



WNEWS

Message from the Executive Officer

The last three months since the last newsletter have been enormously busy. As previously flagged, Wentworth is set to double in size over the next twelve months. We have been doing a lot of planning to make sure that we are well prepared to take on this growth, as well as continue to provide the high level of service our existing tenants are used to. We have a new strategic plan that will lead us as an organisation for the next three years. We are introducing a new staff structure. We have also conducted our annual tenant survey and listened to you when you said we needed to improve access to services and information.

We have also recently submitted for registration under the new process with the Registrar of Community Housing. This was a very thorough and rigorous process but we are confident that we will be awarded re-registration. We will know more in December. Watch this space for more information!

The coming months are also particularly exciting (and not just because of the Christmas break and being surrounded by loved ones). We have embarked on a major property transfer program in the Hawkesbury with consultations and one on one discussion with tenants taking place. We believe we provide a quality service and we are keen for others to experience all that we have to offer. We also have a major recruitment process underway for new staff with selection and training to take place before year end. Please be assured though that we will continue to meet your needs through this time.

I hope you enjoy this edition of WNEWS!

Welcome new tenants!

Under the property transfer program with Housing NSW, a number of new tenants have transferred from public to community housing. For Wentworth this means many new tenants in Windsor, Richmond, Riverstone, Penrith and Mt Druitt.

We also have new tenants living in our Affordable Housing units. These units have been acquired through BlueCHP, a special purpose affordable housing company of which Wentworth is one of 5 members.

We also have many new tenants who have come to Wentworth from our waiting list.

Welcome all and please call if there is anything you would like to discuss.

Annual General Meeting

Our AGM is also on the 23rd November at 10.30am at the Richmond Club, East Market St Richmond. Please join us! Our annual report will be available on this day as well as posted on to our website. **Our office will be closed all day Monday 23 November for the AGM and staff training. Apologies for any inconvenience.**

Check out our new Website!

Please visit us at www.wentworth.org.au. Let us know what you think!

New Payment Options

To make it easier for you, Wentworth is in the process of introducing additional ways for you to pay your rent, for example, BPAY and paying at the post office. More information to come shortly.

Annual tenant survey

Thank you to all our tenants who responded to the 2009 survey, conducted over August. The survey is a good opportunity for tenants to have a say in how Wentworth is run and to provide us with guidance on areas for improvement. We had a good response rate with 24% of all tenants responding to the survey.

So what did you tell us? You told us overwhelmingly that your overall experience with Wentworth is good to excellent. You did though tell us that we needed to improve access to our service and information (particularly over the phone and electronically) and response times to repairs and maintenance.

In response to your feedback, we have set up a dedicated customer service team and improved our phone system. Our new website has up-to-date information and electronic copies our documents, brochures and forms. We are establishing local branch offices in the Hawkesbury and Blue Mountains and engaging more local contractors to do maintenance.

In completing the survey, a number of tenants wrote detailed comments about specific tenancy issues. Given that names were separated from the actual survey response we are not able to directly respond to you. If you would like to discuss any matter raised please contact your client service officer via 47315851.



**Winner of the survey
\$50 Gift Voucher -**
Ruth Myers is presented with the gift voucher by Tim Cooling, A/Client Service Manager.

Congratulations Ruth!

Pension increase Holiday

Just like the NSW Government, Wentworth will quarantine the recent one-off pension base rate increase for single pensioners from rent assessments, until 20 Sept 2010. Call us for more information.

New Staff

You may have noticed new faces or names in Wentworth over the past few months.

- A new Asset Manager - Michael McCosker is our new asset manager. Michael comes to us with a lot of experience in asset management
- Aboriginal trainee - Taliah Brown started with us in August as part of our commitment to make our service more accessible to Aboriginal people.

We have also taken on additional staff to manage the increasing volume of work. With new growth expected over the next year we expect this to continue.

Community Housing Tenant Network

The NSW Community Housing Tenant Network comprises tenant representatives from all over the metropolitan area and some country regions. Wentworth's representative is Susan Lucock. Susan is also the Chairperson of the Network!

The Network meets bi monthly to discuss a range of issues affecting tenants. It is currently researching Homelessness, Ageing and Living Alone, Conflict Resolution and Sustainable Living, amongst other issues. The Network also runs two or three training sessions each year, to up skill Network members. It also holds four workshops each year for its members, with the conflict resolution workshop held recently being a great success. The Network also sends out a quarterly newsletter, distributed to you by Wentworth.

Locally, a group of tenants has also been meeting monthly at St Marys, in a social setting. This is a great opportunity for tenants to get to know each other and work together to resolve problems. There is also a similar group in Windsor. Please ring Susan Lucock 8807 7932 if you are interested in meeting with other tenants.

For more information about the Network please call us or go to www.communityhousing.org.au/tenantnetwork

Next WNEWS

Our next edition of WNEWS is planned for February 2010. Let us know if you would like it emailed to you or if you would like to see an article on a specific topic.



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