

The

# ARGYLER

Client Newsletter | Spring 2023

*Created by Clients,  
for Clients*



# 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 Argyle 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.



Copyright © 2020 by  
Argyle Housing

All rights reserved. This book or any portion thereof may not be reproduced or used in any manner whatsoever without the express written permission of the publisher except for the use of brief quotations in a book review.

Printed in Australia

ABN 88 002 761 855 / ACN 002 761 855

### Argyle Housing

Gundungurra Country

32-36 Wingecarribee Street  
Bowral, NSW 2576

P.O. Box 1026, Bowral NSW 2576

1300 274 953

[www.argylehousing.com.au](http://www.argylehousing.com.au)  
[info@argylehousing.com.au](mailto:info@argylehousing.com.au)

# Contents

<u>Acknowledgement of Country</u>	<b>2</b>
<u>Welcome from the CEO</u>	<b>4</b>
<u>Editorial</u>	<b>5</b>
<u>Community Services</u>	<b>6</b>
<u>Spare Keys Cut</u>	<b>6</b>
<u>Join The Argyle Editorial Team</u>	<b>7</b>
<u>The Argyle Digital Version</u>	<b>7</b>
<u>Wollondilly Men's Social Group: Men's BBQ</u>	<b>8</b>
<u>Client Survey Winners</u>	<b>9</b>
<u>2023 Client Survey Results</u>	<b>10</b>
<u>Poem</u>	<b>13</b>
<u>RAP Introduction</u>	<b>14</b>
<u>The RAP Launch Event</u>	<b>15</b>
<u>NAIDOC Week</u>	<b>16</b>
<u>Why it is hard to make ends meet</u>	<b>17</b>
<u>Appeal a Decision</u>	<b>18</b>
<u>Appeal Quick Facts</u>	<b>19</b>
<u>My Connect</u>	<b>20</b>
<u>Repairs and Maintenance</u>	<b>21</b>
<u>Smoke Alarms</u>	<b>22</b>
<u>Scholarship Information</u>	<b>23</b>

The Argyle 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](mailto:editor@argylehousing.com.au)

Connect with us



# CEO Welcome

**The last few months have been busy here at Argyle, focusing on improving outcomes for our Clients, listening and understanding how we can continue to improve our service to you.**

I have recently had the pleasure of awarding the prizes to a number of the winners of our survey competition. These winners are highlighted in this edition of The Argyle.

Our Client Survey is the most important opportunity for the Argyle Housing Team to hear from you about your experience of working with us, what we do well and how and what we can do better.

We are currently working through the information you have provided so that we can develop local action plans on areas most important to you. Actions from previous feedback from surveys have included the development of the Client Portal, redesign of the Rent Statements, improved pathways for making complaints and appeals, and the redesign of the operations team in 2022.

Thank you to everyone that took the time to complete your survey, your voice really makes a difference.

In July we also launched our Reconciliation Action Plan which outlines the commitments that Argyle Housing have made to improve the outcomes for Aboriginal and Torres Strait Islander people, to reduce the disadvantage faced by Aboriginal people in accessing and sustaining social and affordable housing. We will continue to report to Reconciliation Australia on our progress against this plan and I hope that all our clients will see the positive impact that this will help to make in our communities over the next 2 years. We are one part of the puzzle in Closing the Gap, but every piece matters.

I hope you enjoy this edition of The Argyle. I love reading the stories by our regular contributors to The Argyle, the work they are doing in the community that makes such a huge difference to so many, and some of the incredibly creative clients bringing joy through their art, literature, and gardening.

We would love to be able to share your story, feature your contribution in our future editions or even provide opportunities for clients that want to come together to share with others in a group.

Reach out and let us know.

Stay well,  
**Carolyn Doherty**, CEO



**Carolyn Doherty**  
CEO - Argyle Housing



**Thank you to everyone that took the time to complete your survey, your voice really makes a difference.**



# Editorial

Dear Clients,

## Welcome to the Spring edition of The Argyle.

Spring is in the air and we're excited to present the latest issue of The Argyle to our valued clients! In this edition, we've carefully curated a range of fresh and captivating articles that perfectly reflect the season of renewal and rejuvenation.

In particular, there are three standout pieces that we believe you'll find particularly engaging from our Clients.

Join Tony as he explores the incredibly popular Wollondilly Men's BBQ, which has served as a welcoming and inclusive place for men in our community to gather, share their stories, and of course, grill up some delicious food. You'll get a glimpse into the heart and soul of this local initiative, uncovering the stories of connection, friendship, and support that are forged around the sizzle of the grill.

Taking a poignant look at the Vimes Boots Index, Lyndal delves into the concept's rich history and relevance in today's society. In her article, she thoughtfully examines the value of investing in quality items while keeping in mind the financial struggles many face. Through research and personal experiences, Lyndal's narrative provides valuable insights into how the Vimes Boots Index is more than just a theory, but a reflection of the broader socioeconomic landscape we inhabit.

Finally, we'd like to spotlight a very special contribution from one of our own Clients, Charles. In his heartfelt poem, Charles eloquently expresses his gratitude to Argyle Housing for the services and support we've provided. His sincere words of appreciation serve as a powerful reminder of the positive impact we strive to make in the lives of our Clients every day.

We hope you thoroughly enjoy these, and the other fantastic articles featured in this edition of The Argyle. As always, we look forward to hearing your thoughts and feedback on our stories, which help us tailor future issues to match your interests and needs.

Here's to a blooming and beautiful spring, and happy reading!

**Scott Dunstan**

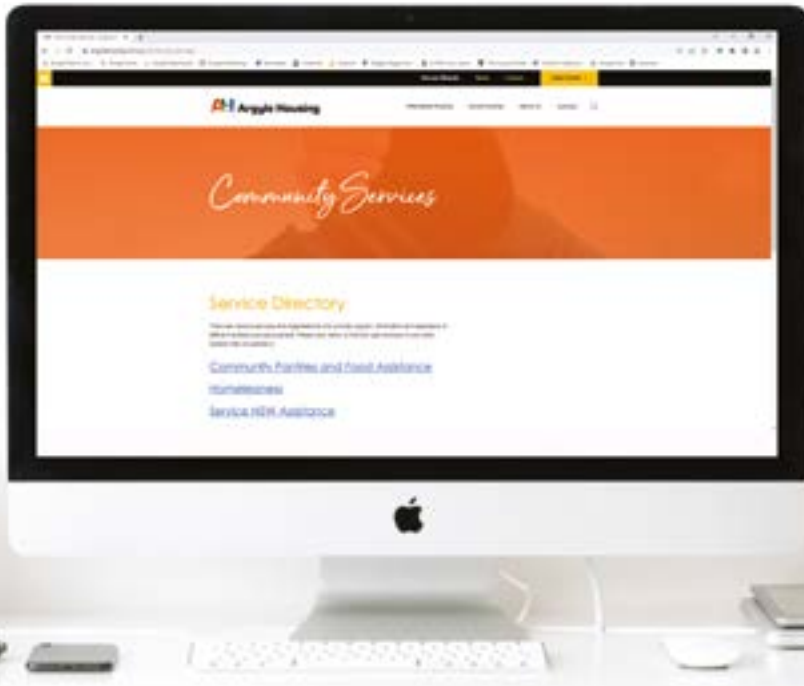
Editor and Marketing, Communications Manager

“

We look forward to hearing your thoughts and feedback on our stories, which help us tailor future issues to match your interests and needs.

”

# 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/](http://argylehousing.com.au/community-services/)

# Spare Keys Cut

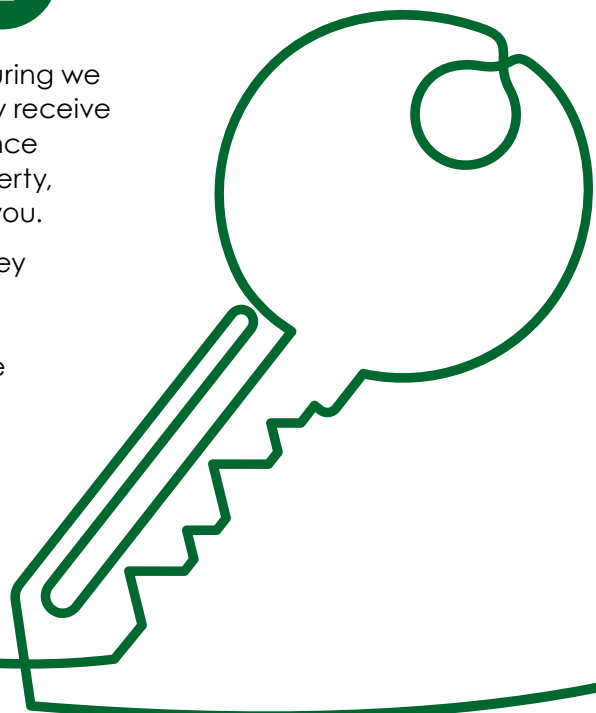


Argyle Housing is currently in the process of ensuring we have spare keys to all of our properties. You may receive a letter in the near future asking for your assistance so we can gain a spare set of keys for your property, and where you can get them cut at no cost to you.

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





# 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](mailto:editor@argylehousing.com.au)



## The Argyler Digital Version



### We need your latest email address

Do you want all of the latest Argyle Housing news directly into your email inbox? It's really simple...

Get in contact with your local Argyle Housing Client Support Specialist and pass onto them your email address or soon you will be able to update your email through the Client Portal.

[editor@argylehousing.com.au](mailto:editor@argylehousing.com.au)

# The Friendly Brotherhood

## Meet the Wollondilly Men's Social Group



### A Fun, Friendly Gathering for Blokes!

Back in 2019, we noticed something missing in our community - a casual place for guys to hang out, chat about anything (or nothing), and simply enjoy a much-needed break from the daily grind. And that's how the Wollondilly Men's Social Group, Men's BBQ was born! This fantastic group brings blokes together, giving them a chance to relax, connect, and just be themselves.

Our humble beginnings started with a small gathering of 6 guys at the pub, where mates supported the group's startup. Realising we were onto something great, we approached the Wollondilly Shire Council for a grant to cover the cost of BBQs. Our initiative has grown immensely since then, and we're proud to say that we now host around 20 guys at our monthly BBQ get-togethers.

Our community is expanding further, with over 430 guys on our Facebook page and another 20 who get a text whenever we fire up the grill! We encourage you to follow us on Facebook to stay in the loop regarding upcoming BBQ events, news, and happenings within our fantastic group.

For more information, don't hesitate to reach out to Mark at [pictonmensgroup@gmail.com](mailto:pictonmensgroup@gmail.com).

Join the Wollondilly Men's Social Group, Men's BBQ today and become part of the fun and friendly brotherhood that's changing the way guys socialise and unwind!

By Tony, a Client of Argyle





# Client Survey Winners



## Thank you and ongoing Feedback

Thank you to everyone who completed the recent tenant survey. We had a record number of returns this year and would like to extend the opportunity to any Clients who would like to provide any direct feedback from the survey, or in relation to their tenancy, to contact the Client Support Lead in their local office or the Housing Services Manager or CEO at Bowral [info@argylehousing.com.au](mailto:info@argylehousing.com.au) or **1300 274 953**

## Congratulations to our winners

Thank you to all of our Clients who participated in the survey. Your feedback will contribute to helping Argyle Housing provide better services.



**1st Prize Winner - Michele, Bowral**  
Congratulations to our first place winner in the Client survey.



**2nd Prize Winner - Zachary, Wagga**  
Well done Alison for accepting the second prize.



**Joan**



**Melissa**



**Donald**

### 3rd Prize Winners (1 per office)

Maria, Griffith  
Anne, Picton  
Alan, Moss Vale

Jenny, Young  
Melissa, Wagga  
Verity, Campbelltown

Heather, Queanbeyan  
Donald, Yass  
Megan, Canberra

# 2023 Client Survey Results



Argyle Housing conducts a confidential survey every two years, inviting our Clients to share their valuable feedback. This year, we were fortunate to have 1,711 Clients participate in the survey, resulting in an outstanding response rate of 70%! We want to express our heartfelt gratitude to each and every Client who took the time to respond; your feedback is incredibly valuable to us.

The survey results have provided us with valuable insights. It is clear that our Clients prioritise three main areas:

**1.** Prompt and responsive repairs and maintenance services: Our Clients emphasised the importance of receiving timely and efficient repairs and maintenance for their homes.

**2.** Upgrading and maintaining homes in good condition: Our Clients value well-maintained homes and appreciate efforts to upgrade and improve the overall condition of their properties.

**3.** Improving the safety and amenities of the neighbourhoods: Our Clients want to feel safe and comfortable in their neighbourhoods. Enhancing safety measures and amenities in the areas where our tenants reside is a priority.

Overall, the results indicate that Argyle Housing holds a positive perception among our Clients. However, it is essential to note that results and feedback varied across locations. As a result, each local tenancy and maintenance team will devise a tailored action plan based on the survey results specific to their respective areas.





## How you scored Argyle Housing

Overall, the results of the survey were very good. The key indicator results for Argyle Housing are below as well as the results for individual areas on the next two pages.

All three NRSCH\* targets (overall satisfaction, condition of home and repairs and maintenance) were met or surpassed.

Overall satisfaction was 85%, ten points above the regulatory threshold. Satisfaction with property condition was 81%, six points above the threshold and satisfaction with repairs and maintenance was 79%, four points above the threshold.

\* National Regulatory System for Community Housing

“

I think that everyone is nice and polite and feel comfortable speaking to any people at Argyle Housing.

”

85%

Overall satisfaction

81%

Satisfaction with property condition

79%

Satisfaction with repairs and maintenance

## What you said about Argyle Housing

“ So glad to be a client of Argyle Housing.

Keep up the good work, more advertising for tenants.

Argyle Housing is fantastic and good for my special needs son it is a good safety net and roof over his head. ”

**When compared to CHIA NSW's industry benchmark indicator set, Argyle Housing was above the benchmark for twelve of seventeen measured indicators recorded. While five indicators were below the benchmark.**

- Indicators above the benchmark were appeal knowledge, with 54% satisfied (9% points above), complaints knowledge, with 77% satisfied (7% points above), and Clients' ability to influence provider's decision-making, with 64% satisfied (4% points above)
- Argyle Housing increased satisfaction in 14/17 key indicators from the 2021 survey. The only indicators that fell were Tenants' Right upheld, Property condition and Neighbourhood
- Overall satisfaction with complaints handling indicator for Argyle was 3% points about the benchmark CHIA NSW benchmark. 75% were satisfied with how easy it was to make the complaint
- 79% of tenants reported they were satisfied with the repairs and maintenance service provided by Argyle Housing, which is 1% point above the CHIA NSW benchmark
- Clients were asked how much, if at all, their life has improved since living in an Argyle property. 74% reported that their life had improved, a 1% point increase from 2021 and on par with the CHIA NSW benchmark of 74%
- 87% of tenants were satisfied with the way Argyle Housing provides them with information, which is 3% points above the CHIA NSW benchmark)
- 84% were satisfied with communication with Argyle Housing, which is 2% points above the CHIA NSW benchmark).



**Thank you so much for your support.**



Key: ● Survey responses from Argyle Housing Clients ● Overall Satisfaction with Argyle Housing

	<span style="color: orange;">●</span>	<span style="color: yellow;">●</span>
Gungahlin/ Conder	<b>78%</b>	<b>86%</b>
Queanbeyan	<b>60%</b>	<b>77%</b>
Goulburn/Crookwell	<b>53%</b>	<b>86%</b>
Ainslie Village	<b>58%</b>	<b>83%</b>
Young/ Yass	<b>88%</b>	<b>90%</b>
Bowral	<b>64%</b>	<b>83%</b>
Griffith	<b>96%</b>	<b>91%</b>
Southwest Sydney	<b>62%</b>	<b>83%</b>
Wagga Wagga/ Albury	<b>86%</b>	<b>87%</b>

**Client Feedback...**

"I am extremely grateful to Argyle housing for my accommodation and all the help I receive from them. I really can't thank them enough. The staff treat me with respect and kindness always. Thankyou Argyle Housing."

"Some maintenance requests can take a long time to be enacted upon."

"I was living on the street for a very long time now I have my own dignity I've I'm happy I got my place it was hard for me why I was home less I'm just starting to settle in to place."

"I would like to see the old home I live have more maintenance."

"I would like more information about how rent is accessed when retiring from part time work to receiving a aged pension."



# Poem

Argyle Housing do their best



Argyle Housing do their best  
To have a home we are blessed  
Affordable rent roof overhead  
A place to live and sleep safe in bed

When there is something broken  
From leaky pipe to switch that is smokin  
Call the fire brigade is the thing to do  
When all is clear ring 4627 0002

The maintenance team make life a breeze  
Fixing the problem with utmost Eze  
All praise and thanks I am espousing  
To the one and only Argyle Housing

**By Charles, a Client of Argyle Housing**



# RAP

## Introduction

Some exciting news for Argyle Housing – after months of hard work and collaboration with Reconciliation Australia, our Reconciliation Action Plan (RAP) got the official nod on May 9th, 2023. The final RAP document was crafted together with the dedicated RAP Working Group and comes straight from the creative mind of our very own Communication and Marketing Manager, Scott Dunstan. Give it a read by searching for it on the Argyle Housing website.

Now, you might be wondering what this RAP is all about. Well, it's our roadmap towards building a stronger relationship with Aboriginal and Torres Strait Islander Peoples for the next two years, starting from March 2023 till March 2025. And guess what? We're sticking with Reconciliation Australia throughout this journey to ensure we fulfil our commitments.

**But what's next, you ask?** It's time for the crucial implementation phase of the Innovate Reconciliation Action Plan! We've got a bunch of awesome goals lined up:

- ▶ **Implementing reconciliation initiatives:** We've got some interesting projects in store to kickstart the RAP implementation phase.
- ▶ **Understanding our sphere of influence:** We'll dig deeper into discovering our impact and influence within the community.
- ▶ **Advancing reconciliation within Argyle Housing:** We're on a mission to find the most effective ways to boost reconciliation inside our organization.
- ▶ **Strengthening our relationships with Aboriginal and Torres Strait Islander Peoples:** Building and nurturing these bonds is the key to making meaningful change.
- ▶ **Empowering Aboriginal and Torres Strait Islander Peoples with innovative strategies:** Finally, we'll experiment and roll out new strategies focused on empowering our Indigenous friends.

To sum it up, Argyle Housing is leaping forward on a journey to reinforce its ties with Aboriginal and Torres Strait Islander Peoples. Stay tuned to see how we're putting our RAP into action, and let's create an inclusive environment we all can thrive in!





# A Celebration of Reconciliation and Unity

A fun and friendly celebration of unity and community spirit was had, as we officially launched the Innovate: Reconciliation Action Plan (RAP) on the 28th of June 2023. Argyle Housing's all-inclusive "One Argyle" approach brought a series of four exciting pop-up events spanning across our various locations – all to showcase our commitment to reconciliation and inclusivity.

## One Argyle: Connection and Collaboration

One Argyle represents our unified approach that strengthens our connections with our people, clients, community members, and unites our offices, including those in regional NSW. Our core belief lies in recognising and cherishing the uniqueness of each area we work in. By building meaningful relationships within each community, we aim to foster strong, prosperous, and inclusive spaces for everyone.



## Southwest Sydney

Argyle Housing Southwest Sydney celebrated the launch of their RAP with a lunch hosted at the Camden Valley Inn, featuring a welcome to country, smoking ceremony, didgeridoo performance, story from Wiradjuri and Mununjali woman Shanell Dargan, and artwork by RAP Artist Tay-la Shearley.

## ACT

The RAP Launch at The Australian National Botanical Gardens was a huge success, featuring Mura Culture Services' Welcome to Country, smoking ceremony and other cultural activities, as well as catering from Ribana's Catering that was enjoyed by many local Canberrans and Argyle Housing Clients.

## Wagga

Argyle Housing CEO Carolyn Doherty was present in Wagga to host the RAP Launch at the Tolland Community Centre, with enjoyable activities such as a BBQ lunch, Welcome to Country from Aunty Claire Lyons, and a performance from the Marrambidya Yurali Wagga Dhaanys dance group.



## Southern Highlands

Argyle Housing staff members were given the opportunity to gain cultural knowledge and build relationships with the local First Nations community by attending Koori Kulcha, participating in a smoking ceremony, and brainstorming ideas for the Reconciliation Action Plan.



# NAIDOC Week

## Moss Vale

Argyle Housing organised a NAIDOC Week BBQ and Art Community Event in Moss Vale, with local artist De Shanti leading a dot painting mural, and support from local businesses to provide food for guests and the community. So many people popped in over the time from the complex at Railway Street and also the local community. We even had a visit from the new Chief Inspector from the local police force in Moss Vale who helped us cook some sausages.



## Bowral

Argyle Housing was proud to participate in the Flag Raising Ceremony and the opening of the NAIDOC Exhibition For Our Elders, celebrating local First Nations artists by buying a piece by artist Pamela Luke.



## Goulburn

Argyle Housing hosted a Women's Weaving Circle with indigenous artist Jodie Munday to celebrate NAIDOC Week 2023, bringing together local women to learn about weaving techniques and share stories.





# Why it is Hard to Make Ends Meet - Vimes Boots Index

One of the things that puzzles me as a pensioner, and low income earner, is why one never seems to get ahead. Even when there is an increase in payments such as the recent bump in pensions and benefits. Of course, if you are in Subsidised housing you will see some of any increase go in a rental increase. And the general cost of living increases are hard to keep up with at the moment.

But what else is going on with your money? The answer is described by some pundits in the Vimes Boots Index. While not actually a recognised economic theory and more a satirical musing, it shows that cheap, poor-quality boots last about six months before replacement, while expensive, high-quality boots last many years. (Actually, I was quite glad to buy the cheap boots while the kids were growing through their footwear a couple of times per year). The poor can never afford to buy the expensive item, and are forced to purchase the cheapjack one. Over a period of time, the poor person buys many cheap replacements, at say \$50 a time, every few months, and soon has spent, and continues to spend, more than the cost of one pair of RM Williams.

But for many of us there is a horrible truth in this economic theory. We all know that you can't buy cheaper items than you already do. Which makes a lot of the well-meant advice about making your money go further seem rather hollow. You already buy the No Name pasta, you already go to the community pantry. And the specials such as a pack of 5 items for \$10 are beyond us when we only can afford \$3 for the one item. No wonder doing shopping leaves one exhausted and depressed.

Yet, food is the least of your worries. For example, you keep your car on the road because you need it so much. You can't economise on maintenance, or insurance without it being very risky. Anticipating the electricity, gas, and phone bills have people in a permanent state of terror. Again, as tenants, we can't take up offers to install solar panels on the roof to defray electricity bills, and buying an electric car to save on fuel costs is way beyond our means. Modern light globes last a lot longer, but are also more expensive to purchase.

I can list some obvious things:

- Eat at home
- Bring your Thermos and tea / coffee instead of buying drinks out
- Make up cordial for the kids and avoid expensive fizzy stuff
- Cook your own biscuits and cakes
- Stay at home and read, play board games
- Watch free-to-air TV or stream from abc iview and sbs on demand
- Use the town library
- Walk places
- Take the kids to play in the park
- Repair things.

What do you do to get ahead and stay ahead on a limited income? I would love to hear some new ideas.

By Lyndal, a client of Argyle Housing



# Appeal a Decision

A quick overview on what you need to know

**One of the standouts from the 2023 Client survey results is that a lot of Clients do not know how to appeal a decision made by Argyle Housing.**

Every Argyle Housing Client (or their representative) has the right to appeal a decision made by Argyle Housing. Housing applicants or their representatives also have the right to appeal.

An appeal is a request to have a decision reviewed and involves a fresh look at the issue to see if an outcome can be changed in full or in part. The appeal will address the merits of the case and examine what the best possible outcome should be.

An appeal is different to a complaint. A complaint is when you are not happy with a response to, or quality of, service delivery. A complaint is dealt with separately to an appeal.

## Decisions that are not appealable include:

- Matters which are the responsibility of the NSW Civil & Administrative Tribunal or equivalent in each State or Territory
- Decisions that are not directly related to the applicant/Client
- The content of our policies
- Matters not relating to the provision of housing
- Internal administrative and funding matters of the housing provider
- Complaints about the way a service is provided
- Programs not related to the provision of service
- Decisions about home purchase assistance services.

## Decisions that can be appealed:

There are a lot of appealable decisions and we have listed a few of these below. If Argyle Housing makes a decision that you are not happy with that is not on the list below, please speak with your Client Support Specialist to see if an appeal is possible:

- Property offers
- Property entitlements
- Rent calculations or rent subsidy cancellations
- Transfer applications
- Relocating tenants for management reasons
- Requests to modify properties
- Succession of tenancy
- Water charges
- Absence from dwelling
- Client charges.



# Appeal Quick Facts



Always speak to your Client Support Specialist first and try to sort out the issue before lodging a formal appeal. Sometimes an easy solution is just a conversation away



If this doesn't work, you will need to lodge what is called a First Level or Tier 1 Appeal/Review request to Argyle Housing



You have the right to have someone assist you to lodge an appeal and act on your behalf



The right to appeal is limited to 3 months from the date of your being advised of the decision. However, there are certain decisions that have legislated appeal periods



An appeal can be lodged by completing the 'I Want to Appeal Form' found on the Argyle Housing website: [argylehousing.com.au](http://argylehousing.com.au)



You can also lodge by email, post, in person or over the phone to any Argyle Housing office



The process of assessing and completing the appeal will take no longer than 28 days from the date of receipt. You will be notified if there is expected to be a delay



Your request for appeal will be reviewed by a senior Argyle Housing staff member who was not involved in making the original decision



Once the appeal assessment is completed, you will be formally advised of the outcome



If you're not happy with the outcome of your appeal, you have the right to lodge a Second Level appeal to the Housing Appeals Committee in NSW or Housing Review Committee (ACT)



Argyle Housing's Appeal Policy is available online at: [argylehousing.com.au/about-us/policies/](http://argylehousing.com.au/about-us/policies/)



# 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:

- 1 Complete our online form at [myconnect.com.au](http://myconnect.com.au) or fill out the application form.
- 2 MyConnect calls you to organise your connections.
- 3 Move in with your power connected!

## We have a buffet of choice

We partner with the best providers, so we can find a plan that works best for your lifestyle.

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



## Trusted by Aussie movers

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



Google

4.7 star rating ★★★★★



Product Review

4.7 star rating ★★★★★

1300 854 478

enquiry@myconnect.com.au

myconnect.com.au

**myconnect**<sup>®</sup>  
a really smart move

# Repairs and Maintenance



If you have an emergency repair issue at your home and it is out of office hours, please call: **Emergency Maintenance 1300 850 451**

## What is an Emergency?

- a burst water service
- a blocked or broken lavatory system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm/ fire damage
- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering
- any fault or damage that causes the premises to be unsafe or not secure

If you are in a leasehold property please refer to the emergency contact number numbers listed with your lease.

For repairs and maintenance issues please follow the correct procedure below:

**Regular office hours (Monday - Friday 9am-5pm) excluding public holidays**

**Please call your local Argyle Housing office**

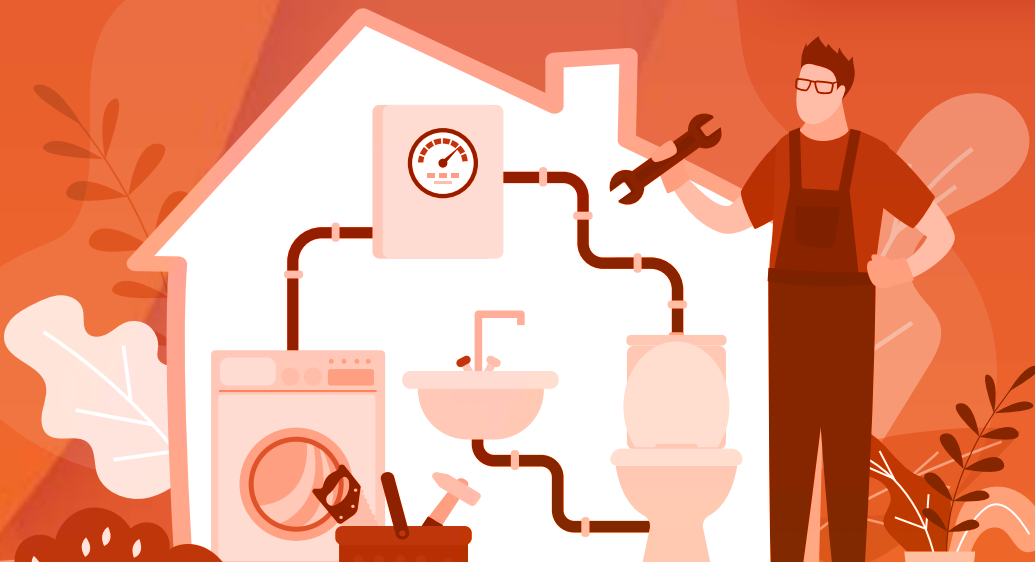
If you have an emergency and need to report repairs and maintenance out of office hours please call the after hours emergency maintenance number that is on your tenancy lease. The after hours number is for emergencies ONLY. If your repair is **NOT** urgent then please wait until the next working day and report via the office hours procedure.

## Repairs and Maintenance Response Times

**Urgent Repairs: 24 Hours**

**Routine Repairs: 7 Working Days**

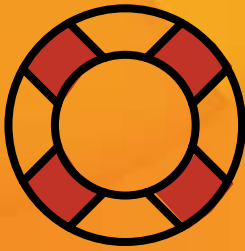
**Non Urgent Repairs: 28 Days**



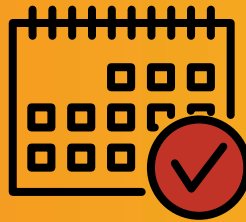
# Smoke Alarms



## What you need to know about smoke alarms!



Smoke alarms save lives – they detect smoke to alert occupants especially when sleeping.



Argyle Housing are required by law to test the smoke alarms in your property annually (excluding leasehold properties).



**SmokeAlarms**  
AUSTRALIA  
the responsible choice

Smoke Alarms Australia are Argyle Housing's authorised partner for smoke alarm testing.



It is imperative Tenants allow access for the testing.



The Landlord has the authority to access the property if the Tenant does not allow access. In this instance an Entry Notice will be issued and a locksmith arranged. We want to avoid this and appreciate Tenant cooperation.



Tenants will be notified by an SMS followed by a phone call when the alarms are due for testing.



# 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 2023.

[argylehousing.com.au/about-us/scholarships/](http://argylehousing.com.au/about-us/scholarships/)

Sponsored by







**AH Argyle Housing**

*A Better Future*  
For our Communities

[argylehousing.com.au](http://argylehousing.com.au)

1300 274 953