



# ARGYLE COMMUNITY NEWS

Spring 2011

## A HELLO FROM OUR MANAGEMENT TEAM

Keeping up with the demands of the fast paced community housing sector is something at which Argyle Community Housing has always excelled.

But times continue to change with additional challenges emerging around the requirement for Argyle to acquire or develop a large number of new properties funded by borrowings. To meet this challenge a highly experienced team of experts has been formed under the leadership of Argyle's Chief Executive Officer, Chris Bratchford."

Lesley Oatley has taken on the role of General Manager Business Support. Lesley, a familiar Argyle face, has a wealth of community housing sector experience and is



Argyle's new leadership team L to R: Sheryn Payne, Matthew Kennedy, Chris Bratchford, Adam Collison, Lesley Oatley and Alex Pontello

well known both within the sector and to Argyle clients. The General Manager for Client Services is Adam Collison. Adam was most recently the Area Operations Manager for Southern NSW/ACT at Life Without Barriers. Sheryn Payne is our new General Manager Community Development & Communications. Prior to taking up this role, Sheryn worked on a contract basis with Argyle and, among other things, developed and launched the organisation's new web site.

Alex Pontello is General Manger Asset Management & Development. Alex has had extensive experience in property management in the public and community housing sector. Matthew Kennedy, our General Manager Finance & Administration, has a strong commercial background coupled with the experience he gained from several Executive positions in not-for-profit organisations in the Southern Highlands.

Between them, the team brings to Argyle a diverse combination of capabilities that will assist the organisation to move confidently and effectively into the future.

## NEWSLETTER HIGHLIGHTS

### National Homeless Persons Week

Did you know that last year 105,000 Australians experienced homelessness, and that 23% of the homeless were children? National Homeless Persons Week is an important awareness raising campaign designed to highlight the plight of Australia's homeless. Held in August this year, Argyle was very proud to be involved in this event.

### Biggest Morning Tea

Thanks to a fantastic combined effort from Argyle's tenants and staff, just over \$900 was raised during the Australian Cancer Council's Biggest Morning Tea.

The Argyle Board would like to thank most sincerely everyone who attended, and those who kindly donated their time, money, and some absolutely delicious cakes, slices and biscuits. We look forward to making next year's event an even greater success (see our report on page 3).

### Our Website's Live

Argyle Community Housing's brand new website is now live and already we've had some great feedback. The site will be regularly updated with new features and we hope that you will find it a useful source of information.

Please visit [www.argylehousing.com.au](http://www.argylehousing.com.au) and let us know what you think. If there is something you believe should be included, please be sure to let us know.

### The Argyle AGM & Luncheon

The Argyle Community Housing 2011 Annual General Meeting and luncheon will be held on Tuesday 8th November. Everyone is invited, so if you would like to attend please contact Please contact Sharynne at the Campbelltown office on 02 4627 0002

### Bulletin Board

Want to know who the new kids on the block are? Or would you like the nuts and bolts on home maintenance and repairs? And how about some information on our Tenant Survey and your chance to win a \$50 gift voucher? You'll find it all on the Bulletin Board on the back page of this newsletter.

# National Homeless Persons Week

The plight of the homeless was highlighted during August's National Homeless Persons Week, and Argyle was proud to be involved in this important awareness raising campaign. Many people think that to be homeless you need to be sleeping rough on the streets, or in an abandoned property. However, many people classified as homeless are sleeping on friend's couches, or in their cars, or living in a refuge.

Argyle assists the homeless in the Southern Highlands by helping to pay the bond or rent, by linking people into various support services, and by helping the homeless to access temporary accommodation.



**Queanbeyan:** The year's Little Boxes event was held at Queanbeyan Park on Friday 5 August. More than 40 housing service providers each built and decorated a 'home' in a box. Argyle's Queanbeyan office staff won the Best Service Providers Box award, and a tasty sausage sizzle was a firm favorite with the display's visitors. The event, a great success, was covered in *The Queanbeyan Age* newspaper.



**Bowral:** Argyle's Bowral office, St. Vincent de Paul and Highlands Community Care set up a display in Springett's Arcade to draw attention to the problem of homelessness. All three organisations would like to extend their thanks to Tony Springett for kindly donating space in the Arcade. Thanks also to Jess and Sandra for their donation of canvas bags, and to Melbourne's Swags for the Homeless who provided one of their backpacks for the display.



**Campbelltown:** Mawson Park was the delightful setting for the Homeless Persons Week BBQ. With the help of Campbelltown Council's BBQ trailer and some wonderful cooks from Centrelink and Housing NSW, visitors were treated to a sausage sizzle. The aroma of sizzling sausages enticed a lot of people to drop by the display and pick up information on homelessness in Australia, along with a tasty sausage sandwich.

## YOUR INVITATION TO ARGYLE'S ANNUAL GENERAL MEETING & LUNCHEON

The Argyle Community Housing 2011 Annual General Meeting and luncheon will be held on Tuesday 8th November.

The AGM is a great way for you to keep in touch with Argyle's achievements, and we are hoping for a record attendance.

Starting at 11:00am, the AGM is followed by a luncheon at 12:30pm. So that we can cater for you, please contact your local office if you would like to attend.

A free bus will depart from the Campbelltown Office at 9:20am and will also pick up from Picton Hardware at approximately 9:50am to arrive at Mittagong by 11:00am."

## SAVE ON POWER BILLS

The NSW Government is offering a free power saving program to eligible households, which may help reduce your power usage by up to 20%.

If you are eligible, you may be entitled to a:

- Free home power assessment by an energy expert who will calculate the cost of running your appliances.
- Free power savings kit valued at around \$200. The kit includes four energy efficient light bulbs, a shower timer, a low flow shower head, two door snakes, a tap aerator, draft proofing strips for doors and windows, and a stand-by saver power board.

Many Argyle tenants will be eligible for the program, and we believe this is a great opportunity for you to learn how to save on your power bills. If you are interested in being part of the program, please speak to your Client Service Officer, or call 1300 662 416.



**Bowral** tenants and staff all enjoyed their fund-raising cuppa. Argyle CEO Chris Bratchford (pictured far right) took the opportunity to meet with tenants and thank them for donating to such a worthy cause.



Held in the board room of the **Campbelltown** office, staff and tenants greatly enjoyed their Biggest Morning Tea. Seven lucky tenants won door prizes, which included electric kettles, a rice cooker, perfume and a handbag.



**Griffith** hosted its first Biggest Morning Tea in May and raised a huge \$213.00. Staff and tenants had a wonderful time, with many other agencies joining them for the feast sandwiches. Now they're all eagerly awaiting next year's event.



Argyle's **Wagga Wagga** office raised \$85 at their Biggest Morning Tea event. There were also some lucky door prize winners. First place went to Margaret Hinch, second place to Jake Allum and Ronald Roseworn won third.



Staff and tenants at Argyle's **Queanbeyan** office had a wonderful morning tea. Recipe competition winners were Phyllis Braithwaite, Elaine Chivers, Amanda Morris, Jackie Presland, and Dragica Arsevska, who all received free movie tickets.

### Two of the Winning Recipes

#### CHERRY MUFFINS - Elaine Chivers

- 1 x 55g Cherry Ripe chocolate bar
- 3/4 cup seedless black cherries, drained
- 2 egg whites
- 1/4 cup sugar
- 1/2 teaspoon bicarb soda
- 1/2 cup apple sauce
- 1/2 cup skim milk
- 1 teaspoon imitation coconut essence
- 2 cups self-raising flour

#### METHOD

Preheat oven 180°C fan forced. Chop Cherry Ripe into small pieces. Cut cherries in half. Beat egg whites and sugar for one minute in a medium sized mixing bowl using an electric beater. Stir bicarb into apple sauce (it will froth) then add to bowl. Add chopped Cherry Ripe, cherries, milk and coconut essence, combine well. Gently fold sifted flour into mixture in one go, treat as if it is a sponge. DO NOT BEAT as this will make the muffins tough. Coat a 12 cup muffin tray with cooking spray then spoon mixture evenly into 10 muffin cups. Bake 20-25 mins or until firm to touch in centre. Let sit in pan for 5 mins then turn onto a cake rack.

#### TULUMBI - Dragica Arsevska

- 7 large eggs
- 550gms plain white flour
- 500mls water
- Pinch salt
- 25gms vanilla sugar
- 1 kg sugar
- 2 litres oil

#### METHOD

Bring to the boil 500mls of water, small coffee cup of oil and a pinch of salt. Add 550gms flour and mix till mixture is a smooth dough. Let it cool for 1/2 hour. Crack one egg into mixture and knead it through. Follow with next four eggs. With last two eggs only use the egg yolks. When mixture is smooth move on to next step. Bring to the boil two litres of oil. Place the mixture inside a tulumbi tube, then push through the tube and make 15cm tulumbi. Place tulumbi directly in hot oil. Cook until gold brown. Once cooked place tulumbi in syrup and let stand till next lot of tulumbi are cooked. Repeat process.

# Around & About: Argyle's Regional News

## ACT & Queanbeyan

A warm welcome to new Queanbeyan CSO Omjay Singh. Omjay will look after the Yass portfolio and has already been busy meeting tenants and learning the ropes. Omjay will regularly work from the Rae Burgess Centre so that Yass tenants can make appointments to discuss their tenancy or just to say hello. Omjay brings experience to Argyle from Housing ACT.

Our Condor complex is looking fantastic now that the fencing has been completed and the gardens are established. The new Tenants Committee has been very proactive and some of the exciting things happening at the Community Room are:

- A garage sale
- Card games
- A book Swap
- A gardening Club, and a
- Happy Hour (recently extended to a Happy Two Hours!)

Five of our Queanbeyan tenants recently enjoyed a lovely lunch while benefiting from the expertise of Rachel McGann from Care Financial Counselling. Rachel gave some wonderful basic budgeting advice and it was great to share money saving tips with each other.



The Condor Complex on a sunny winter morning



Left: Susan and her son at the door of her new Condor home. She says it feels as if she's "won the lottery". Right: New Condor tenant Bernie and Jacqui from Housing ACT



## Bowral

In partnership with the Highlands Community Centre and Pathways (St. Vincent de Paul), the Bowral office has been running the Rent-It-Keep-It Program. The program is designed to help the homeless, or those at risk of being homeless, find homes in the private rental market, and includes information on:

- Tenants rights and responsibilities
- Budgeting money and paying rent
- Finding and applying for a rental property
- Repairs and cleaning

Eleven people have participated in the program so far, and all agree that they now feel much more positive about going to real estate agents. We have also explained the program's aims to local estate agents so that they can better assist those who want to rent in the private rental sector.

The program will run at the Bowral office once a month from 9:30am to 2:30pm. If you think you, or someone you know would benefit from this program, please contact Megan Ward on 94861 2753.

This year's Bowral Garden Competition will be held on Wednesday 21st September. There will be a first prize in each of the following categories:

- Charming single house garden
- Most appealing garden in a complex or on a balcony
- Best vegie garden
- Lovely garden scene from the street
- Your wistful garden (in 100 words or less tell us what your perfect garden would look like).

While some of you may have gardens that are eligible for several categories, you can only choose one category in which to enter.

Judges will be visiting competition gardens between 9.30am and 3:00pm. First prize in each category is a Bunning's voucher valued at \$100.

If you are interested in entering, please call Rebekah Elsley on 4861 2753.

# Around & About: Argyle's Regional News

## Campbelltown

C laymore tenants love their bi-monthly cluster clean ups. Abrahams and Prestons Way were cleaned in May, followed by Salvana Way in June and Proctor Way in August.

Residents are only too happy to stack rubbish in neat piles and tie garden waste in bundles so that it can be collected by Campbelltown Council. Dates for the remainder of the year are 13 September for Abrahams and Prestons Way, 25 October for Salvana Way, and 29 November for Proctor Way.

A group of Campbelltown tenants were recently the guests of Mr. Russell Matheson MP, Federal Member for Macarthur, when they were invited to Parliament House in Canberra to hear a speech given by New Zealand Prime Minister The Right Honourable John Key.



Each tenant received an official Parliamentary invitation, embossed with a gold coat of arms, as a memento of the occasion. Mr. Matheson met us in the impressive Parliament House marbled foyer and personally signed everyone's invitation.

We all enjoyed listening to the speeches, but for some tenants, originally from New Zealand, it was a particularly special occasion as it gave them the opportunity to hear their Prime Minister speak.

The group also visited the miniature world of Cockington Green. Everyone was delighted by the lovely miniature gardens and buildings, the Stonehenge replica, and the soccer fields and palaces. Many of the displays were interactive and the care that had gone into making Cockington Green was obvious.



A original and Torres Strait Island tenants recently attended the NAIDOC Flag Raising Ceremony held at Campbelltown Council Chambers. The ceremony was followed by a morning tea on Council's front lawn, a march down Queen Street and a Fun Day at Koshigaya Park. Hundreds of people took part in the march and the weather was perfect throughout.



Campbelltown tenants joined Sheryn Payne, General Manager Community Development & Communications, for morning tea and the opportunity to discuss Argyle's new web site.

The tenants, who ranged from novice to experienced web users, gave Sheryn their thoughts on what they required in an interactive web page. We have had some great feed back regarding Argyle's web design and are eagerly awaiting the next stages.



F or many years Campbelltown tenants have enjoyed their annual Christmas bus trip. Complete with Santa caps and festive T-shirts, we head off in a decorated bus to enjoy a great day out. Plans are already underway for this year's event. Seats are limited so please watch for your invitation to arrive in the mail - then fill in the enclosed form and return it to the office as quickly as possible to secure your place.



# Around & About: Argyle's Regional News

## Campbelltown cont.

Australia's most unusual garden competition takes place on 11 October 2011. Lovely Claymore gardens (like the one pictured below) are judged by a Macquarie Fields LAC police officer, a Solicitor from Macarthur Legal Service, a Department of Housing housing worker and a Campbelltown Tenant Participation worker.



The judges are chauffeur driven in a police squad car for the day, while the gardeners love showing off their gorgeous gardens.

Then there's the garden logo design competition, in which the Youth Centre and High Schools compete to win \$150 in prize money, while primary school children design and colour their perfect garden to win one of four \$25 prizes.

Entry forms will soon be available from Argyle's Campbelltown Office and the Housing Regeneration Office in Claymore.

Argyle is now managing 23 one and two bedroom units in Thirlmere. The brand new BlueCHP social housing units are 'state of the art'. They are designed to be low maintenance with no lawns and small beds of low ground cover shrubs.

The units are equipped with water tanks and small garden sheds. They also have water saving devices fitted and make use of natural light. Understandably, the new tenants are all happy with their new homes.



## Young

Seventy-five tenants and the Argyle Young office staff attended Young's first birthday morning tea at the S&C Club on 29th June.



There were two lucky door prizes and every tenant attending received a beautifully wrapped thank you gift from Argyle Housing.



Pictured above from left to right, Samantha Lloyd, Zoe Nott, Sue Downey (Young staff), tenant Margaret Ryan, Argyle CEO Chris Bratchford, Kathleen Johnson (Young staff) and Peter Moore, Area Manager Southern Offices.

The Young staff would like to take this opportunity to thank tenants for their many good wishes and cards.

Samantha Lloyd joined the team in May as our new Administration Support Officer. Samantha can help you with all your day-to-day enquiries and will refer you to other services if necessary. Kathleen is now processing all housing applications and is the person to contact for any application enquiries you may have.

Upgrade work is continuing on our Young district properties. Although this is an ongoing task, with almost 180 properties listed for upgrades, work is progressing very well at this stage. We know you are all anxiously awaiting your upgrades, but please be patient ... they will be done. In the meantime, if you have any questions regarding the work scheduled please don't hesitate to call Zoe, Kathleen, Sue or Samantha on 6382 7818.

# Around & About: Argyle's Regional News

## Young cont.

Keen gardeners in the Young area worked hard to impress judges in this year's Autumn Garden Competition.

Kathleen Johnson and Sue Downey from Argyle joined forces with Sue Elliott from PRA to take on the task of judging the many gorgeous gardens - and beautiful wishing wells, magnificent roses and abundant vegetable gardens made that task a hard one.

The judges were particularly impressed with the innovative ideas that tenants had come up with to recycle a variety of items and make gardens environmentally friendly. For example, car tyres filled with soil and mulch were used as planters in which to grow small herbs and ground cover plants.

The Autumn competition was so successful that Young staff have decided to hold a Spring garden competition in September, and are urging all tenants to get ready for the warmer weather and plant bulbs now. Thanks to an adequate rainfall, the ready availability of water will help to make local gardens come alive with colour this Spring.

Gardening can be a very cheap hobby if you share cuttings with neighbours. Cactus and succulents live happily on the smallest amount of water and some will flower during the summer months.

Winners of the Autumn Garden competition were presented with their prizes at the Young office's first birthday morning tea.



First prize winner Betty Thomas flanked by Allan Summerfield (left) and Gordon Hagen (right)

- 1st Prize - \$50: Betty Thomas
- 2nd Prize - \$30: Gordon Hagen & Allan Summerfield (joint winners)
- 3rd Prize - \$20: Ray Anderson



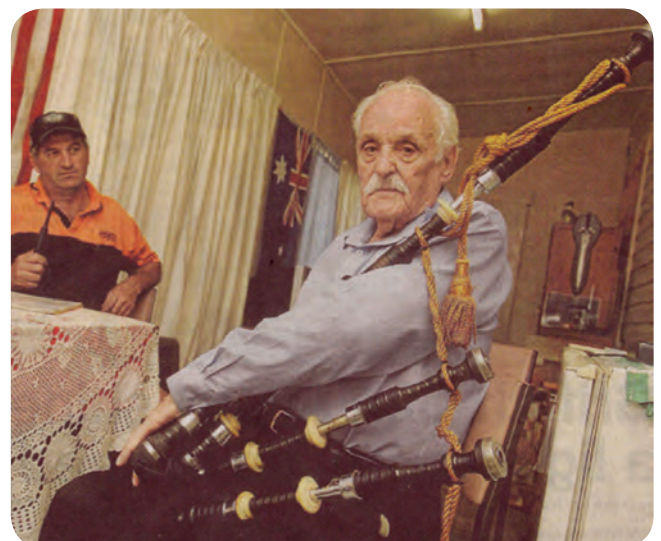
## Griffith

James Wright is a Griffith tenant who has been with us since May 2006. During this time he was honoured in the local paper, *The Area News*, for being possibly the most extraordinary person in Griffith.

James has travelled the world, met a dazzling array of VIPs and has been awarded countless medals and accolades - all thanks to his trusty bagpipes.

He has played for many famous people, such as the Queen on her visit to Australia in 1954, and former Prime Minister Gough Whitlam.

Recently lured out of retirement, James is now teaching locals to play the bagpipes.



Scottish Pride: Griffith local Jim Wright and his beloved bagpipes, and his piping protege, Fred Broadbent (left).  
Picture: Anthony Stipo

# BULLETIN BOARD

## NEW KIDS ON THE BLOCK

A very warm welcome to these recent additions to the Argyle family:

### **Bowral Office**

Christine Whitfield, Executive Assistant to the CEO  
Sheryn Payne, General Manager  
Community Development & Communications,  
Alex Pontello, General Manager  
Asset Management & Development  
Adam Collison, General Manager  
Finance Client Services  
Matthew Kennedy, General Manager  
Finance & Administration

### **Young Office**

Samantha Lloyd, Administration Support Officer

### **Wagga Wagga Office**

Jessica Simpson, Administration Support Officer

### **Queanbeyan Office**

Omjay Singh, Client Service Officer



## MAINTENANCE & REPAIRS

For all repairs and maintenance issues, please follow the directions given to you when you first became an Argyle tenant:

- During business hours, call your local office to report the problem and explain in detail what needs

repairing (please do not call out of area offices as this can be costly for you).

- For after hours EMERGENCY repairs, call the number given to you on sign up. If you are unsure of this number, please speak to your Client Service Officer.
- An emergency is a burst hot water system, severe storm damage, a gas leak, flooding, a blocked or broken lavatory, or a dangerous electrical fault.



## TENANT SURVEY

Later this year, we will be mailing a survey to all our tenants. The survey is to help us understand what services you need, what areas you would like help with, how we can keep you better informed about issues that may affect you, and ways in which we can improve our service to you.

We are arranging for an outside organisation to manage your response to the survey so that you feel comfortable in responding to the questions openly and honestly.

As an added incentive to complete and return the survey, we will be drawing five names from a hat to each win a \$50 gift voucher.

Please take the time to complete the survey. The information we gather will help us identify ways in which we can improve our service to you.



## ARGYLE COMMUNITY HOUSING OFFICES

### **Macarthur Area**

28 Broughton Street  
Campbelltown NSW 2560  
Ph: 02 4627 0002  
Fax: 02 4627 0004

### **Wagga Wagga Area**

28 Fitzmaurice Street,  
Wagga Wagga NSW 2650  
Ph: 02 6921 6479  
Fax: 02 6921 4991

### **Queanbeyan/Yass Areas**

Suite 104, Level 1 Riverside Plaza  
131 Monaro Street  
Queanbeyan NSW 2620  
Ph: 02 6297 5929  
Fax: 02 6297 5922

### **Griffith Area**

168 Yambil Street  
Griffith NSW 2680  
Ph: 02 6962 6830  
Fax: 02 6962 5338

### **Wingecarribee/Goulburn/Crookwell Areas**

Level 1, 32-36 Wingecarribee Street,  
Bowral NSW 2576  
Ph: 02 4861 2753  
Fax: 02 4861 2592

### **Young Area**

33 Clarke Street  
Young NSW 2594  
Ph- 02 6382 7818  
Fax:- 02 6382 7083

### OFFICE OPENING HOURS

9:00am to 5:00pm Monday, Tuesday, Thursday and Friday  
1:00pm - 5:00pm Wednesday