



### DRESS FOR SUCCESS

- Dress for Success Sydney is a registered Charity That Improves the employability of women in need in NSW by providing, free of charge, professional clothing, a network of support and the career development tools to help women achieve self-sufficiency.
- Dress for Success Sydney provides appropriate clothing and Styling advice for women who may be seeking to re-enter the workforce after a period of unemployment, women who may need to dress formally for a range of other situations such as appearances in court, attending a funeral, returning to the community after a period of imprisonment or any other circumstances when access to our services would make a difference.
- Dress for Success Sydney can also provide support in terms of building confidence for a job interview, resume writing assistance or simply a friendly, supportive environment for women who may just need a little extra help to move forward.

**LOCATION:** 132 Marrickville Road Marrickville 2204

**PHONE:** 1800 773 456

#### HOURS

Tuesday 10am - 1pm, Wednesday & Thursday 12pm - 3pm

Friday 11am - 1pm, Saturday 10am - 1pm

*Showroom is staffed*

*Monday - Friday 9.30am - 5pm*

### FAST, SIMPLE & FREE

**Myconnect** - We take the pain and frustrations out of moving homes.

We understand that moving homes can be a stressful experience. We help customers by connecting their -

electricity, gas, water, telephone and internet services

in one easy phone call. The best thing about **myconnect** services is that they are absolutely

**FREE!**

Phone: 1300 854 478

Email: [enquiries@myconnect.com.au](mailto:enquiries@myconnect.com.au)

Website: [www.myconnect.com.au](http://www.myconnect.com.au)

### Electricity – Low Income Household Rebate

Did you know that if you are on a Centrelink Benefit you may be entitled to a Low Income Household Rebate. For More information call 13 77 88 or talk to your energy provider.

*Please note this information is also available to you on your Electricity Bill.*

### Newtown Neighbourhood Centre

1 Bedford St Newtown

[www.newtowncentre.org](http://www.newtowncentre.org)

Phone: 9564 7333

The Centre plays a vital role in Newtown and the Inner West, providing community members with access to information and support and referring them to other services if needed.

In 2014/2015 – Newtown Neighbourhood Centre celebrated its 38 years of operation.

Some of the programs & services they have

– *to only mention a few*

- Newtown Festival
- Newtown Community Market
- Sydney vision Song
- Art in Newtown
- ATO tax Help
- Counselling Support
- One Stop Shop
- Shopping Service
- Walking Group
- Wellness Programs
- Multicultural Neighbour Aid

*Why not visit them or go on to their website and discover  
What other program may be of interest to you*

### Petersham TAFE Outreach Courses

Contact No. 9335 2790

- Basic Computing & Internet – for absolute Beginners
- Construction trades for young people
- Learn about Work & Study Options
- Aged Care Course
- Work Opportunities for Women (WOW)
- Urban Food Growing & Sustainable Living



#### NOTICE MAIL THAT DOES NOT BELONG TO YOU

Any tenant that receives mail that does not belong to them could they please forward to Metro – especially bills as this may affect the connection to utilities at properties if Bills are unpaid.

## **REPAIRS & MAINTENANCE**

### **Response Times:**

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

### **Emergency Repairs include:**

- Failure of external doors or locks (if a tenant locks themselves out – note this will be a tenant charge).
- 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:**

**All tenants** During office hours please report maintenance requests to your Housing Worker or to reception. Do not contact agents/owners directly or organise repairs yourself.

**Leasehold Properties - Emergency repairs.** After hours refer to your lease for the name of the managing agent/owner and the names of contractors used by those agents. Generally the real estate agent will also have this information on their answering machine.

**Capital Properties.** Contact 'WellDone' on 1300 190 139.

## **MYSTERY DEPOSITS as of 16 March 2016**

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.

<b>DATE</b>	<b>AMOUNT</b>	<b>DEPOSIT DETAILS</b>
17/07/14	\$480.00	Cash Deposit – Kingsgrove Branch
25/07/14	\$370.00	Direct Credit Ref: '421520 Everyday Account'
30/09/14	\$92.00	Cash Deposit – Kogarah Branch
14/11/14	\$530.00	Direct Credit – Ref: '421520 Everyday Account'
21/11/14	\$308.66	Cash Deposit – Redfern Branch
26/11/14	\$130.00	Cash Deposit – Branch 06 2004
15/12/14	\$100.00	Cash Deposit – Newtown Branch
29/05/15	\$600.00	Cash Deposit – Burwood Branch
13/08/15	\$200.00	Cash Deposit – Redfern Branch

## Appeals & Complaints

At Metro we take your feedback and complaints very seriously. Below is an update on the processes involved for lodging complaints and appeals:

### Metro Housing Complaint Statement

If you are not satisfied with our service or one of our policies you have the right to complain. Please give us a chance to fix the problem. If you want us to reconsider a decision we made, you can request an appeal of the decision.

### How do I start the procedure?

- Talk directly to the person in the organisation who you think is responsible for solving the problem (most likely your housing worker)
- Explain your problem, what you would like to happen in future, and listen to their response.
- If you are not satisfied with this the next step is as follows.
- Put your complaint in writing to the Board of Directors of Metro Housing who will refer the complaint to its Disputes Sub Committee. You can contact the board via email at [board@metrohousing.org.au](mailto:board@metrohousing.org.au).
- The Disputes Sub Committee will contact you to request a meeting to discuss the matter.
- You may have an advocate or support person present and representing you when you meet with the Disputes Sub Committee if you prefer.
- The Disputes Sub Committee can take immediate action when it meets and seek endorsement from the Board of Directors at its next meeting.

### How do I appeal a decision?

You can appeal against a decision or action by the Board of Directors or staff on the basis that the decision was unfair or a denial of natural justice. Where the person with the complaint considers Metro Housing has acted outside its authority or has breached its policy they should refer to the Metro [Disputes Policy www.metrohousing.org.au/downloads/disputes.pdf](http://www.metrohousing.org.au/downloads/disputes.pdf).

### How will the appeal be dealt with?

An Appeals Subcommittee appointed by the Board of Directors, comprised of two directors and an independent person, will meet with you within two weeks of a written request for a meeting being received by Metro Housing. The subcommittee will make a recommendation to the next Board of Directors meeting.

If you are not satisfied with the outcome of an internal review you have the right to seek an external review through the **Housing Appeals Committee**.

## INFORMATION

### NSW SCHOOL HOLIDAYS

Monday 11 April – Friday 22 April

### PUBLIC HOLIDAYS:

- 25 March - Good Friday 25 March
- Easter Monday 28 March
- Anzac Day 25 April

### Our Location:

Suite 208, 1 Erskineville Rd

NEWTOWN NSW 2042

PH: 02 9565 4599

### Office Hours:

**Monday, Tuesday, Thursday**

9:30am – 4:00pm

**Wednesday**

1:00pm – 4:00pm

**Friday**

by appointment only

You can also [contactus online](mailto:reception@metrohousing.org.au).

[reception@metrohousing.org.au](mailto:reception@metrohousing.org.au)