

OUR VISION: 'CREATE VIBRANT, SUSTAINABLE AND COHESIVE COMMUNITIES THROUGH THE DELIVERY OF OUTSTANDING HOMES AND EQUITABLE SERVICES'



HUME CUSTOMER SATISFACTION SURVEY 2013–2014 RESULTS



CEO Message

Since opening our new office in Parramatta in early January 2014, we have been able to meet with customers by appointment. Within a next few months, our Parramatta office will open as another convenient location for you, our customers, to come when you need to see us. We are designing our reception to ensure it will provide you with the best level of customer service possible. We will let you know when our Parramatta reception area is completed. Our opening hours at our Fairfield Office remain unchanged.

Hume is committed to investing in and growing services for our senior customers and we are recruiting a new Senior Housing Coordinator to work directly with our wonderful over 55 customers. This person will deliver our Active Ageing Program, assisting customers access services in the community that support seniors to remain independent and healthy longer. We will certainly be seeking your input in the setting up of this exciting new program.

We care about your safety, so if a Hume Housing team member or approved contractor is visiting your home, they will always be wearing their identification tags. If you have any concerns over their identity or the reason for their visit, please ask to check their tag or call our customer service line on 02 9722 4300.

Most often we will only visit if we have an appointment. Sometimes if your Hume Officer is in the area they may drop by for a follow up visit, to check on your health and wellbeing or to update your contact details if we have not had a response from you to a call or letter. As we move from Winter into Spring, it is always a great time of year to get active and do some work in the garden, a bit of spring cleaning, or simply enjoy a walk in the sun. Alternatively, you might be interested in our senior's Thai Chi classes.

We are always looking for new ideas and suggestion for our newsletters to ensure it is informative. If you would like to be involved call 9722 4300 or email: get.involved@humecha.com.au

N. Lemon

Nicola Lemon



OVERALL SATISFACTION

SUBJECT	2012	2013
Housing services	87%	85%
Support services	83%	88%
Complaints	62%	47%
Repairs	82%	80%
Neighbourhood	84%	84%
Communication	85%	84%
Customer engagement	80%	81%

A big thanks to all the customers who took part in this year's H.C.S.S. 1643 surveys were mailed out to Hume households and 44% of you took part. This has been a huge increase from last year's response rate of only 29%.

The results show minor changes across all Hume services. The most with noticeable changes are in the way Hume deals with complaints which will be a focus for 2014 – 2015. There has also been a noticeable increase in levels for Hume's Supported Housing services.



Hume would like to congratulate the two winners of this year's survey draw. Both have won a \$300 gift card to Big W. One person who has asked to remain anonymous, but we would like to acknowledge the other winner:

Betty Lansley of Canley Heights.

Congratulations for taking part in the survey.

More information on the survey visit Hume's website: www.humecha.com.au

OFFICE CLOSURES

LABOUR DAY – Monday 6th October 2014

What's inside

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HUME STUDENT SCHOLARSHIP 2014/2015

Hume Housing recognises that education helps people to open new doors, get good jobs and do well in life. The Hume Housing Student Scholarship 14/15 is to help you, our customers with meeting the rising cost of education. Families and individuals may apply through the Hume Housing Student Scholarship Program.

Applications are now open and the deadline has been extended to close on 31st August 2014. Successful scholarship applicants will be contacted in October 2014.

If you would like to apply you must be:

- A Hume Housing Customer
- Attending Primary School, High School or Tertiary/TAFE education for 2015

To receive an application download one from www.humecha.com.au (under news and events), email: get.involved@humecha.com.au or visit the Hume Housing Office in Fairfield.

Up to six scholarships will be offered each year:

- Primary school student \$400
- High School \$800
- Tertiary/TAFE \$1,200



If you would like further information or have any questions on Hume Housing Student Scholarship please contact 9722 4329 or email: get.involved@humecha.com.au

PREVIOUS WINNERS

Saba Vasefi	\$1200
Roman Ilunga	\$1200
Mirac Mermi	\$800
Stacey Bell	\$800
Dileyla Toksoz	\$800
Adem Saleh	\$400
Jeremy Khoutdavong	\$400
Trent Butler	\$400

SOCIAL HOUSING RENT REVIEW It has been completed!

We sent out *Rent Subsidy Application Forms* to our social housing customers. Thank you to everyone who has already returned their completed application. Your rent should have been assessed.

A notice of your new weekly rent amount has been posted to you. If you have not received a rent assessment notice prior to 30th June 2014 please contact our office..

It's not too late to apply for a Rent Subsidy

If you have not yet returned your Rent Subsidy Application Form supplied to you in April then you need to complete and return it to our office immediately. Please contact us at our Fairfield Office if you require a duplicate form.

What happens if you do not apply for a Rent Subsidy?

If you have not applied for a Rent Subsidy using the Rent Subsidy Application Form – Social Housing you have been placed on Maximum Rent.

You may also pay the Maximum Rent if:

- You do not supply income documentation and household member details; or
- Your income assessment indicates that you are not eligible for a subsidised rent

For more information about Rent Reviews you can access the Rent Policy on our website at www.humecha.com.au under the heading 'Policies and Procedures'.

If you have any questions, please contact our office on 9722 4300 or our Income Coordination Team directly on 9685 6808 or 9685 6804.

Hume Community Housing

太极 气功

Tai Chi - Qigong

Classes

GREAT SENIORS ACTIVITY!

Come and learn both these ancient Chinese arts on your way to a more relaxed mind, a strengthened body and improved balance.

Where: Community Room, 3 Shortland Street Telopea

When: Monday afternoons, ongoing.

Time: 2:30 – 3:30pm

RSVP: Your name and numbers attending to – Michelle Femia
Mobile: 0407 934 963
or email: Michelle.Femia@humecha.com.au

HUME HOUSING CUSTOMER SERVICE SURVEY

What do you think of the service you receive?

In November last year we introduced a customer service survey at our Fairfield office.

We did this in order to find out how you feel about the service you receive when you come to visit us or when you call us on the phone.

Why have we done this?

Telling us what you think will not only let us know what you are happy with, but also how you think we can improve our service to you.

Receiving similar feedback from a group of people helps us to identify where we need to make changes, for example: how we communicate with our customers, staffing levels or maintenance services.

How long will it take?

About 1 minute of your time is all we need.

The survey is very simple and involves answering questions such as:

“What was the reason for your visit today?”

“How long did you have to wait before a customer service officer was able to assist you?”

The answers are multiple choice and a member of our staff will be able to fill out the survey for you if you are having trouble.



Prizes to be won!

Each quarter we will place the names of the customers who have completed the survey into a draw to win a \$30.00 gift card.

The surveys can be completed either online at our customer computer terminal in the Fairfield reception, or by completing a form. If you call us, one of our staff can fill it out for you while you are on the phone.

Please tell the Customer Service Officer that serves you next time that you would like to participate.

WINNER OF PRIZE DRAW BETWEEN:

- November to February – L. Selby & J Brown, Telopea
- March to June – Thi Tuat Dingh Casula

*Living in a unit or shared complex?
Never paid a water bill before?*



After much consideration, Hume Housing is introducing water bills to customers who have a “shared water meter”.

Hume have had the right to apply water charges since November 2012 but we wanted to make sure that we developed a fair policy and had our system ready to enable a simple payment process.

From October 2014, you will be required to pay for your water usage.

A letter will be sent to you in August 2014, explaining Hume’s new policy and payment arrangements.

You will be fully informed of your rights and responsibilities which are listed in the new Hume Water charging policy.

INCENTIVE WINNERS

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WE WOULD LIKE TO CONGRATULATE:

April 2014 Winners

- The Cornish family from Moorebank
- The Rahal family from Casula
- The Kumari family from Telopea

Each household has won \$200 Gift Card for BigW for having no arrears and being two weeks advance in their rent.

To enter the quarterly draw your rent must be 2 weeks in advance and have no outstanding debts with Hume. Good luck!

HUME COMMUNITY HOUSING ASSOCIATION CO. LTD

FREE LEGAL INFORMATION WORKSHOP
PRESENTED BY
Legal Aid
NEW SOUTH WALES

Join us for this unique presentation which will help you to understand “Who is Legal Aid?”, “How can we assist you?” and your rights when dealing with criminal law, family law and civil law.

The presentation will be conducted by Maha Najjarine, a solicitor from Legal Aid NSW, who will be more than happy to answer any questions you may have! *Supper will be provided*

Where: Community Room, 15 Sturt Street, Telopea
When: Thursday 4th September 2014
Time: 10.00am to 12 noon
RSVP: Your name and numbers attending to – Michelle Femia
Mobile: 0407 934 963 or email: Michelle.Femia@humecha.com.au



FAMILY OUTING—ALL AGES

LUNA PARK

1st October 2014

TICKETS ON SALE TILL — 5TH SEPT 2014

Come one, come all! This event is for the entire family. The park was originally constructed in 1935 and is one of Sydney's most iconic places for family entertainment.

All rides are based on height restrictions so ensure you order the right ticket. All tickets allow for unlimited rides!

Costs:

- Adult: (over 130cm) **\$10.00**
- Child: (106 – 129cm) **\$6.00**
- Child: (85cm – 105cm) **\$4.00**
- Child: (less than 85cm) **FREE**

Transportation/Bus:

Depart: Fairfield Station (Dale Street)

Time: 9:00am.

Return: Fairfield Station

Time: 5:00pm.

Don't be late – the bus won't wait!



IMPORTANT SOCIAL CLUB INFORMATION

- ▲ Please note all Social Club Members receive prior notice of outings via Social Club Info letter.
- ▲ To attend these outings you must be a Social Club Member. Tickets can be purchased at the Fairfield office.
- ▲ If you pay by direct deposit ensure you contact Hume and inform them so they can track your payment.
- ▲ Please ensure you have paid your monthly Social Club Fees and you are not in arrears. This may affect your eligibility to attend events.

Seniors Outing—55+

FLORIADE Canberra & Lunch

24th September

TICKETS ON SALE TILL — 5TH SEPT 2014

Canberra's Commonwealth Park is set to come alive with the sights, tastes and sounds of spring as Floriade returns for 2014. The national award-winning event's stunning garden beds, horticultural workshops and engaging demonstrations will all be inspired by this year's theme, Passion.

Carers are permitted to attend with valid I.D (Centrelink Carers Card, Employer I.D card)

Cost: \$15.00 pp



Transportation/Bus:

Depart: Fairfield Station (Dale Street)

Time: 8:00am.

Return: Fairfield Station

Time: 6:00pm.

Don't be late – the bus won't wait!

TENANT'S VOICE



Tenants' Voice Schedule

Tenants' Voice is a Customer Advisory Group that operates in the Fairfield and Telopea area. These groups meet monthly to discuss issues relating to Hume policies that affect Hume customers and to assist Hume in other areas.

We are currently in the process of rescheduling our meetings and planning some activities for the next 6 months. Now is a great time to get involved and meet other Hume customers who are passionate about customer advocacy and improving Hume customer services, policies and procedure. To obtain more information call 9722 4300 or email get.involved@humecha.com.au

HUME OFFICE CONTACT NUMBERS



Fairfield Office:
9722 4300

1/119 The Crescent
FAIRFIELD NSW 2165

Parramatta Office:
Ph. Coming soon

4/79 George Street
PARRAMATTA NSW 2150

Maintenance/Repair Line:
9727 0688