



METRO COMMUNITY

Welcome to the Spring edition of the Metro Community Housing Newsletter 2009

THANK YOU!!!!

Thanks to all tenants who returned the tenant survey. The information that we gained about our service has been very useful.

Also a big thank you to all the tenants who were interviewed as part of Accrediation.

We really appreciate all your input and hope to use your suggestions to make our service even better!

HEALTHY AGEING TALKS

Marrickville Council

Thursday 10 September 2009

10am - Debunking the Myths on Chiropractic Care
Eve Fennell, Chiropractor

11am - Hearing - It's Your Loss
A discussion on hearing and listening devices
Clare Manhood, Australian Hearing

Thursday 12 November 2009

10am - Podiatry - Focus on Feet
Chloe Abbot, Podiatrist

11am - Osteoporosis - Move it or Lose it!
Janine Dawson, Osteoporosis NSW

Admission is FREE & includes morning tea

The talks will be held in Council's Function Room, Level 3, 2-14 Fisher Street, Petersham

Please RSVP by calling 9286 3860

IMPORTANT

CHANGES TO RENT CERTIFICATES

There has been a change to the way Rent Certificates are issued. Centrelink has made this change because they were not being notified quickly enough when people's rent changed.

From now on ONLY Centrelink can issue Rent Certificates

Tenants will need to contact Centrelink immediately to notify them of a rent change. You can phone Centrelink, visit a Centrelink office or go on-line if you are registered for the internet service.

Centrelink will update their records and commence payment of the new amount **from the date of change.**

You must then fill out a Rent Certificate (Part A) and bring it in or send it to Metro Housing to fill out and sign (Part B).

You can then take it in to a Centrelink office or we can send it by post.

ANNUAL GENERAL MEETING

You are cordially invited to the Metro Community Housing Annual General Meeting.

It will be held on **Tuesday the 24th of November** at Herb Greedy Hall, Marrickville, 5.00PM for 5.30PM start.

Please RSVP
Ph: 9560 5331

Fruit & Veg Delivery:

The Food Distribution Network is a not for profit organisation that delivers boxes of fresh and inexpensive fruit and vegies to older people, people with disabilities and carers who live in the City of Sydney and need assistance living independently at home. The service is also available for people living with HIV/aids.

For \$9.00 you can have a box of about 30 pieces of fruit and/or vegies delivered to your door each week or fortnight.



Please call 9699 1614 or e-mail enquiries@fdn.org.au for more information.

This service is funded by the Home and Community Care program and a number of PLWHA organisations.

Girl: I lost my pet dog

Boy: Why don't you put a notice in the paper?

Girl: That's useless... she can't read!!!



Statement of Tenant Rights

Metro Community Housing recognises the rights of tenants to:

1. safe, secure & affordable housing
2. security of tenure (within the constraints of funding & program guidelines)
3. fair open and non-discriminatory treatment, both in the selection process and in all other dealings
4. privacy and confidentiality of information except where disclosure consent is given
5. access their own files
6. be consulted on all changes to their tenancy conditions
7. be kept informed of all actions in relation to their tenancy and rent payments
8. be treated with respect at all times, and to have their culture and background respected
9. have their changing needs recognized and have these needs met where possible (within the guidelines and resources of the organization)
10. complain or appeal if they do not agree with action taken or decisions made by the organization. This means that as an organization Metro welcomes tenant feedback, even if it negative, and we will do everything possible to ensure that tenants know how to complain and feel comfortable that they can do so without being penalized.
11. to be told how to appeal, including information about and encouragement to use an advocate
12. to participate in decision making and know how to do this

Our Commitment to Our Tenants

All policies will reflect recognition of these rights.

Tenants will be surveyed regularly and will be asked about awareness of their rights.

Tenants will be informed of their rights in a variety of ways including:

- tenants booklet
- verbally, when signing up
- in Newsletters and in various formats
- in discussion at meetings, focus groups, get-togethers
- via interpreters if required
- via referral to a Tenancy advocate where appropriate

Our responsibility as an organisation is to ensure that:

- All policies recognise the rights of tenants.
- Business statements and the objectives and actions in our Strategic Plan are consistent with these rights.

Please speak to your Housing Worker or ask to speak to the Manager if you do not believe your rights are being respected.

TENANT NETWORK NEWS

Hi all,

In case any of you are interested in joining the Community Housing Tenant Network or becoming a tenant representative, I have included some reminder information.

The Tenant Network is tenant run, with the aim to link and represent tenants from all 33 Community Housing Associations across New South Wales.

Membership is free (forms are at Metro). Members receive 4 newsletters annually and have the opportunity to attend 4 free workshops per year.

If you are interested or have any questions, please do not hesitate to contact me directly.

Regards,

Malcolm Pollard

Tenant Board Member and Tenant Network Rep. for Metro Housing

Ph: 9697 2306

BROAD BEAN BREAKFAST SPREAD

Ingredients:

- 375g fresh or frozen broad beans
- 1 to 2 tablespoons olive oil
- 1 large red onion, chopped
- 1 large tomato, diced
- 1 teaspoon ground cumin
- half a bunch fresh parsley, chopped
- 4 tablespoons fresh lemon juice

salt and freshly ground black pepper to taste



Preparation method:

1. Put the beans into a stockpot with enough water just to cover and bring to a boil.
2. Drain half of the water after beans are tender.
3. Return beans to stockpot and add onion, tomato, olive oil, cumin, parsley, lemon juice, salt and pepper.
4. Mash the beans and bring the mixture back to a boil, then reduce the heat. Gently cook the mixture for 5 minutes.
5. Serve warm with toasted pitta bread