

The Tenant's Voice



Winter 2010

Introducing Your New Neighbourhood Services Team

From 1st July 2010, Hume is changing the way that it manages your home, with new officers, new faces and a new way of working!

Hume will have 2 teams, the East Team and the West Team, to look after tenancies by area so whatever your enquiry you will know who to go to.

Each team will have the following staff:

- **Housing Officer** to help with any tenancy management issues.
- **Allocations Officer** to process transfer applications and allocate properties from the NSW Housing Pathways Register.
- **Income Recovery Officer** to recover any income owed to Hume and to help tenants with any rent, water or maintenance bills.



Luis Alvarez
Housing Officer
EXT. 236



Debbie Doggett
Income Recovery
Officer
EXT. 218



Carolyn Tamati
Allocations Officer
EXT. 207

West Team

Ashcroft
Bankstown
Berala
Busby
Cartwright
Casula
Chester Hill
Condell Park
Glenfield
Green Valley
Hammondville
Heckenberg
Hinchinbrook
Hoxton Park

Leumeah
Liverpool
Lurnea
Macquarie Fields
Miller
Moorebank
Mt. Pritchard
Prestons
Sadleir
Warwick Farm
West Hoxton
Yagoona

East Team

Bonnyrigg
Bonnyrigg Heights
Bossley Park
Cabramatta
Cabramatta West
Canley Heights
Canley Vale
Carramar
Edensor Park
Eschol Park
Fairfield
Fairfield West
Fairfield East
Fairfield Heights
Girraween
Greenfield Park
Guildford

Guildford West
Lansvale
Merrylands
Northmead
Old Guildford
Parramatta
Pendle Hill
Prairiewood
Quakers Hill
Smithfield
St. Johns Park
Villawood
Wakeley
Warumbul
Wetherill Park
Yennora

To contact your Neighbourhood Services Team please call
02 9724 0554 and then dial their extension.



Starts 12.07.10
Housing Officer
EXT. 221



Vivian Lisciotta
Income Recovery
Officer
EXT. 219



Marie Haider
Allocations Officer
EXT. 220



Sarah Browning is the Supported Housing Coordinator who works with Support Agencies and their clients. If you need to contact her, please call (02) 9724 0554 then dial EXT. 235.

**For all repairs issues please call
(02) 9727 0688.**

Good News in Gladstone!!

Hume's housing portfolio continues to grow with the launch of its latest affordable housing scheme in Gladstone Street, Parramatta. The 9 unit development includes 2 x 1-bed and 7 x 2-bed apartments.

The homes have been built as part of the New South Wales Affordable Housing Program, a scheme which is targeted to provide rental housing for households with a low or moderate income. The rents are limited at below market levels with the rent being no more than 30% of household income. If the household income rises above the eligible level the tenants have to leave the property so it becomes available for another household with a low or moderate income.

The properties have proved to be very popular. Hume staff conducted 2 open days and the properties were inspected by many. While all of the properties have been let, future vacancies for these and other affordable properties managed by Hume will be advertised on www.domain.com.au



Important News About Your Rent Increase

Whenever Hume completes a rent review, tenants have tended to contact us because they cannot understand why they are behind in their rent, when the rent is paid every fortnight through Centrepay.

There is a reason for this and it comes down to the way that Centrepay deducts the rent on your behalf. Your rent is always due on a Thursday. However, Centrepay payments are paid fortnightly (on any day of the week) and can only be changed fortnightly.

So, there is a risk that your Centrepay deduction will fall short for one fortnight only.

If you are paying your rent through Centrepay, please contact us to ensure that the difference in the fortnightly deduction is paid.



Tenant's Voice Meeting

New people are always welcome!

Hume tenants meet on the last Tuesday of every month from 10:00 AM to 12:00 PM. All our meetings are held in the Hume Community Housing Boardroom.

We discuss policies, choose Social Club outings, offer training sessions, listen to tenant's issues from the surrounding communities and come up with solutions.

There are only 5 more meetings left for 2010!

If you would like to attend please call Jason Newton on (02) 9724 0554 ext. 234.

27th July 31st August 28th September 26th October 30th November

Hume's Tenants

Each newsletter we ask for tenants to share their ideas, personal stories, family celebrations, recipes and pictures for up and coming publications.

Mary Jan has submitted a picture of herself along with another person she met while travelling to Jerusalem. She is standing on the Mount of Olives one week before Easter. Mary is an active member of the Tenant's Voice Committee and has been a Hume tenant for over 3 years. We would like to thank Mary for sharing her trip with us.



We would like to encourage more tenants to become involved in the newsletter and give suggestions of items they would like to see in future editions. If you have something that you would like to share for the next newsletter publication please contact Jason Newton at Hume on ext. 234.



Human Services
Housing NSW

It's scholarship time again!!!!

Housing NSW is offering Youth Scholarships each worth \$2000 for 2011. Last year 11 students applied from Hume Community Housing for the scholarship and 6 people were selected. This could be your year!

To be eligible:

- You must be completing the Higher School Certificate (HSC) or TAFE equivalent.
- You must be 24 years or under on 1st December 2011.
- You are living in social housing in NSW (public housing, Aboriginal housing or community housing) or on the NSW Housing Register.
- You must be an Australian citizen or permanent resident.
- You are not earning an income higher than the NSW social housing eligibility limits.
- Other guidelines and restrictions apply. Please call Jason Newton at Hume Housing for further information on 9724 0554 ext. 234 or visit the Housing NSW website at: www.housing.nsw.gov.au



SSWAHS Stepping On

Stepping On is an exciting and friendly community group program for seniors. It is designed to build knowledge, strength and confidence to support people to remain independent at home. The program provides information on how to reduce your risk of falling, improve strength and balance, nutrition tips for stronger bones and medication management. Local health professionals and invited guests present this program.

Who can join?

- 65 years and older
- Living at home
- Able to walk independently or with a walking stick
- Fearful of falling or have fallen recently
- Live in the Bankstown, Liverpool and Fairfield areas.

Please contact : Mary Sarigiannis on 9767 7815 for more information.

Please Note this program is not suitable for people with dementia or neuromuscular conditions.

This program is part of the **Sydney South West Area Health Service: NSW Health**. When you call please inform the speaker you are from **Hume Community Housing**.



BCS Lawn Mowing Program

The Baptist Community Services (BCS) Lawn Mowing Program provides a lawn mowing

service to the elderly, frail aged people, or the carers of people, with a moderate, severe or profound disability. If you reside in the Bankstown, Liverpool or Fairfield Local Government Areas you may be eligible to access this service. All referrals will be assessed on an individual basis and every effort made to provide appropriate service to eligible persons. Baptist Community Services (BCS) Lawn Mowing Program is partially subsidised by the government. **If you require further information call:** Kristy Byrnes, Mowing Coordinator on 9783 6555.

Villawood East—Master Plan Stage

Hume Community Housing Association Ltd has recently been advised by Housing NSW about a new housing project in Villawood East.

The Australian Government has recently given Housing NSW \$650,000 through its Housing Affordability Fund (HAF) for redevelopment and/or upgrading in Villawood East. As a first step, Housing NSW will be preparing a Master Plan to identify the scope of work to renew the housing, roads, open space and services within Villawood East.

You may be aware that the Villawood East affordable housing strategy has been announced, although it is likely to be some time before any work begins. Housing NSW has confirmed that it will be organising information sessions to inform local residents and the local community about its plans and will invite participation in the consultation process.

Further public information will be passed to you when it becomes available.

Social Club Outing Schedule for 2010



During these winter months we will be offering **free** Cinema passes for Greater Union Cinemas, (the closest locations are in Liverpool and Parramatta). To secure your tickets please call **Jason Newton on 9724 0554 ext 234**. **This offer will end on the 19th July 2010**. Tickets will be available for pick-up from the Hume Office on 20th July 2010.

These tickets are **valid throughout the year** at any Greater Union Cinemas throughout NSW.

To be eligible you must be a Social Club member!

This means as long as you are a Social Club member everyone in your household can go for free.

Future Social Club Outings for 2010

Sydney Aquarium and Maritime Museum will be held sometime between (Monday Sept. 27—Friday, 08 October 2010)

End of Year Celebration will be held sometime between (29th November—Dec 10th).

