



Metro Community Housing Newsletter

Autumn edition, April 2011

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T 9560 5331

Welcome to the Autumn Edition of our Newsletter. This month we have many exciting initiatives such as tenant Scholarships, Small Business plan initiatives, and a tenant participation survey! There have been some staff changes, and as usual we have the reminders section. Please take your time to have a read and we encourage you make the most of the opportunities on offer!

Scholarship Programs and Tenant based Small Business Initiative

Metro Community Housing believes in the potential for education to change people's lives, but also understands the financial and other barriers that can prevent people from improving their skills and gaining employment.



In recognition of this we are introducing an education scholarship program open to any tenant who wants to undertake vocational study.

The scholarships will be awarded to up to 10 tenants annually. Each successful tenant will receive a \$500.00 payment to be used for course fees or other expenses related to further education.

Linked to this program, Metro Housing is continuing to develop plans for a tenant based small business (see *Metro Community Housing Newsletter Summer 2010 'Metro Housing Gardening and Removalist Business Plan'*).

We have a particular need for cleaners, removalists, maintenance workers and gardeners. So if you would like to gain qualifications or enrol in a refresher course in any of these areas we would urge you to apply for the scholarship program.

Please call Maddy for more information: 9560 5331

*Please note: Metro can back-pay costs that you may have already covered for this semester/term. We will need evidence of payment.

STAFF UPDATES

New Administration Officer

This month we introduce you to Leigh, our new Administrative Officer.

Leigh will meet you at the reception desk with a lovely smile, and provide you with support and/ or direct you to the right place.

Leigh has an extensive background in women's refuges, childcare, youth services and refugee support, as well as a long history working in libraries! Leigh has trained as a home sustainability assessor and remains passionate about people and the planet.

We'd like to take this opportunity to welcome Leigh to our team!

Change of Roles

Nermin is now our full time Accounts Officer.

If Nermin was previously your housing worker, don't hesitate to phone reception to find out who your new worker is.

Amy, previously our Administration Officer, has now become our Partnerships Project Worker. Amy will work with our partner organisations in maintaining and developing suitable housing programs for people with high and complex housing needs.

The Break – A Free event – Sunday 17 April

The Break will be a free event run by Marrickville Council which will feature dynamic local bands along with local emerging bands as chosen by the public. Marrickville unsigned bands have the opportunity to win a spot in the line up for this exciting event!

Although the opportunity to play at The Break is unpaid, bands will be playing on the same line up as local successful acts, Hip Hop sensation Thundamentals and indie pop group New Navy. The Break will be promoted music media and social networks.

To take advantage of this exciting opportunity check out more information and details at:

<http://www.marrickville.nsw.gov.au/community/events65140/thebreak.html?s=1726041156>

Need some cash for those little extras?
 Want to supplement your pension or benefits?
It's easy to start earning money today with The Big Issue!

You are your own boss!
 You choose where you would like to work and your own hours.
Find out more and SIGN UP to sell the Big Issue at the Metro Housing Office on Tuesday 3rd May at 10:30am.



For more information call Gemma or Emma at the Big Issue Office on
9319 6300
 Or see Madeleine Russell at the Metro Housing Office

FREE CHILDREN'S CLOTHES

There will be a table of quality children's clothes (sizes 0-3) out the front of the office from 10am Friday 8th of April. Please help yourselves

MYSTERY DEPOSITS

Please remember to ALWAYS include your name or agent number when making rent or non rent deposits. If you do not include them we have no way of knowing who the payment is from.

Also please check your rent statements against your deposit information, that way you can be sure we have the right information.

If you believe you may have forgotten to include your name or agent number please check the unknown deposits below and give us a call. In doing so you must provide evidence from the bank (deposit slip).

Please phone reception if you are unsure of your agent number

DATE	AMOUNT
8/10/2009	\$23.00
27/11/2009	\$100.00
9/12/2009	\$100.00
24/12/2009	\$100.00
30/12/2010	\$305.00
6/01/2011	\$320.00
8/03/2011	397.15

A phone call each day to check you're ok
 Housing NSW Tenant Connect



Housing NSW Tenant Connect is provided by Red Cross for older tenants living alone in public, community and Aboriginal housing across NSW.

Tenants receive a short daily call from a friendly Red Cross volunteer at an agreed time. If the call is not answered Red Cross takes action to make sure the tenant is okay.

If you know a tenant who could benefit from this service **FREECALL 1800 827 677**



Australian Red Cross
THE POWER OF HUMANITY

IMPORTANT NOTICE

The Commonwealth Bank no longer issues rent deposit books. You **MUST** know and use your agent number when depositing money at the bank.

These are between 2-4 digits long. You were issued this number when you signed your lease.

If you are uncertain of this number please phone us. Alternatively use your full name when making deposits.

REMINDER NOTICE

If you receive Sydney water and/ or Real Estate bills to your address, please send them to Metro. Please do not let these collect until you get a DISCONNECTION notice.
 When you receive water usage charges from Metro please pay these either at the bank with your agent number which you use to pay rent OR at the Metro office.
 You **MUST pay these within three months** or we will have ground to issue a Notice To Terminate and apply to the Consumer, Trade and Tenancy tribunal to claim these costs. If you are having problems making these payments please discuss with your housing worker. Do not leave this till the last moment. The sooner you inform us of problems, the more likely we are able to assist.