



NEWSLETTER AUTUMN 2017



RENT REVIEW

It's that time of year again- rent review! Everyone must complete the **yellow form**. We will conduct the next rent review to commence **June 1 2017**.

We require all tenants with income from employment to provide continuous 13 week pay slips or a pay slip showing "year to date" income.

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 Centrelink "Income statement for Housing Authorities".

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

Smoke Alarms & Termite Inspections

As you are aware, all Metro Housing capital properties have a 12 month service check of smoke alarms. There is also a two yearly check for termites.

Smoke alarms are checked by “Smoke Alarm Solutions” and they will contact you by phone, text or letter and give you an appointment once per year. You are able to change this appointment at your convenience by calling them on 1300853910. Please ensure that when you have made an appointment, you ensure that you are home to let them in. This way, you are less likely to need to change the battery which is tenant responsibility.

Termite Inspections are done by “Killmore Pest Control” who will also contact you via phone. You are able to change your appointment with them by calling 130054 5566,

Again, please ensure that when you have an appointment, you make the time to let them in.

Please remember that the annual smoke alarm check is legal requirement – it is for your own safety. Both the Smoke Alarm check and termite inspections are free of charge to the tenant.

If you have any questions about your smoke alarm, please contact Metro Community Housing on 9565 4599.

PAS Inspections (capital properties only): The capital properties belonging to Metro Housing are owned by the NSW State Government (Housing NSW). Every few years, Housing NSW visit individual properties to inspect their asset – these are called PAS inspections. You will be notified about the appointment in advance. You must allow the PAS inspection to take place but you can make the appointment at your convenience. Please note that the PAS inspector is looking at the property and may note repairs or issues but they DO NOT order any repairs, it is an assessment for their records only. The PAS inspectors are not organised or employed by Metro Housing and should always carry identification. If you have any repairs, you should always contact Metro Housing who will organise a contractor. If you have any questions regarding a PAS inspection, please contact Metro Community Housing on 9565 4599.

List of savings & free services

Meals

The Movement - Free goods & groceries. Please register on Facebook page

<http://themovementsydney.wixsite.com/themovementcrew>

Staples Bag - Affordable groceries: <https://thestaplesbag.org.au/>

Church Mission – Father Brian: Free Meals & Food hampers

<http://www.newtownmission.org.au/>

Greek Orthodox Church, Newtown - Free Meals

http://www.greekorthodox.org.au/?page_id=5048

Wesley Mission - Food hampers

220 Pitt Street Sydney - Concession Card needed

St Vincent De Paul - Food hamper & Food vouchers & St Vincents Op-Shop Voucher

House call every 6 weeks.

Address 2C West St Lewisham NSW. Phone (02) 9568 0262

Coptic Orthodox Community Outreach Service (COCOS) - Free Meals

Woolloomooloo – Corner of Bourke and Cathedral St – 8.30-10.00pm. Phone: 1800 788 801

Ozanam Learning Centre - Meals

Level 3, 99 Forbes Street, Woolloomooloo, NSW Centre hours 8.30am - 4pm

https://www.vinnies.org.au/page/Find_Help/NSW/Health_and_wellbeing/Ozanam_Learning_Centre/

Anglicare - Food Vouchers

1 Sloane St, Summer Hill NSW 2130. Phone :(02) 9798 1400

Food Supplies

Common Ground Community Kitchen - Register by calling Newtown Neighbourhood Centre: Phone: 95647333

Common Ground, 31 Pyrmont Bridge Road, Camperdown - <http://www.arafmi.org/2014/09/community-kitchen-common-ground-camperdown/>

Community Gardens - Local places for gardening and growing food.

Find your nearest garden:-

https://www.google.com.au/search?q=innerwest+council+community+gardens&sourceid=ie7&rls=com.microsoft:en-AU:IE-Address&ie=&oe=&qfe_rd=cr&ei=u2wuWJiaNeTf8qeC67OoAw&qws_rd=ssl

Utilities

EAPA -Electricity and Gas vouchers for bills

Anglicare - 1 Sloane St, Summer Hill NSW 2130. Phone :(02) 9798 1400

Metro Assist - Ashfield, Bankstown, Burwood, Canada Bay, Canterbury, Marrickville and Strathfield

<http://www.metroassist.org.au/about-us/about-us-2.htm>

PAS (Payment Assistance Scheme)- Vouchers for Water Rates. The Payment Assistance Scheme operates through registered community welfare agencies with trained staff to assist customers experiencing financial difficulties. To access this service you are required to contact one of the agencies below to make an appointment and take along a copy of your most recent Water bill. The agency you choose will assess your individual needs and circumstances, and will offer you assistance accordingly.

List of savings & free services

Many community welfare organisations offer PAS.

- These include: - St Vincent de Paul Society - The Salvation Army – Anglicare - The Smith Family - Community neighbourhood centres. If you can't find a PAS agency in your area, phone: 1800246545 for help.

The Energy & Water Ombudsman NSW (EWON) <http://www.ewon.com.au/page/making-a-complaint>. Make a complaint - Phone: 1800 246 545

Exercise

STAAR Fitness- STAAR Fitness aims to empower women by building physical strength, emotional resilience, self-esteem and confidence through physical exercise whilst providing a support network to families. Email: info@staar.org.au

Ph: 0400 534 296

Starting 25 November - YMCA Brightside Mental Health & Wellbeing Almost half of all Australians will experience a mental illness at some point in their lifetime. The Y's Brightside program offers opportunities for people with a mental illness to improve their physical, social and mental health and wellbeing. The program offers free and unlimited access to a Y facility for 60 days, as well as a customised exercise program and one-on-one support. For more information, please contact our YMCA Brightside Coordinator: Email: brightside@ymcansw.org.au. Phone: 02 9633 8225

The Mentor Program

The MENTOR program creates opportunities for people to achieve: Better physical, social, mental, emotional and spiritual health and wellbeing. The development of life skills and abilities, in particular ways to recover that build confidence, self-esteem and resilience for the future. An acquired dignity and self-respect promoting rights and choice. Please call Stephen Howald. Phone: 02 9144 1447 - 0422 9144 20. Email: info@support.org.au

The MENTOR program team are available to meet, accept referrals and answer questions at The Glebe Justice Centre - 37-47 St Johns Road, Glebe on Tuesdays and Thursdays from 11.30am to 1.00pm.

Events

Eventbrite - Free Events

Search this website - <https://www.eventbrite.com.au>

Sydney City Council - Free Events

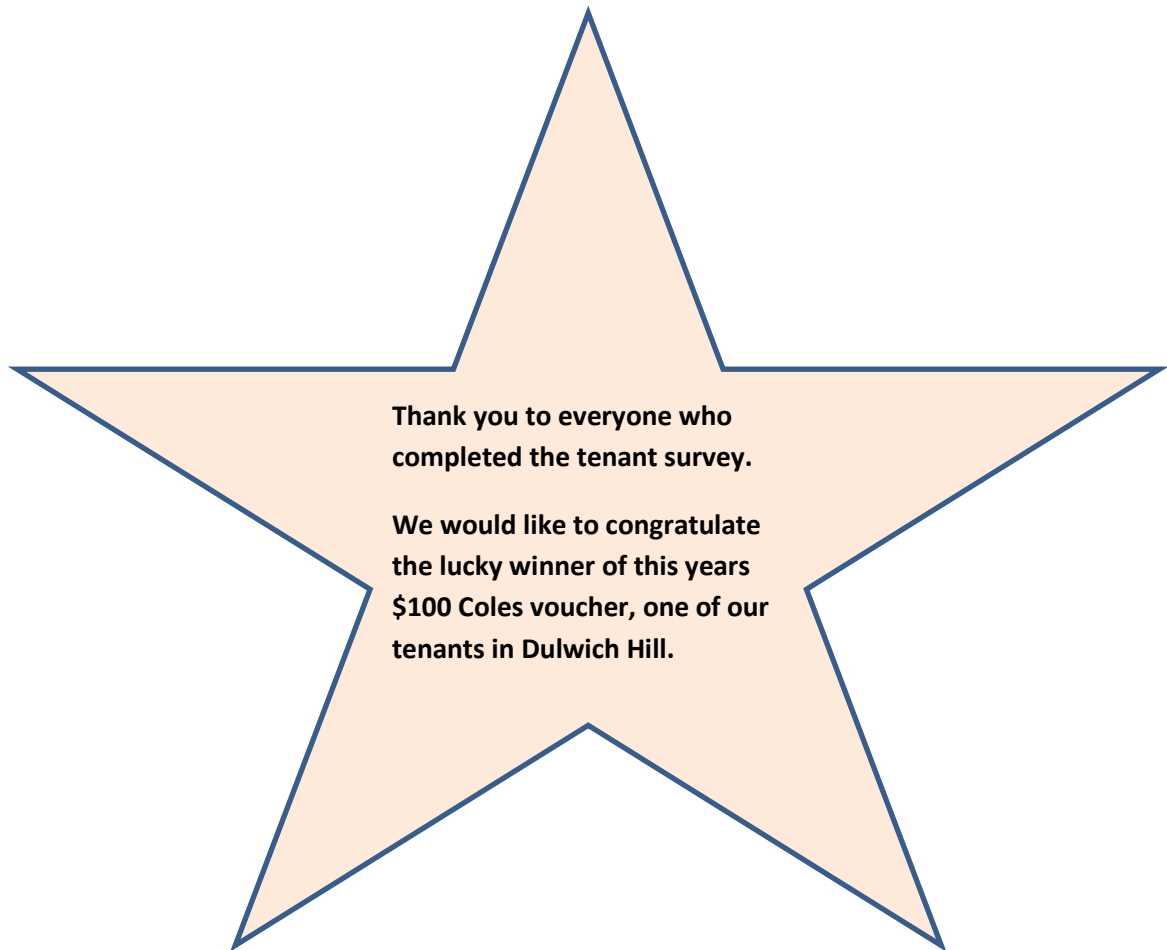
Search this website - <https://whatson.cityofsydney.nsw.gov.au/>

Other Government Website Information

Ask Izzy – Varied information from Accommodation to Support services. This website is free of data charges. Out of credit – not a problem you can still access this site. Search this website - <https://askizzy.org.au/>

Newtown Neighbourhood Centre - Free laundry

<http://www.orangeskylaundry.com.au/>



Please remember – It is your responsibility to have any Energy Services connected yourself. If you have a problem with power or gas, please make sure your payments with Energy Providers are up to date before you call us to report a fault. Failure to make payment to provider may mean that your energy supply is stopped. You may also receive an invoice from an electrician, should one be sent out to investigate the problem.

Do you suffer from Anxiety?

A free Support Group meeting is held in Marrickville for people living with an anxiety disorder and their family and friends.

1st Saturday of each month - Addison Road Centre

Hut 1, 142 Addison Rd, Marrickville- 9:30am

For more information

Call: The WayAhead Anxiety Disorders Info Line 1300 794 992.

MYSTERY DEPOSITS as of 2017

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	TYPE / LOCATION
21/04/16	220.00	CASH DEPOSIT – LALOR PARK
17/10/16	518.00	CASH DEPOSIT BR. CONDELL PARK
18/10/16	528.00	CASH DEPOSIT BR. 116 BURWOOD RD
28/10/16	406.00	CASH DEPOSIT BRANCH ASHFIELD
01/12/16	550.00	CBA ATM MAROUBRA
01/12/16	300.00	CASH DEP BRANCH CAMPSIE
06/12/16	397.60	CASH DEP BRANCH EARLWOOD
30/12/16	400.00	CBA ATM MARRICKVILLE
18/01/17	258.87	15045 BANKSTOWN CNTR BR
31/01/17	190.00	CASH DEPOSIT CBA ATM MARRICKVILLE
07/02/17	320.00	CASH DEPOSIT CBA ATM MARRICKVILLE
08/02/17	0.25	NAB TRANSFER RENT
21/02/17	176.00	CASH DEP BRANCH CAMPSIE

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

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.
- 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).

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**.