



Metro Community Housing

Christmas Newsletter

Summer Edition – November/December 2013

Office Closure over Christmas Break

Our office will be closed from **1pm Tuesday 24th December, 2013** and will re-open on **Thursday January 2nd, 2014**. If you have any urgent repairs over this period please phone the **emergency numbers on your lease**. If you do not have a copy of your lease please call the office to get your emergency contact details before closure.

Tenant Satisfaction Survey

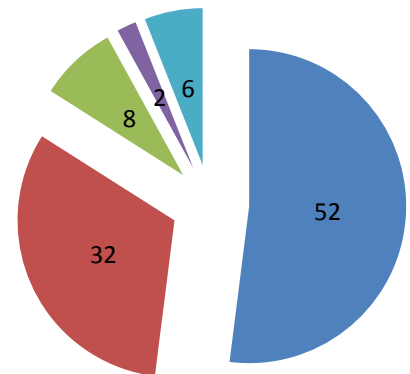
This year Metro engaged with NSW Federation of Housing Associations to conduct a survey to get anonymous feedback from you, our tenants, and highlight areas of success and future focus to improve the housing service.

Areas that tenants were highly satisfied with:

- neighbourhood as a place to live
- Satisfaction that tenants' rights are upheld by Metro
- Satisfaction with the condition of tenants' homes

Some areas to work on included:

- **Complaints and Appeals:** A significant proportion of tenants (58%) don't know or are unsure how to make an appeal.
- **Repairs and Maintenance:** The combined overall rate of satisfaction with the repairs and maintenance service was 73%.
- **Tenant engagement:** Tenants felt that their ability to influence Metro's decisions was low.
- **Supported Housing:** Tenants were less satisfied with the frequency of contact with their support worker (64%)



- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

FOCUS GROUPS & FEEDBACK FROM YOU!

Metro would like to run some focus groups including tenants and partner organisations to address the areas highlighted in the survey and to strengthen our relationships. If you would like to be part of this small working group please e-mail Rachel.Sim@metrohousing.org.au . The working group is expected to meet no more than twice in January/February. Anyone wishing to contribute can also send comments in writing to the office or via e-mail.

Repairs and Maintenance

Metro housing is committed to providing a responsive and good quality maintenance and repair service to you. Due to the closure of our office it is important that all tenants are up-to-date on what process to follow for emergency or general repairs on their property. If you are unclear on how to address repairs and maintenance, please call the Metro Community Housing Reception before the 24th December.

Response Times:

- Routine repairs is 28 days
- Urgent Repairs is 5 days
- Emergency repairs is one day

Emergency Repairs include:

- Broken windows and any failure of external doors or locks
- Flooding caused by burst water pipe, a major water leak
- Raw sewerage overflowing in your home, blocked toilets
- A gas leak, failure of essential supplies such as gas, water and electricity, dangerous electrical faults
- Reporting fire or storm damage to a property

How to request Repairs and Maintenance:

Leasehold Properties

In office hours please report maintenance to your Housing Worker or to reception. For repairs and Maintenance after hours refer to your lease for the name of the managing agent/owner and names of contractors used by those agents. Generally the estate agent will also have this information on their answering machine.

Capitol Properties

If you live in a CAPITAL PROPERTY ONLY please phone SR Construction: 0405 219 773 for emergency repairs.. For non-urgent repairs please wait until our return when we will be happy to assist you.

Metro would like to collect up to date contact details for all of our tenants. Please contact Faye or Litsa at reception on 9560 5331 if you would like to update your phone number, email address or back up contact person.

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 numbers 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
26/10/2012	400.00
29/10/2012	250.00 (Rockdale)
29/10/2012	50.00 (Rockdale)
24/4/2013	300.00 (Leichhardt)
10/5/2013	159.75 (Flemington)
20/6/2013	225.00 (Summer Hill)
14/10/2013	400.00 (Petersham)

Our Location

48a Norton Street
Leichhardt NSW 2040
Tel: 02 9560 5331
Fax: 02 9560 8027

Office Hours:

Monday, Tuesday, Thursday
10am – 4pm
Wednesday 1pm – 4pm
Friday by appointment only
You can also [contact us](#) online.

The staff at Metro wish you a happy holiday period

