wentworth.org.au](http://www.wentworth.org.au) to assist you settling in. However if you have any questions please contact your local office and you will be referred to a staff member who can help you.

Again welcome,



Nick Sabel | Chief Executive Officer  
Wentworth Community Housing

# Wentworth Community Housing

## About us

Wentworth Community Housing Limited is a not-for-profit housing company providing affordable and social rental housing and other assistance to eligible individuals and families who are on low to moderate incomes who live in the local government areas of Nepean, Blue Mountains, Hawkesbury and Penrith.

As an organisation we manage over 2000 properties as well as providing a range of services from our head office in Penrith and branch offices in Windsor and Katoomba. Underpinning everything we do is a skilled and experienced workforce, sound business processes and deep network of supportive local partnerships that allows us to develop community programs that address the needs of our tenants.

## Our housing services

Wentworth provides a range of different housing services and these include:

- › **Community Housing:** social housing under Housing Pathways.
- › **Supported Housing:** for those who are experiencing long-term homelessness.
- › **Affordable Housing:** for those on moderate incomes needing to live near where they work.

For further information about these housing services please contact your local office.

## Community partnerships

We also work with a range of non-government and government services in the local area to help people access the services and support services they need.

## Affiliations

Wentworth is a member of the NSW Federation of Housing Associations and Powerhousing Australia. Wentworth is also one of five (5) founding member organisations of BlueCHP (a special purpose affordable housing development company).

## Our offices

**Penrith** - Borec House, Suite 1002, Level 1, 29–57 Station Street, Penrith 2750

**Opening hours:**

8:30am–4:30pm

Monday, Tuesday, Thursday, Friday

1:00pm–4:30pm Wednesday

**Contact:**

**P** (02) 4777 8000

**F** (02) 4777 8099

**E** admin@wentworth.org.au

**Hawkesbury** - 409A George Street, South Windsor

**Opening hours:**

8:30am–4:30pm

Monday, Tuesday, Thursday, Friday

(closed Wednesday)

**Contact:**

**P** (02) 4777 8000

**F** (02) 4777 8099

**E** admin@wentworth.org.au

**Blue Mountains** - Shop 2, 23–27 Cascade Street, Katoomba

**Opening hours:**

8:30am–4:30pm

Monday, Tuesday, Thursday, Friday

(closed Wednesday)

**Contact:**

**P** (02) 4777 8000

**F** (02) 4777 8099

**E** admin@wentworth.org.au

## General maintenance

8.30am to 4.30pm

Monday to Friday

(02) 4777 8000

## Emergency repairs

All hours – including weekends and public holidays

1300 761 315

## Service standards

If you need to contact us we will respond to you within the following time frames:

<b>Your contact</b>	Standard response times
<b>Phone calls</b>	Within one (1) business day
<b>Emails</b>	Within two (2) business days
<b>Individual appointment</b>	We will be on time or advise you if there is a delay
<b>Drop-in (no appointment)</b>	Within an hour or we will make a suitable alternative time to meet you
<b>Emergency after hours calls</b>	Responded to immediately by phone (please call our after hours emergency number)



## Working Together

Wentworth recognises that creating a new home can be stressful and we will do our best to make the process as simple as possible. To do this we recognise that we need to agree on how we can best work together. It is a two way process.

### Privacy and confidentiality

Wentworth Community Housing is subject to the Privacy and Personal Information Protection Act 1998 (PPIP Act) and the Health Records and Information Privacy Act 2002 (HRIP Act), which govern the collection, security, use and disclosure of personal information and health information respectively. We may:

- › Confirm your name, address and lease start date with essential services (electricity, gas and telephone)
- › Give your phone number to contractors to arrange repairs with your consent
- › Discuss tenancy issues with your support worker
- › Share relevant information with other organisations who may have an interest in considering your application or tenancy, including where relevant; Housing New South Wales, Aboriginal Housing Office or another community housing organisation, or the Housing Appeals Committee,
- › Provide information to third parties for the purposes of debt recovery

- › Release information where this is required by law, for example, on written request from authorities such as Centrelink, Australian Taxation Office
- › Disclose information to other government agencies or statutory bodies for purposes including child protection, health reasons, law enforcement and investigation, where authorised to do so under the PPIP Act, HRIP Act, or by another Act or law.

All information about your tenancy is kept in our office either in your tenant file and/or in our electronic Tenant Management System. These include items such as your original application, tenancy agreement, rent reviews and copies of all letters sent and received.

You have a right of access to, and correction of, your personal information held by Wentworth to ensure it is accurate.

If you have any questions about privacy and your personal information, please contact your local Wentworth office.

### **Our commitment to you**

Wentworth is committed to creating and developing long term supportive relationships with our tenants to this end we undertake that we will:

- › provide you with friendly and timely service
- › show at all times understanding and compassion in assisting to resolve your needs
- › ensure that the information we provide you is accurate and in plain English
- › respect and protect the privacy of your personal information
- › listen to you so we can address your request promptly
- › refer you on to other agencies if we are unable to help you directly
- › correct mistakes quickly with integrity and transparency
- › use your feedback to improve our services

## Your commitment to Wentworth

As a tenant we ask you to:

- › treat our employees respectfully
- › provide us with accurate information, openly and honestly
- › read, or have read to you, any information that we send or give to you
- › reply to our requests by the due date
- › contact your local Wentworth office if your income or household changes
- › contact your local Wentworth office if you need further information
- › provide feedback about the quality of our service so we can continue to meet your needs

If you think we are not meeting the standards Wentworth has said it will provide we ask you to let us know as soon as possible. We will respond to your questions and comments quickly and appropriately. If you then continue to be unsatisfied with our response, we ask you to follow our complaints and appeals procedures outlined on Pages 26 and 27.

## Your rights

Wentworth is committed to the fair and just treatment of all tenants. As a tenant, you have the right to:

- › be treated in a fair and non-discriminatory way
- › be treated with respect
- › access safe and secure housing
- › be consulted about your housing needs and preferences
- › have your personal information treated as confidential and private
- › be consulted on changes to the way your tenancy is managed
- › complain and appeal decisions
- › use advocates
- › participate in the organisation and to contribute to decision making
- › access your own information on file



## Your responsibilities

As a tenant you have the responsibility to:

1. Check your Property Condition Report to ensure it is correct and return within seven days
2. Pay your rent on time and where possible pay extra to be in 14 days in advance
3. Pay your water usage bills that are sent to you
4. Keep to your agreement to pay off your Bond, if you are so required to do so
5. Submit your Rent Review by the due date
6. Keep your property in a clean and safe manner at all times,
7. Ask permission for any current or future pets
8. Advise us within 14 days if your circumstances change including income and household members
9. Report any maintenance issue as soon as you know there's a problem or concern
10. Contact us if your property does not have a smoke detector or if it is not working
11. Remove any swimming structures that can be filled with water to a depth of 30cm. If you are unsure please contact us to avoid any fines
12. Provide at least 21 days notice if vacating the property and leave a forwarding address ensuring the property is left in the condition agreed to in the Property Condition Report



# Moving In

In this section we look at the how your rent is determined, how you pay your rent and what we can do to assist you if you have a problem meeting your rent. We are here to assist you and the sooner we know there is an issue the sooner we can find a solution.

## Rent

The rent you pay is calculated according to a formula that is set by Housing NSW. You may also be eligible to apply for a rental rebate or subsidy. The rebate is based on a percentage of the entire household's gross assessable income, plus 100% of their maximum entitlement for Commonwealth Rent Assistance.

The table below is a guideline to the formulas used to determine your rent. These formulas are current government policy and may change.

INCOME	RATE
Tenant and live-in partner	25%
Other household member 21 yrs and over	25%
Other household member 18 yrs to 20 yrs (inclusive)	15%
Other household member < 18 yrs	Nil
Family Tax Benefit Part A and Part B	15%
Assets	> \$5,000 @ rate set by Centrelink

## Rent assessments

Your rent will be assessed twice a year. After each review we will provide a breakdown of the assessment and the rent payable. There may be no change, however some properties are subject to different rent formulas and if this is the case we will let you know before you start your tenancy agreement.

If your income changes or the income of any other persons residing in your home changes you must notify us within 14 days. As the head tenant it is your responsibility to provide us with this information so we can make the necessary adjustments to your rent.

## Rental payments

Wentworth provides a wide range of payment options for tenants to pay their rent. You will be provided with information on rent processes and details of how you can pay rent at the beginning of your tenancy.

You will be given a tenant reference number at the beginning of your tenancy. This number will be registered on our tenancy database and needs to be put on any payments that you make towards rent, bond, water usage or any non-rent payments that you may need to make.

You are required to pay your rent two weeks in advance, in line with your tenancy agreement.

It is really important that you pay your rent on time. Being in advance and paying rent on time stops us having to send out arrears letters.

If you fall into arrears by more than two weeks, especially if you have not been in contact with us, we will start proceedings with the NSW Civil and Administration Tribunal (NCAT) to gain either an order for you to pay the rent and arrears or for Wentworth to take possession of the property.

**It is important to contact us if you get behind in your rent, we recognise these things can happen. If you do, usually we can organise a way for you to catch up your rental arrears. We want to assist you in sustaining your tenancy.**

## Rent statements

Wentworth issues a rent statement every three months. Our rent statement will show you the payments Wentworth has received for your rent account over the past three months.

Your rent is calculated on a daily basis therefore the amount stated on your rent statement may differ depending on the day the statement is sent.

We will also include a summary of your non-rent account. (Your non-rent account covers your water bill, repairs, maintenance and other related housing charges.) If you want a detailed statement please contact your local office.

## Bond

A rental bond is an amount of money paid by you, the tenant, as a form of security to Wentworth in case you do not meet the terms of your tenancy agreement. The bond is equivalent to four weeks rent. Wentworth allows the bond to be paid off over several payments so as not to cause financial hardship.

The bond is sent to the Office of Fair Trading, Rental Bond Board who will hold the money until such time as you move out of your property. Provided that there is not outstanding rent or non-rent charges on your account and the property has been left in a similar condition to what it was leased to you in, allowing for fair wear and tear, you will receive your bond back.

## Other costs

Water	If your property has a separate water meter you will be charged for the water you use. We will send you a bill every three (3) months. You should pay the full amount within 14 days. The meter reading at the start of your tenancy is shown on your Property Condition Report.
Electricity	You are responsible for the cost of connection and use of electricity. Any faults with the wiring or the meter are Wentworth's responsibility.
Gas	You are responsible for the cost of connection and use of gas to their property. Any faults with the gas pipes or meter are Wentworth's responsibility.
Household contents insurance	We pay insurance for the property itself, but you are responsible for insuring your own possessions against fire, theft or other damage.

## Keys for your home

You will be given one complete set of keys: to all the external doors, security screen doors, window locks, and internal and garage doors (where required). You are responsible for the cost of cutting extra sets or if you lose the original set.

# Your Home

This section deals with completing your property condition report, property inspections and managing repairs and maintenance issues.

## Property Condition Report

A Property Condition Report is Part 2 of your tenancy agreement. It outlines the condition of your property at the start of your tenancy. The report will be used as the base for our annual property inspections and at the end of your tenancy. You are responsible for taking care of the property and leaving it in a similar condition as to when you moved in. We take into account fair wear and tear that could be reasonably be expected.

Outside of fair wear and tear you are responsible for the total condition of your property. If we undertake any upgrading or renovations a new Property Condition Report will be completed.

## Completing a Property Condition Report

We ask that you review the Property Condition Report as soon as you move into your new home. This way you can check if we have recorded correctly all of the items listed on the report. We ask you to check whether we have:

- › missed any items on the report
- › listed something as there when it isn't
- › stated something works when it doesn't
- › graded something as being in good condition when it isn't

To complete the form you need to do the following:

1. Fill in the 'tenant agrees' column with a (Y) for yes or an (N) for no. If you put N, write your reason in the space next to it.
2. Sign the report. Keep one copy as you will need it when you move out and file the copy with this Guide. Return the other copy to us within seven days.
3. If you identify an urgent maintenance problem please do not wait for us to receive the report. Please call us and let us know about the problem.



We recognise that some problems may not be obvious until you have lived in the property for a short period of time. Therefore if you find a problem after you have submitted your Property Condition Report Wentworth will allow you make further changes for a period of seven (7) days where necessary. Please contact us to discuss.

### Gas, water and electricity

If you have any issues with gas, water or electricity please call your local office within business hours or if it is after hours and it is an emergency please call 1300 761 315.

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Electrical Faults	The electricity meter is where the mains switch and fuses are located. If the power or lights stop working, the first thing to check is whether a fuse has blown. If you think the problem is more than a blown fuse – you smell something burning turn off the mains switch. This will cut the electricity supply to the property.
Gas	The gas meter is where the mains gas valve is located. If you think the gas is leaking, turn off the gas supply immediately.
Water	The water meter is where the mains water tap is located. If you have a badly leaking tap or a burst water pipe, turn off the water supply at the mains. This will stop the water flow to the property completely.

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## General repairs and maintenance

If you have a repair or maintenance problem, please report it as soon as you can. We will arrange for the repairs to be carried out. We will contact either a tradesperson or the agent/owner (if you live in a leasehold property).

We will give the tradesperson or agent/owner your contact details so they can make an appointment with you to come and complete the work.

## Maintenance telephone numbers

<b>General Maintenance</b>	
8.30am to 4.30pm Monday to Friday	(02) 4777 8000
<b>Emergency Repairs</b>	
All hours – including public holidays and weekends	1300 761 315

Please have the following information ready when making your call:

1. Your name and address
2. The nature of the maintenance problem
3. If you have spoken to Wentworth about the problem before
4. What time a tradesperson can get access to your property

## Response times

Emergency repairs	Four (4) hours
Urgent repairs	24 to 72 hours
Normal repairs	Within 20 days

If you are in a leasehold property some agents/owners can take longer than our timeframes however you need to let us know if they take too long.

## Emergency repairs outside business hours

All repairs are to be handled by Wentworth unless the problem occurs outside business hours and is an emergency.

## Checking repair work

Wentworth undertakes random checks on completed repairs to make sure the work has been correctly finished and that you are satisfied. If you have any problems with any trades people or the quality of their repair work, please let us know, so we can rectify the problem.

## Tenant damages

If you break or damage any fixture, fitting or other parts of the property you are responsible for its repair or replacement.



As part of our service commitment  
we organise follow up meetings  
and property inspections

# Helping You Settle In

We recognise that as you settle in, you may have further questions about your property, your tenancy agreement or other services Wentworth may be able to provide. As part of our service commitment we will organise the following meetings and property inspections providing a minimum of seven days notice.

## Settling-in visit

Within three (3) months of you moving into your property a Wentworth Client Service Officer will visit you. The aim of this visit is check that you have settled into your property and to give you the opportunity to ask questions about your tenancy and your property.

## Annual Client Service Visits

To ensure Wentworth continues to meet your needs we require our Client Service Officers to visit you at least once a year. This visit provides the opportunity to discuss how your tenancy is working for you. Besides checking the property, we will discuss whether you need additional assistance and what form that support could take.

If you live in a leasehold property the agent or owner can request up to four visits per year as long as you are given seven days notice.



## Property Assessment Survey inspection

Property Assessment Surveys (PAS) is an inspection undertaken by your Housing provider or FACS Housing (formerly Housing NSW). This inspection is designed to give us a picture of the overall condition to assist us in planning future maintenance and upgrade works.

This should not be more frequent than once per year.

## Visitors and relatives

Wentworth understands that you might have visitors, friends and relatives staying with you from time to time. Generally, if a guest stays in your home for longer than four weeks we will assume they have moved in with you and will include them in your rent calculations.

The tenancy agreement you sign states how many people are entitled to live in your home. If this changes, you need to let us know. We need to approve the change in the number of people living with you as there may be issues with the occupancy specifications and usually it will mean a change in your rent.

## Pets

Please let us know if you have or want a pet, particularly a cat or dog. In our Wentworth owned properties, pets such as dogs may be allowed if they are not large, and your property has a fully fenced yard of a reasonable size.

In leasehold properties agents and owners will generally not allow pets, particularly dogs.

So please contact Wentworth for written permission **before** you get a pet.

## Adding extra comforts

Anything you wish to add to your property must be approved by Wentworth. These extras are any items which were not listed in your Property Condition Report. Extra comforts could include adding:

- › A barbecue area
- › Shed, car port or garage
- › Air conditioning
- › Updating the floor coverings
- › Foxtel or similar
- › Painting rooms, walls, doors etc

## Changing needs

Wentworth understands that people's circumstances change, and that sometimes this means your housing is no longer suitable for you. Please let us know if your needs have changed and we can explore various options

## Home modifications

If your situation changes because of health or disability we may be able to modify your home to better suit your needs. We will ask a Doctor or an Occupational Therapist to provide a complete assessment of your needs. This will be reviewed by Wentworth staff to determine if the modifications are possible. If your house cannot be modified we will help find a more suitable property for you.

However, if the property is modified and subsequently the modification is no longer required Wentworth may ask you move to another property. This enables us to meet the needs of other tenants who would benefit from the modifications we have undertaken.

## Housing transfer

If the number of people in your household changes significantly, you need to be in a different area or there are other reasons you cannot continue to live in your current housing, you can apply for a transfer.

We will ask you to complete the relevant forms and will discuss your reasons with you. Your transfer application will be considered based on an assessment of your needs. If your transfer application is approved you will have the option of choosing whether you would like to be considered for transfers to public housing (with Housing NSW), community housing (with Wentworth or another community housing provider) or both.

We cannot guarantee to be able to help you given the shortage of housing.

# Creating a Community

Wentworth actively engages with its communities, its members and agencies to deliver programs that encourages learning, pride, and ownership and creates a sense of belonging. We draw on the strength of people wanting to give back to communities, who want to participate in their communities and/or have something to offer.

## Community engagement

If you're interested in community activities such as beautification programs, volunteer work, joining a committee, participating in a resident group or generally want to be part of your community, Wentworth has skilled staff that will work closely alongside you or provide you with the opportunities to become involved.

## Tenant Engagement and Advisory Members (T.E.A.M) and tenant participation

Another initiative of Wentworth is our Tenant Engagement and Advisory Members (T.E.A.M) program. Consisting of tenants from different suburbs, the various groups meet monthly to provide input into our planning and to evaluate how they can assist individuals and their communities.

If you are unable to join your T.E.A.M group, Wentworth offers other avenues for you to be involved including:

- › Seeking your feedback or comments on the way we provide our services
- › Providing you with opportunities to discuss how your housing is managed
- › Tenant planning days
- › Contribute to Wentworth's newsletter WNews
- › Respond to surveys

Please contact your local office and we will be put in contact with the relevant person.

## Neighbours

Wentworth recognises the importance of building sustainable and peaceful communities and has developed a wide range of strategies to ensure you enjoy a successful and long term tenancy.

The change in housing over the years means many of properties are close together often with shared laundries, gardens and parking spaces. So some noise and difference in lifestyle choices should be expected. If these differences do create issues amongst neighbours we recommend that you first try to resolve the issue by speaking directly to those involved. This is the simplest and fastest way to resolve most issues.

However if you find that the problem continues, or you feel that the problem is too serious or confrontational to discuss directly with a neighbour, you should contact your local office. We may recommend a Community Justice Centre that has trained mediators who can help solve problems quickly and fairly.

The central contact number for Community Justice Centres is 1800 990 777.

## WNEWS – our newsletter

WNews, a quarterly publication, is sent to you with your rent statement. WNews provides tenants with information about recent changes to legislation, tips on managing your money, policy changes and an update on relevant Wentworth activities. We welcome your contributions.

# Moving Out

Whatever the reason is for your tenancy being ended, Wentworth aims to ensure that you have the appropriate advice and support.

## Ending your tenancy

If Wentworth needs to end your tenancy we will ensure that:

- › The termination notices issued comply with the legislation
- › You are provided with information and access to legal advice, support and interpreters.
- › You are aware of your rights and responsibilities regarding the ending of your tenancy
- › You are given adequate time to find alternate accommodation and to move your belongings
- › You are provided with details of the vacating procedure

If you want to end your tenancy we will require you to give either

- › 3 weeks notice (21 days) to vacate your premises if you are on a continuing lease
- › 14 days notice at the end of a fixed term lease

Notices to Wentworth will need to be provided in writing.

In cases where you are unable to give three (3) weeks' notice due to being offered a permanent public housing property or due to exceptional circumstances, you may be able to negotiate this with your local office. Once Wentworth has received your notice to vacate, we will contact you to discuss the vacating procedure.



### Getting your bond back

If you decide to vacate your property, the bond plus any interest earned will be refunded to you provided that you do not owe any money for outstanding rent or non-rent debt and that you leave your property in the same condition that you found it in (fair wear and tear accepted).

Your bond may be claimed by Wentworth if there is any money owing on your account. Any disputes regarding the bond money will be taken to the NSW Civil and Administrative Tribunal (NCAT) to be heard.

### Debt recovery

If you leave your property, either voluntarily or due to an order that has been imposed by the NSW Civil and Administrative Tribunal (NCAT), you will be required to pay to Wentworth any rent or non-rent debt that you have incurred during your tenancy. You will also be responsible for the cost of any damage or repairs needed to your property as a result of any deliberate or negligent tenant actions (fair wear and tear accepted).

# Compliments, Suggestions, Complaints and Appeals

Whether it is a compliment, a suggestion, a complaint we want to hear from you. Whatever the issue, Wentworth is committed to treating your communication with us with respect, professionalism and confidentiality.

## Compliments and suggestions

Feedback from our tenants is important to us so we know what we are doing right and what we need to improve. If you have any suggestions or compliments please feel free to contact us and let us know or complete our survey form located in our local offices and or on-line.

## Complaints

If you have a problem about the quality of service you should raise the issue with us. There are two ways of doing this:

1. Verbally
2. In writing

### Verbal complaints

Our preferred option is that you initially contact us via phone or visit one of our offices to discuss your issue. We will find the appropriate Asset Office or Client Service Officer to investigate the issue and where possible resolve the problem.

### In writing

A written complaint can be lodged if you are dissatisfied with the outcome from your discussions with us. The process to lodge a written complaint is:

1. Send a letter or email to the attention of the Chief Executive Officer to **admin@wentworth.org.au** or complete Wentworth's Complaint form which is available at any of our offices or our website.
2. Wentworth will acknowledge the complaint within three days of receiving it.
3. Your complaint will be investigated and you will receive a written response within 28 days.

If you are still unhappy with the action taken you have the right to approach:

- › Registrar of Community Housing. You can contact them on 1800 330 940.
- › NSW Civil and Administrative Tribunal (NCAT) is also a way you can seek to resolve any disputes. For more information call 1300 135 399 or visit [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)

## Appeals

An appeal is a request to have a specific decision reviewed. If you disagree with a decision made by Wentworth, you have the right to lodge an appeal. Generally, the decisions that can be appealed are those made under Wentworth Housing Policies. The sorts of decisions that can be appealed are:

- › rent subsidy assessment
- › application for housing transfer
- › property modifications relating to medical needs
- › absence from a dwelling

### Level 1 – internal appeal

If you are not satisfied with the original decision made by Wentworth, you have the right to request that the decision be reviewed by Wentworth's Chief Executive Officer by sending us a letter or email or by completing our Appeal form.

The Chief Executive Officer will review your case and the decision made. You will be advised in writing of the outcome of this appeal within 28 days.

### Level 2 – external appeal

If you remain dissatisfied with the outcome of the internal appeal, you can access the independent appeals process via the NSW Housing Appeals Committee (HAC). Contact HAC on 1800629 794 or visit [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

## Useful Services and Contact Details

<b>Emergency</b>	
Repairs	1300 761 315
Poison Line	13 1126
Fire, Ambulance, Police	000
<b>Utilities</b>	
Electricity (Origin)	13 2461
Sydney Water	13 2092
AGL Gas	13 1245
<b>Local Government Councils</b>	
Blue Mountains	4780 5000
Penrith	4732 7777
Hawkesbury	4560 4444
Blacktown	9839 6000
<b>Services For Women</b>	
Penrith Women's Health Centre	4721 8749
Blue Mountains Women's Health Centre	4782 5133
The Women's Cottage	4578 4190
Blacktown Women's and Girl's Health Centre	9831 2070

### Community Health Centres

Katoomba	4782 2133
Penrith	4732 9400
Hawkesbury	4560 5714
Blacktown	9881 8700
Doonside	9881 8650
Lawson	4759 8700
Mt DrUITT	9832 5001
Springwood	4751 0100

### Centrelink

If you are claiming benefits, let Centrelink know your new address. You should also make a claim for Rent Assistance. [www.centrelink.gov.au](http://www.centrelink.gov.au)

13 2300

### Housing NSW

Housing Contact Centre 1300 468 746

### Financial and Legal Services

Credit Line (Wesley Counselling Service)	1800 808 488
Elizabeth Evatt Community Legal Centre	1300 363 967
Hawkesbury Nepean Community Legal Centre	4587 8877
Mount DrUITT and Area Community Legal Centre	9675 2009

### Tenancy Advice and Advocacy Services

Western Sydney Tenant's Service (WESTS)	1800 625 956
Tenants Hotline	1800 251 101
NSW Civil and Administrative Tribunal (NCAT)	1300 135 399
Community Justice Centres	1800 990 777
Translating and Interpreting Services	13 1450



## Wentworth Community Housing Limited

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