

# metro



community housing

**NEWSLETTER SPRING 2017**



## **Rent Review!**

**We will be conducting the next review for rent changes to commence on 1 December 2017**

- All tenants with income from employment need to provide pay slips for the period 1 July to 30 September 2017 or a pay slip showing year to date income).
- If you receive Centrelink benefits and have signed a consent form, we can download your Centrelink income statement; otherwise you will need to provide us with a current Centrelink Income:- Note: for everyone over 16 years of age living at your property will also be required to provide evidence of income.
- All tenants **MUST** complete the yellow form with details of all household members.

**\*\*\* Tenants who do not satisfy the requirements for rental subsidy by providing income details will be charged market rent\*\*\***

ARCCO - ADDISON ROAD  
142 Addison Road MARRICKVILLE Ph: 9569 7633

What's happening this spring –

**The Sydney Inner West Community A Fair** is a monthly community event where you can access information & services, connect with local groups, enjoy live entertainment and a free BBQ, as well as access the Food Pantry.

If you're seeking advice on your rights at work; drug or alcohol support; education and training; help processing your Centrelink claim; aged or disability care and more, you can find face-to-face support at Community A Fair.

Everyone is welcome!

10am to 1pm, 1st Wednesday of the month.

**The Bower – Repair Café – Don't be afraid to get your hands dirty.** Need something repaired? Visit The Bower's [Repair Cafe](#) for free assistance with dodgy electrical items, wobbly bikes and rickety timber furniture. The Repair Cafe operates on Wednesdays, 1pm – 4pm at Marrickville and on the last Saturday of the month, 10am – 12pm at Parramatta.

#### Travelling Repair Cafe

Saturday, 30 September, 10am – 12pm  
The Bower Shop – Parramatta  
10 Hunter Street, Parramatta

Saturday, 14 October, 10am – 12pm  
Small electricals and timber furniture repair cafe for City of Canada Bay residents. [Bookings essential.](#)  
Concord Community Centre  
1A Gipps Street, Concord

Saturday, 28 October, 10am – 12pm  
The Bower Shop – Parramatta  
10 Hunter Street, Parramatta

#### Marrickville Community Nursery

The Marrickville Community Nursery is located at the Addison Road Centre, 142 Addison Road, Marrickville. Opening hours for plant sales are every:

- Wednesday 10am – 12 noon
- Saturday 10am – 1pm
- Sunday 10am – 1pm

Limited free mulch is usually available for residents within the Marrickville Council area (bring your own bags and shovel). Prices for seedlings start at \$3.30, with discounts for community or school projects. **A discount on the price per tube can also be negotiated for bulk orders over 500 plants.**

### **Appliance replacement offer**

The office of Environment and Heritage are offering discounts on new energy efficient fridges and TVs so you can replace your old inefficient models. New appliances can cut your energy bills, improve your household and family living costs and help protect our environment.

#### **We are offering:**

40% off the cost of a fridge (save up to \$200 a year on your energy bill)

- 50% off the cost of a TV (save up to \$125 a year on your energy bill)

#### **Is this offer for you?**

To receive this offer you must:

- be a NSW resident
- hold one of the following:
  - Pensioner Concession Card
  - Health Care Card or Low Income Health Care Card from Centrelink
  - Veterans' Affairs Gold Card
- own a fridge 6 years old, or older, and want to replace it
- own a plasma or cathode ray tube (CRT) television and want to replace it

**Commonwealth Seniors Health Card holders are NOT eligible for this offer.**

**Want to apply?** There are 3 easy steps and the application takes only minutes to complete. Make sure you have your valid concession card with you when you apply. Visit website for details -

<http://www.environment.nsw.gov.au/households/appliance-replacement-offer.htm> or call 131 555.

## ARE YOU NBN READY

Tenants will be aware that the Government is rolling out the NBN around the country for telephone and internet services. Some tenants may already be connected to the new NBN network. However, all tenants should be aware that both houses and units will be affected:

- If you have any questions about how the NBN will affect you, please contact NBNCO at [www.nbnco.com.au](http://www.nbnco.com.au) or call them on 1800687626
- The NBNCO website has a fact sheet and a map of when NBN will be coming to your street plus lots of general information
- It is likely that when the NBN is installed in your area, you will need to arrange a new connection for your landline phone and internet with a service provider (eg Telstra, Optus, Dodo etc). You may have already been contacted by several providers and it will be your choice as to whether you stay with your current provider or choose to sign up with a new one. You can shop around for the best deal. You may like to contact your current provider if you have any questions about your current service and switching to NBN but you are not obliged to stay with them.

## EWON - Energy & Water Ombudsman NSW

### ❖ DO YOU NEED HELP PAYING A WATER OR ENERGY BILL?

If you have unpaid bills and a debt collector (sometimes called a “mercantile agent”) contacts you, call the [National Debt Helpline](http://www.nationaldebtline.com.au) on 1800 808 488 for free advice or call EWON 1800 246 545 or go to website [www.EWON.com.au](http://www.EWON.com.au).

Community welfare agencies can help customers in financial difficulty by:

- Negotiating with your energy or water supplier about what you can afford to pay
- Referring you to a financial counsellor or other support services

Some agencies provide emergency financial assistance in the form of:

- EAPA vouchers - PAS vouchers for water - Telstra voucher – NILS

### ❖ HAVE YOU BEEN GIVEN A HIGHER THAN AVERAGE BILL?

EWON has no role or authority in setting prices. While this means we are not able to investigate complaints about price increases, we can review whether charges and tariffs have been correctly applied to an account. So, if you have received a high bill that you consider does not accurately reflect your usage and your retailer is either not able to explain it or you are not satisfied with their response, you can [contact us](#) for assistance.

### MYSTERY DEPOSITS – as of September 2017

DATE	AMOUNT	TYPE/LOCATION
17/10/16	\$518.00	CASH DEP - CONDELL PARK
28/10/16	\$406.00	CASH DEP - ASHFIELD
1/12/16	\$550.00	CBA ATM MAROUBRA
1/12/16	\$300.00	CASH DEP - CAMPSIE
6/12/16	\$397.60	CASH DEP - EARLWOOD
30/12/16	\$400.00	CBA ATM – MARRICKVILLE
18/1/17	\$258.87	15045-BANKSTOWN CENTRAL
31/1/17	\$190.00	CBA ATM MARRICKVILLE
7/2/17	\$320.00	CBA ATM MARRICKVILLE
8/2/17	\$0.25	NAB TRANSFER RENT
21/2/17	\$176.00	CASH DEP CAMPSIE
15/3/17	\$50.00	CASH DEP SUMMER HILL
3/4/17	\$570.62	CASH DEP MARRICKVILLE
19/6/17	\$404.50	DIRECT CREDIT 15884 NABHAN ALI
27/7/17	\$700.00	CASH DEP - MARRICKVILLE
2/8/17	\$550.00	TRANSFER FROM CBA COMMBANK APP RENT
9/8/17	\$300.00	CASH DEP BRANCH NEWTOWN 44
31/8/17	\$500.00	CASH DEP - ROSELANDS

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.



## Annual General Meeting & Tenant Bowling Afternoon

Metro will hold its Annual General Meeting at Petersham Bowling Club – 77 Brighton St Petersham - on the 29th of November @ 6 pm. There will also be a tenant lawn bowling afternoon prior starting at 3:30-5:30. We will have pizza 5:30-6 with AGM to follow. At the meeting we will present our audited 2016/2017 financial reports, provide an update on operations of the co-operative and re-elect the Board of Directors. This is an opportunity for you to meet informally with Metro’s directors and staff and to put forward your views and ideas.

We will be sending out formal notice of the AGM/Bowling to our active members but we would really like to encourage as many of our tenants and members as possible to attend. If you would like to become a member of the co-operative (which gives you voting rights at the AGM) please contact Emma on 9565 4599 or [reception@metrohousing.org.au](mailto:reception@metrohousing.org.au) to request an application form. We will also accept applications for membership at the AGM.

**Please advise us by 1st November if you would like to attend for catering purposes**



## 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).

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**.

## REPAIRS & MAINTENANCE

### Response Times:

- Routine repair - 14 days
- Priority Repair - 7 days
- Urgent – 5 days
- Emergency repair - 1 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:

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

- **Emergency repairs – Leasehold.** 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.

**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