

METRO COMMUNITY HOUSING

WINTER EDITION 2009

Welcome to the winter edition of the Metro Community Housing Newsletter.

We hope that you are all healthy, happy and surviving the cold!

Just a quick reminder that rent review will be happening very shortly (see below), so don't forget to get your forms in!

We would also like to welcome any contributions from tenants for the next newsletter, you can either email them to reception@metrohousing.org.au or send them to PO Box 516 Petersham NSW 2049.



RENT REVIEW

It's that time of year again – rent review!
Everyone must complete the yellow form.

Those of you who are working will also need to complete the pink form, and have it signed by your employer. If your hours change from week to week please provide the 6 most recent pay slips.

If you have signed a consent form, we are able to access your Centrelink income statement, otherwise you must also provide us with a current income statement.

Please remember that we need income information for everyone that is living at your property – this includes children, partners, parents etc.

If you do not provide this information by the **17th of August** you will automatically be put on market rent.

Please don't hesitate to call the office if you have any questions about the process.

REGISTRATION AND ACCREDITATION

All Community Housing providers are required to be registered in order to receive Government funding. Registration is a formal review of our operations to ensure that we are accountable to our tenants, applicants, our funding body and the broader community for the way we deliver our services. It focuses strongly on governance of the organization and our management of finances and assets (our properties).

Annual registration was previously done by the Office of Community Housing (our funding body), but following amendments to the Housing Act 2001 and the introduction of new regulations for Community Housing providers, there is now an independent Registrar of Community Housing who oversees registration and regulation of community housing providers.

Metro Housing will be undertaking Registration in late September 2009. Prior to this we will be undertaking Accreditation which covers many of the same areas as the Registration (and we can use the evidence we present for Accreditation when we undertake Registrations). Accreditation also has a greater focus on our work with tenants and community agencies and it is intended to help us assess and improve service delivery.

As part of the Accreditation process the reviewers would like to speak to a group of our tenants to hear first hand your experiences. If you are interested and would be available for approximately one hour on the morning of **Wednesday 9 September** we would be most grateful. We will provide morning tea and pay transport costs for any tenants who attend.

If you are available please let Madeleine know by **30 July 2009**.



Help us to help you:

by filling out our tenant survey!
Everyone who completes it will go into the draw to win a
\$50.00 Coles/Myer voucher

Metro Housing now has a computer for tenants set up in the waiting area. This computer has internet access, Microsoft Word and Outlook. It is intended to be used by tenants who need to access information regarding their housing, such as: Centrelink income information, real estate agent property listings, contacting case workers, writing letters for housing etc, but you are welcome to use it for general access if it is available.



Coming up

Sydney Latin American
Film Festival
September 2 – 13, 2009
Casula Powerhouse and
Chauvel Cinema
Paddington

Community Housing Tenant Network
Election time for the Community Housing Tenant Network.

Would you like to nominate to become the Metro Housing Tenant Representative (from July 2009 to July 2010)?

Metro are allowed two representatives. Current representative Malcolm Pollard (tenant/Board Member) will again be standing for election.

To nominate, phone Metro Housing on 9560 5331.

Nominations close in 14 days of receipt of this notice.

Members receive 4 newsletters each year and the opportunity to attend workshops on tenant welfare topics 4 times a year.

Tenant network representative meetings are bi-monthly, on the second Monday of each month, at the New South Wales Housing Federation, Suite 301, 64-76 Kippax St Surry Hills (phone 9281 7144 ext 211).

Training and support is available.

For further information regarding the aims and goals of the Tenant Network or membership forms to join the network, phone Metro Housing or Malcolm Pollard on: 9697 3206

Is English your second language???

Metro Housing would like to organise several open days at our office for tenants who speak a language other than English. We will arrange to have an interpreter here in the office.

You will be able to meet The Board and Metro staff, and ask any questions you may have. We will also provide refreshments and an opportunity to meet other tenants who speak the same language.

Please call the office by the **30th of July** to let us know if you are interested and what language you speak. We will schedule these open days in October/November.

Call Madeleine on: 9560 5331

Water Usage



Do you pay for your water?
Do you have leaking taps?
Are your toilet and/or other pipes running continuously?

REPORT ALL LEAKS IMMEDIATELY!!

We cannot assist with negotiations with owners about high water usage if you have not reported a problem to us.

To check if you have leaks: check water meter when you leave the house

(when no-one is home), when you get home check it again—reading should not have changed!

If it has—REPORT IT!!!!

SAVE WATER

If you are living in a **capital property**, you can take advantage of offers available from Sydney Water to install a water efficient device.

Customer enquiries: 13 20 92
www.sydneypwater.com.au

LOW COST COMPUTERS FROM WORKVENTURES

Workventures is a not for profit organisation that is offering affordable PC packs (from \$290.00) to all Centrelink card holders.

These packs include:

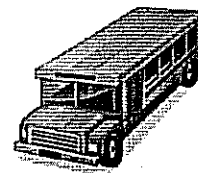
- A complete desktop system
- Microsoft Windows XP Pro and Office 2003 (Word, Exel, Outlook & Powerpoint)
- An internet ready system with new modem and antivirus
- Helpful Setup & User Guide and free phone technical support
- Home delivery to anywhere in Australia

If you are interested please call 1800 112 205 (9am to 5pm Monday to Friday)

THE MAGIC YELLOW BUS
NEW TIMETABLE

The Magic Yellow Bus is a free activities and community information service run by Marrickville Council. They have playgroup for children aged six weeks to 12 years and their parents/carers. The service operates 50 weeks a year, except in wet weather conditions or extreme heat (temperatures in excess of 35 degrees Celsius). The service does not operate during public holidays.

Note: All children must be accompanied by an adult.



Monday (9.30-12.30)-	Petersham Park
Tuesday (9.30-12.30)-	McNeilly Park
Tuesday (9.30-12.30)-	Tillman Park Tempe (new bus)
Wednesday (9.30-12.30)-	Camperdown Memorial Rest Park
Wednesday (9.30-12.30)-	Steel Park Marrickville South (new bus)
Thursday (9.30-12.30)-	Enmore Park
Friday (9.30-12.30)-	Johnson Park Dulwich Hill