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The Argyler is a newsletter created by Clients, for Clients. We welcome and encourage contributions and feedback from all – to get in touch simply email: editor@argylehousing.com.au

### Connect with us

**Head Office** 32-36 Wingecarribee Street, Bowral NSW 2576 1300 274 953









#### **CEO** Welcome

ecently I have had the absolute pleasure in attending Client Forums in all our office locations, getting to know you, hearing your stories, the impact of your housing with Argyle Housing on your lives, and receiving feedback on how we can improve our services to you. Milan (GM Operations) and I thoroughly enjoyed this opportunity to share a cuppa and listen, to learn how we can do better and to hear about the things we get right. Thank you to everyone who joined us and I look forward to seeing many of you again at our upcoming Stakeholder meetings in September.

It has been a challenging year for many and we are acutely aware of the impact of the increased cost of living on all our Clients. The Argyle Housing Team want to work with you to provide whatever support we can for anyone that is struggling, if you need support to access emergency relief, food or social support please reach out to your Client Support Specialist who can make these connections for you. One of our partners, We Are Community have supplied our offices with food hampers which we continue to restock. If you need a hamper please contact your local office who can arrange one for you to collect.

Since the last edition of The Argyler you may have noticed the changes in how we provide our services to you. After listening to your feedback from the last Tenant Survey, reviewing our feedback, complaints and appeals we made some significant changes to our structure and our systems to make it easier for you to talk to the people you need to and support your housing with us.

There are many other changes rolling out which include our new logo and brand. Thank you to everyone that took the time to respond to our survey on the new image, your feedback really helped in finalising our decision. We really hope that you like the new look.

In August we are launching in our Client Portal, which has been a long time in the making. We are excited to offer you the opportunity to manage a number of your queries and tenancy issues through the online system so you don't have to restrict your communications with us to business hours.

With so many changes happening at Argyle Housing we would welcome your feedback in coming weeks and months to make sure we are getting it right.

Stay well,

Carolyn Doherty, CEO



**Carolyn Doherty** 

CEO - Argyle Housing

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#### **Editorial**

Dear Clients and Residents,

Welcome to the Spring issue of the Argyler. We are really excited to now share with you our new logo and branding.

On the following pages we introduce the new logo, colours and the meaning behind them. We know you will like the new style as much as we do.

Please join me in welcoming Gabby to the Argyle Housing team. Gabby comes to us with a background in event management and social media and you will see her around the regional offices creating content for social media. So please get online and follow Argyle Housing on Facebook, Instagram, and Twitter to see all of the exciting Client events, stay up to date with the latest information and get involved.

It's really great to see that we are coming together to celebrate events throughout the community. NAIDOC Week was a great opportunity for our Clients and staff to engage and celebrate with local First Nations Peoples.

The Client Awards are a great way to recognise and reward the neighbours, friends and family in your community that are doing great things. Go online to the Argyle Housing website to nominate someone in your community today.

There is much to look forward to as Spring approaches and so does the warmer weather.

I hope you enjoy reading this edition of The Argyler.

Scott Dunstan

Editor and Marketing, Communications Manager



**NAIDOC Week** was a great opportunity for our Clients and staff to get out into the community to engage and celebrate with **local First Nations** Peoples.



### **Our New Logo**

We are really excited to share our new Argyle Housing logo with you. This logo is a representation of our Clients, staff, key stakeholders and the services we provide for our Clients.



Our tagline has not changed but it now highlights the words 'Better Future':

A Better Future for our Communities

The logo has the following colours in it and they represent the following:



### **Client Story Infographic**

The Client journey with Argyle Housing has been re-imagined in the infographic below and will be used to assist in showing our community the Client services that all Argyle Housing staff are able to provide to our Clients.



### **Food Banks**

#### Do you need some assistance with food?

Anglicare has a range of Mobile Community Pantries in an area close to you. They offer low cost groceries and fresh food at a fraction of the normal retail cost. This may help to stretch your budget further so that you can save money for other family needs. It's also a great way to connect to your local community.

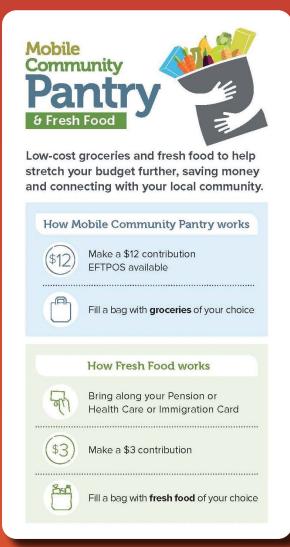
Regional Clients can reach out to an Argyle Housing office if anyone is in need of a food hamper from We Are Community.

www.anglicare.org.au/services/mobilecommunity-pantry

argylehousing.com.au/communityservices/



Scan to find details of





Mittagong Anglican Church

### Join The Argyler Editorial Team

#### **Client Editorial Team**

We need your ideas and stories to keep The Argyler relevant to you.

- Do you want to contribute to The Argyler?
- Do you have a great news story that you would like to share?
- Would you like your ideas published to our community?

If so, we would like to hear from you. For more information, contact Scott Dunstan at:

editor@argylehousing.com.au



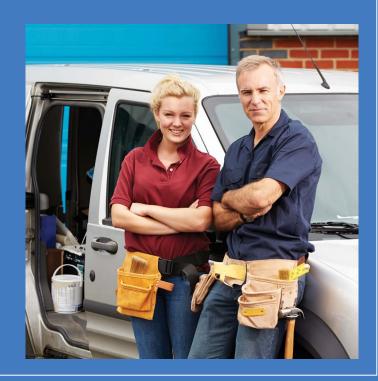


### **Contractor Identity**

## Your safety is our concern

All Argyle Housing Contractors have been asked to clearly identify themselves when they come to a property. Clients should check that the contractor has either a soft or hard copy of a work order request from Argyle Housing detailing why they are at the premises.

If in any doubt Clients should call **1300 274 953** and press 1 to confirm the identity of the contractor.



### **Annual Meetings 2022**

# Come along to hear the latest news from Argyle Housing

e look forward to our Annual Meetings as it's our opportunity to meet with you personally, answer any questions you may have and showcase what we have been doing throughout the year.

This year we will hosting in the following cities:

- Canberra
- Griffith
- Wagga Wagga

We will be sending out more information to Clients in these cities closer to the dates at the end of the year.

We look forward to seeing you.



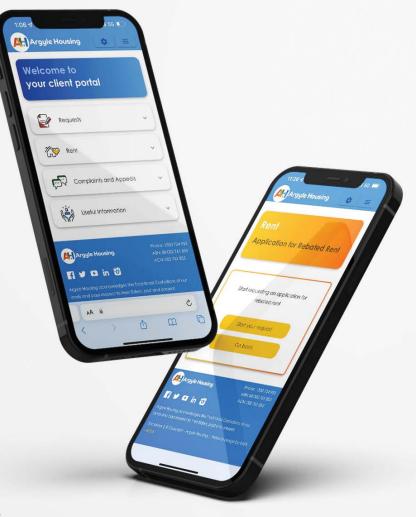
### **Client Portal**

#### **Coming Soon**

Over the last few years we have seen our community and Clients use their mobile phones for much more than just answering calls. Our mobile phones offer us many different possibilities, from searching the internet, using maps to guide us, every day banking and keeping in touch with our broader community through various forms of communication.

With that in mind, Argyle Housing has been working on a Client Portal which will become your one stop shop for accessing the information you may need, to manage your tenancy.

Stay tuned for more information.



### Client Awards 2022

### Nominate a fellow Argyle Housing Client for an award to say thank you

Do you know an Argyle Housing Client that has done a good deed or makes an impact within the community?

We are looking for nominations for this years' Client Awards! If you know someone that deserves an acknowledgment for one of the categories below, please make a nomination.

- Good Neighbour Award
- Community Spirit Award
- Responsible Client Award
- Volunteer Award

Please go to our website for information on how to nominate: argylehousing.com.au/about-us/clientawards2022/

### **Project Grow**

Project Grow is a program that promotes access to healthy and affordable fruit and vegetables and is managed by Community Links Wellbeing.

It provides volunteering opportunities for local community members and offers the ability to learn new skills, meet new people and generally have a lot of fun.

Community Links Wellbeing have Workshops to demonstrate how to grow your own fruit and vegetables at home or at the community garden.

The Project Grow program aims to establish and maintain local projects within the area that promote community gardens and bring people together for the one purpose.

On Tuesdays at 9am to 11am, 122 Hawthorne Road Bargo Bonnie Cottage

Contact Phone (02) 4683 2776 and talk to John or Emma Follow Community Links Wellbeing on Facebook.

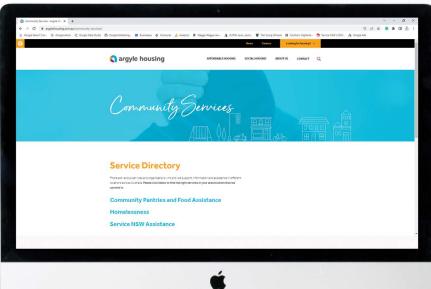
Written by Tony, an Argyle Housing Client



### **Community Services**

For the latest community service connections for your area, we have compiled a list on our website for you to access. For more information, go to:

argylehousing.com.au/community-services/



### **Client Forums**

Our CEO Carolyn Doherty and Operations Manager Milan Ostojic journeyed to our regional office locations Wagga Wagga, Young and Griffith to meet with Clients. It was a wonderful opportunity to engage in conversations and hear directly from them. All feedback helps us to improve our services and assist you as best we can. Thank you to all the wonderful Clients who attended each location.



### **Biggest Morning Tea**

Clients and support services were invited to join Argyle Housing staff for The Biggest Morning Tea, to share some food, have a cuppa and assist in raising awareness and funds for cancer research.



### **Good Neighbour Policy**

# Having friendly neighbours is really important to having a happy community.

e have created a Good Neighbour Policy to set out Argyle Housing's approach to create, foster and support positive relationships between our Clients, neighbours and local communities.

### What does being a good neighbour mean?

A good neighbour is a person who behaves in a friendly, respectful and kindly manner towards their neighbours.

Refrain from anti-social behaviour which disturbs the peace, comfort or privacy of other Clients, neighbours or the surrounding community.

Neighbour disputes or private disagreements between Clients or residents sometimes occur. We usually encourage Clients to deal with neighbour disputes by talking to each other first.

#### The Good Neighbour Policy outlines:

- Minimising neighbourhood disputes
- Dealing with neighbour disputes

## Argyle Housing will respond to antisocial behaviour in the following ways:

- Minor and moderate antisocial behaviour
- Serious antisocial behaviour
- Severe or illegal behaviour

#### **Appeals**

If a Client believes Argyle Housing has made a wrong decision, they can ask for a formal review of the decision. To do this, they can complete an Appeals Form stating why they disagree with the decision. An appeal can be lodged by completing the 'I Want to Appeal Form' found on the Argyle Housing website or available from any Argyle Housing office. The form, or a letter, can be emailed, posted or delivered in person to any Argyle Housing office or submitted online via the Argyle Housing website www.argylehousing.com.au



### Staff Realignment

We are excited to share the new Argyle Housing realigned Organisation Structure.



# One Argyle

e identified the need for change within our organisation to build the culture of "One Argyle" through Client and staff feedback. Our Argyle Housing restructure launched in July which has enhanced our vision and values. Allowing us to go above and beyond, ensuring our Clients receive access to the best services and support from our highly qualified team.

We have really focused on improving our Client service delivery by changing some of our staff roles and responsibilities. Making this change has meant we have been able to grow our partnerships with support networks and provide better assistance for you. Our main goal is your ongoing wellbeing so you can be happy in your home and flourish in your community.

We have added a new value to our Organisational Values. It is: Inclusive, which represents the way we foster diversity and collaboration as an organisation.

Client Value Proposition: We provide secure homes for people and together create a foundation for opportunity.

These are the main changes we have made in our new structure:

Our Tenancy Officers are now known as Client Support Specialists (this just means that their main role is to support you!).

Every Client has a Support Specialist who looks after the following:

- Your wellbeing (for example access to food, essential household items, financial, life skills and general welfare assistance and/or programs)
- Linking you to support services
- Assisting with inspections and any support you may need during your tenancy

The Access and Allocation Team is now be known as the Housing Access Team, with Julie Roberts as the lead. They assist with social housing applications and supports related to beginning of tenancy.

We also now have a specialised Rent Services team that will be there to offer quidance and support through rent reviews, rent payments, centrepays. arrears and payment plans and linking Clients to financial assistance.

If you have any questions, please call 1300 274 953.

If you would like any further information on our realignment of staff, please go to our website:

argylehousing.com.au/about-us/ realignment/

Thank you, Cherie Tizzoni

Client Services Manager, Argyle Housing

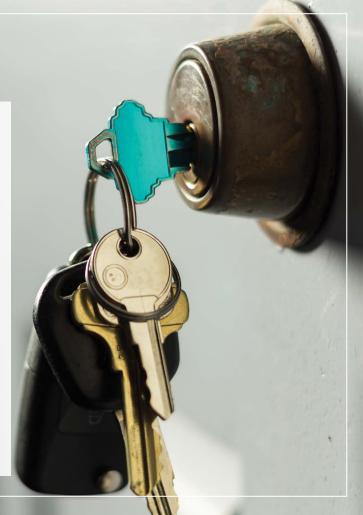
### **Spare Keys**

rgyle Housing is currently in the process of ensuring we have spare keys to all of our properties. You may receive a letter in the near future asking for your assistance so we can gain a spare set of keys for your property, and where you can get them cut at no cost to you.

Once we have a set of keys for your property they will be kept securely at the office. It is important that we have a set of keys so that in the event that there is an emergency or that you misplace your keys and need to have a new set cut.

If you receive a letter requesting keys and have any queries or concerns please speak to your Client Support Specialist or 1300 274 953.

Thank you, Argyle Housing



### Free Rapid Antigen Tests

Do you know that Argyle Housing has a number of Rapid Antigen tests that are **FREE** for Argyle Housing Clients?

Please call your local Argyle Housing office and speak to your Client Services Specialist and they will be able to supply you with a Rapid Antigen test.

1300 274 953 or email info@argylehousing.com.au

COVID-19 Self-Test (Rapid Antigen Test)

**COVID-19 Self-Test (Rapid Antigen Test)** 

COVID-19 Self-Test (Rapid Antigen Test)

### **New Phone System**

To make it easier for our Clients to get in touch with the right team within Argyle Housing, we have introduced a new phone system. This will help you to speak with the right person and team within Argyle Housing.

When you call Argyle Housing on 1300 274 953, you have six options to choose from:

#### **Option 1**

#### Maintenance and Repairs

Press this option to speak with our friendly Maintenance team about all urgent and non-urgent repairs and maintenance around your home.

#### **Option 2**

#### **Housing Application Enquiries**

Press this option to speak with the Housing Access Team. They can assist with your Social Housing application.

#### **Option 3**

#### **Rent Services**

Press this option to speak with the Rent Team who can assist with your rent, rent reviews and make a payment plan.

#### **Option 4**

#### Former Client or Tribunal Matter

Press this option to speak with our Transition Team. They can assist you with your former tenancy and NCAT matters.

#### Option 5

#### Finance Payable or Receivable Enquiries

Only press this option if you are a contractor or supplier wanting to discuss invoicing or financial matters.

#### **Option 9**

#### For your local office or other matters

Press this option to speak directly to your nearest Argyle Housing office.

To stay up to date with the latest information regarding our new phone system, please see our website: argylehousing.com.au/phone/

### **Good Neighbours**

e have all experienced moving into our Arayle Housing house or unit and found ourselves surrounded by strangers. Not even sure of basic information like the best route to take to schools, town, railway station, let alone where there is a nice play park or bushwalk. On the other hand we have also been the more established resident who perhaps has said goodbye to a great neighbour, needing to welcome new people living moving in next door.

Building friendly relationships with our neighbours is important. The person next door may be the nearest help in an emergency, and with good relationships in your neighbourhood the people close by may be parents of playmates, and founts of information.

#### Say hello

Greet people as you pass by. Nod if you come out of your home the same time they head for their letterbox. Say something nice, like – lovely day today, what a lovely dog, what a cute baby.

#### Maintain curb appeal

It is really important to try to keep your place looking good. You are expected to do this as part of the lease conditions, but making your home look neat and tidy with a few flowering plants or a couple of chairs on the porch makes a better impression. Don't let junk mail, or a collection of old, ugly bits and pieces build up and fester at the front. Keeping junk out of the front area is important to create a sense of order.

#### Invitations

Not everyone will agree, but it is important to keep some distance between neighbours. You don't want to feel that your over-friendly neighbour is in your kitchen every single day. If you invite someone in, keep it clear that you also expect the socialisation to end, before lunch, before the kids come in from school, etc. Likewise, do not overstay when invited to someone else's home.

#### Being helpful

Once you know people better, you can develop a relationship that includes being helpful. Perhaps you can drive your neighbour up the street, or to the railway station, if it is convenient. Mutual babysitting often helps young mothers, and builds supportive friendships.

When neighbouring children play together, it can be very good for them and for you. But it is important to have a clear curfew so the children come home at a certain time. Try not to have children looking for food at other homes: many families are on a tight budget and while they may politely say your little one is welcome to stay for tea, it is best to avoid this type of overclose visiting unless with formal invitation. Obviously, if you accept an invitation you should return the favour.

#### Gossiping

What a friendship killer loose chatter can be! If you can't say something nice say nothing. Sometimes you may just want to spread information - saying that Mrs P. is very sick and we could organise to help her is different from suggesting Mrs P. brings it on herself with her lifestyle.



#### Respectful party

Please let the neighbours know that you will be celebrating someone's day with a party. Assure them that the music will be turned down or off at a reasonable time, and try to make sure that guests park their cars appropriately, not in someone else's drivewa y.

#### Awareness of community rules

Be aware of and comply with Argyle Housing's policies which are on their website at argylehousing.com.au/ about-us/policies/

#### Service projects and activities

One way to bring people together is through activities and services projects. Argyle Housing has often provided outings and get-togethers, though in these COVID times there have been less possibilities to have people gathering together. The previous Client Engagement Strategy will presumably be reviewed soon. Take the opportunity offered to contribute and participate in any organisational activities and projects and have your say when Argyle Housing invites input.

Written by Lyndal, Argyle Housing Client



### Ruby's Interview

Ruby is an Argyle Housing Client from Tahmoor who is currently studying a Bachelor of Communications and Media with a Bachelor of Arts.

Her three majors are journalism, politics and theatre. She is also an Argyle Housing Tertiary Scholarship recipient.

#### The Blue Butterfly Institute

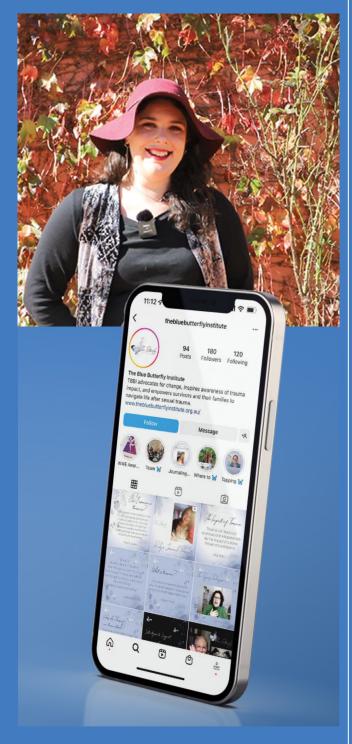
uby contributes a lot to the community, always looking for ways she can use her skills and knowledge to assist others. Currently she is the social media coordinator for a nonprofit organisation in the Wollondilly area called The Blue Butterfly Institute. They provide a platform for connection to create a safe pathway to personal and community empowerment and awareness of sexual trauma.

Ruby helps to produce content that educates the community, inspires and advocates for victims and survivors of sexual trauma as well as their family and carers.

For more information, please connect on their social media and the podcast which Ruby is recently involved. Instagram, Facebook, Podcast.

Excerpt taken from a video interview with Ruby May 2022.

www.thebluebutterflyinstitute.org.au



### **Welcome Gabby**

i everyone! I am Gabby, you may know me from videos on our social media, I have come onboard as Argyle Housing's new Projects and Communications Officer. What do I do? Well, my main role is to create content to communicate across all different platforms to our whole audience (that includes you!). I love meeting people, listening to their stories and being able to share good news with our community. There is not a day that goes by without laughter, I do love to laugh and make others laugh - I think this is enormously important!

I graduated university at the start of 2022 with a Bachelor of Business (Marketing and Event Management) and I am determined to use my degree for good. We all need to play a part in making our communities a better place, this is not the sole responsibility of one person. So, therefore I joined the team Argyle Housing as I believe in this vision to grow and create opportunities for people to have a better, happier future. Having the right housing is such an important part of all our lives, it allows us to then focus and invest in the people and things that we love.

My dream is to help others through connections and opportunities to grow, to feel safe, to realise their potential and work towards their goals in life. One of my favourite quotes is by Audrey Hepburn who advocated for children's rights "Nothing is impossible, the word itself says 'I'm possible'!"

If you have a good news story that you'd like to share with Argyle Housing and/or our broader community, I'd love to hear it! Please reach out to me or your Client Support Specialist and we'll organise a time to catch up.

You can reach me via:

Gabby.Hopping@argylehousing.com.au

In the meantime, stay updated on social media.



My favourite
quote is by
Audrey Hepburn
who advocated
for children's
rights "Nothing
is impossible, the
word itself says
'I'm possible'!"



### NAIDOC Week

#### This year NAIDOC Week ran from 3 - 10 July 2022

It is a very significant week of celebrations in the Australian calendar. During NAIDOC Week we celebrate Aboriginal and Torres Islander culture that showcases traditions, food, craftsmanship, and much more!

Despite the winter weather this year, which impacted many NAIDOC Week events from occurring, our offices were still able to celebrate this year's theme: Get Up! Stand Up! Show Up! Here's what we got up to:

#### **Campbelltown**

Argyle Housing Campbelltown held their own NAIDOC Week event on the 4th of July, organised by our amazing cadet, Maddy Bullivant who had arranged for an Aboriginal artist/stall, NAIDOC Welcome to Country and themed poetry reading and a water cleansing ceremony. It was great to see a variety of community services, Clients and members from the community join our team in Campbelltown to celebrate.



#### **Bowral/Wingecarribee**

Wingecarribee Shire Council ran a NAIDOC Week Art Exhibition which featured First Nation's community members on display at the Wingecarribee Shire Council Civic Centre, Moss Vale. Our team went to visit the exhibition and support the artists there.



#### Wagga Wagga

Lachy and Kristy from our Wagga office attended the Kooringal Community Centre and Mission Australia's NAIDOC Week Celebrations on Tuesday 5th July.

There were live musical demonstrations, art activities, a BBQ and giveaway of handmade scarves, beanies, and dolls.



#### Goulburn

Julia Hogbin from our Goulburn office attended the Women's Weaving Circle on Saturday 9th July at the Goulburn Regional Art Gallery.

They used sustainably sourced materials to create woven table centre pieces. The workshop was a time to gather, weave, yarn, share stories and music.



#### **NAIDOC Mural**

Our team at Common Ground, Gungahlin put together an amazing proposal for the NAIDOC Mural community grant from The National Indigenous Australians Agency. They received \$1000 to assist in the completion of the NAIDOC mural behind reception at Common Ground on the traditional land of the Ngunnawal People.

The mural was designed and painted by Aboriginal artists Linda Huddleston (Nungingi) and Greg Joseph (Yidinji) for the 2022 NAIDOC theme: Get Up! Stand Up! Show Up!



Inspired by the artist's homeland, the artwork features waterholes which are healing waters with ripples representing the healing of our communities. Clients and staff cut out hand stencils which were painted around the water holes, representing hands of both indigenous and non-indigenous people coming together as one. Eucalyptus leaves were added to cleanse bad energies.

### **Board Visit Ainslie Village**

In June, the Argyle Housing Board held their monthly Board meeting at Ainslie Village.

This was a great opportunity for the Board members to meet with the while sharing food and stories of their

CEO, Carolyn Doherty, Andrew Allan, GM Finance and Alison Sheer, GM People &





### Wendy Middleton Scholarship

# Up to \$1,500 for individuals

Are you a new or continuing student, mature age student, at University, TAFE or with a registered training organisation?

If you answered **YES** to any of the above, then you are able to apply for the Wendy Middleton Scholarship.

Scholarships are part of an annual education program for Clients, providing up to \$1,500 for college, university or TAFE students. The scholarship money can be used to pay for any educational costs, such as course fees, text books, specific clothing, computers or anything which helps you to complete your education.

Applying for a Wendy Middleton Scholarship is easy: simply fill in a short application form, which takes around five minutes. More than one member of your family can apply. Scholarships are open to any household member enrolled in full-time or part-time tertiary education during 2020.

argylehousing.com.au/about-us/ scholarships/

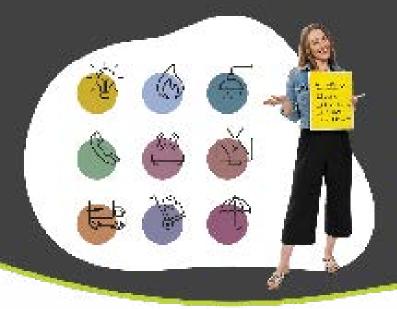
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# Moving home?

MyConnect can arrange all your essential utility connections in just one phone call.



### Our service is FREE and takes, under 10 minutes, Simply:

- Complete our entine form of myconnect.com.cu or fill out the application form.
- MyConnect calls you to a gain set good someoned by good connections.
- Kove in with your power connected!

# We have a buffet of choice

We partner with the best providers, so we can fine a plan that works best for up in lifestyle.

Our expert customer service team connect thousands of people every month and will be more than happy to assist wow





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### Trusted by Aussie movers

- No hidden tees. MyConnect gets paid by the provider for connecting your utilities on their beneaf so the service is completely complementary for you.
- Live chat support. Get quick answers from our connection specialists.



#### **Acknowledgement of country**

Argyle Housing acknowledges the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

#### **Environment**

Argyle Housing cares about the environment and is committed to a sustainable environment and follows a comprehensive environmental protocol. The Argyler is printed on FSR® certified paper traceable to certified sources. We use a new varnish coating process that is environmentally-friendly. We use soy-based inks with low VOC and recycle all unused ink. We recycle all scrap paper.

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