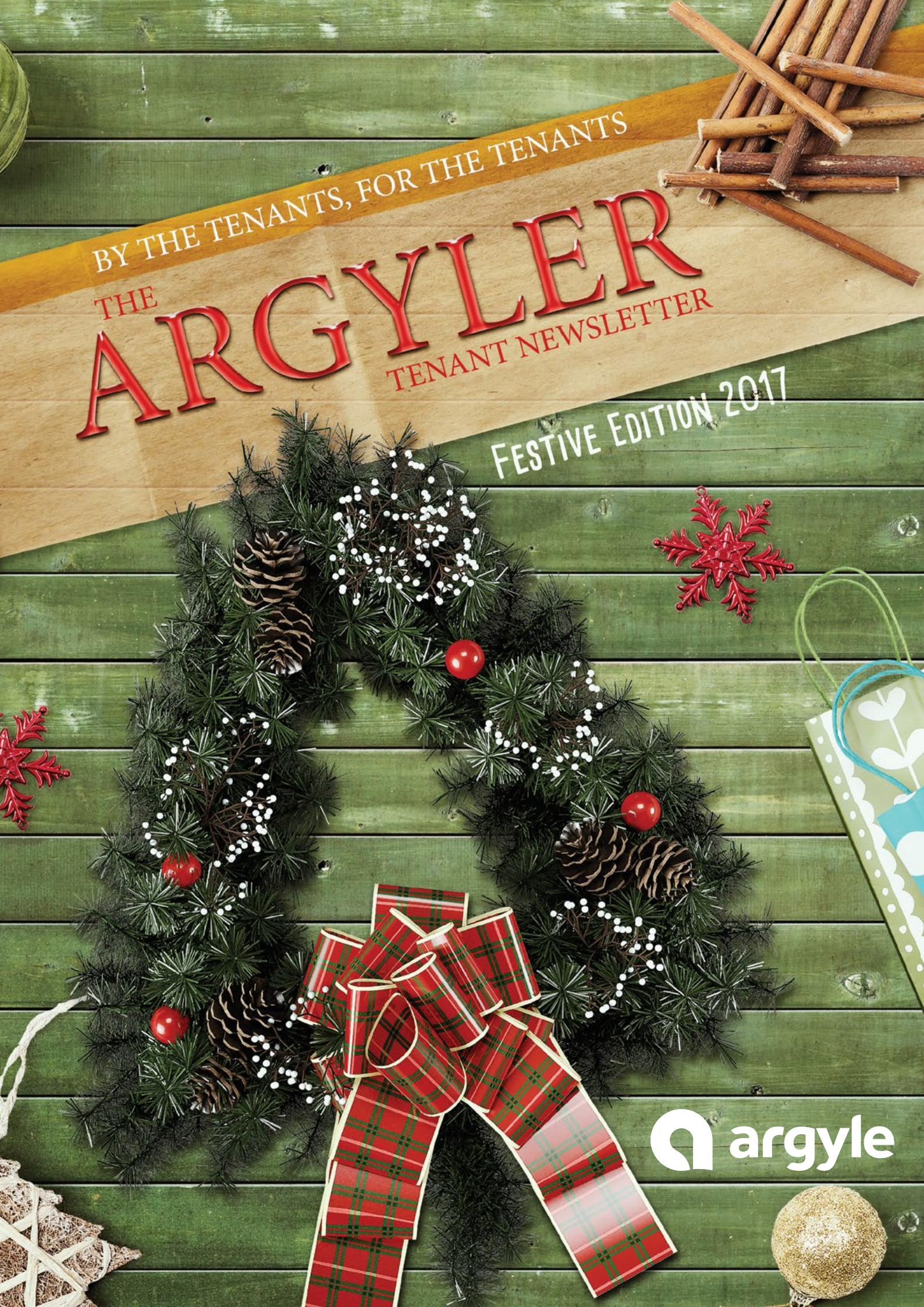


BY THE TENANTS, FOR THE TENANTS

# THE ARGYLER

TENANT NEWSLETTER

FESTIVE EDITION 2017



 **argyle**



# Merry Christmas

All Argyle Offices will close at 5pm on Friday 22 December 2017  
and re-open at 9am on Tuesday 02 January 2018

## OFFICE TRADING HOURS

Mon 25 December – Closed

Tues 26 December – Closed

Wed 27 December – Closed

Thur 28 December – Closed

Fri 29 December – Closed

Mon 01 January 2018 – Closed

## REPAIRS AND MAINTENANCE

If you have an emergency and need to report repairs and maintenance  
please refer to the emergency numbers within your lease agreement.

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



# REPAIRS & MAINTENANCE



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

**Office Hours (Monday - Friday 9am-5pm) excluding public holidays**

**Please call your Local Argyle 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 on **1300 850 451**.

**Please note that the after hours emergency number is for capital properties only. If you  
are the resident of a Leasehold property you will need to call the emergency contacts on  
your 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.

**Examples of urgent repairs include - Broken or blocked toilets, broken hot water system, gas leaks, flooding etc.**





## WELCOME TO THE FESTIVE EDITION OF THE ARGYLER

Argyle has had a busy few months culminating in the Annual Meeting on the 28th November. Although hosted in Mittagong it was beamed across all our locations and into tenants lounge rooms. It was a celebration for the previous year where both staff and tenants were recognised for their achievements and years of service. You can watch this by linking in through our [website](#). We launched our annual report and again I would recommend that you have a read on the [web page](#) or ask your local office for a copy. There are some interesting tenants journeys and how Argyle has tracked for the 2016/2017 financial year.

The Board at its meeting re-elected Terry Downing as Chair. Terry Spencer resigned from the Board after serving for ten years, three of those being as Chairperson. At the Annual meeting the inaugural Chris Benton Award was presented to staff member Christine Woods by Chris 's widow Ros. Chris was until his death the patron of Argyle and worked tirelessly for Argyle on the Board for many years. This perpetual award was given to a recipient that never gives up, and always finishes the job with excellent results. Congratulations to Christine on winning the achievement and for the ten years of service with Argyle.



Throughout November I travelled to all our locations to seek your views on how to improve our services to you. It is important that Argyle remains accountable for the products and services it provides and your feedback allows us to take action on improvement. The summary for the Tenant Survey Plan 2017 can be found on [page 4](#) of The Argyler.

Its Christmas party time at all our locations, please check the details and come along and help celebrate with us. Please read the opening times for Argyle over the Christmas period and particularly the afterhours services that you may require.

Thank you for a good year. Please remember to pay your rent and look after yourself and your property.

On behalf of Board, staff and myself **"Looking forward to supporting you in 2018"**  
Take care and keep safe.

*Wendy Middleton*

Wendy Middleton  
Argyle CEO

# CONTENTS

01	<a href="#"><u>Christmas Closures / Repairs &amp; Maintenance</u></a>
02	<a href="#"><u>Letter From The CEO</u></a>
03	<a href="#"><u>Complaints Procedure</u></a>
04	<a href="#"><u>Tenant Survey Plan 2017</u></a>
05	<a href="#"><u>Christmas In Drought</u></a>
06	<a href="#"><u>Nanaimo Bars</u></a>
07	<a href="#"><u>Christmas Colouring In</u></a>
08	<a href="#"><u>Christmas Colouring In</u></a>
09	<a href="#"><u>Stay Cool This Summer</u></a>
10	<a href="#"><u>The Summer Garden</u></a>
11	<a href="#"><u>Funded Computer Course</u></a>
12	<a href="#"><u>Rose's Story</u></a>
13	<a href="#"><u>Easy Spinach &amp; Scrambled Eggs</u></a>
14	<a href="#"><u>Appliance Replacement Offer</u></a>



## COMPLAINTS

### HOW ARGYLE HOUSING HANDLES A COMPLAINT

If you are not happy with the quality of Argyle's service, standards, practices or policies you have the right to have a voice. Please document and submit your complaint to Argyle Housing in one of the following ways:

**ONLINE:** Argyle Complaints Online Form found at <http://argylehousing.com.au/contact/complaints-appeals/complaints/>

**IN PERSON:** Complete & submit at your local Argyle Housing office

**BY POST:** Download, print and complete the [Argyle Complaints Form](#) and return via mail to:

**Complaints & Appeals Officer**

**Argyle Housing**

**PO Box 1026, Bowral, NSW, 2576**

**EMAIL:** Download, print, complete, scan and email as an attachment through to [complaints@argylehousing.com.au](mailto:complaints@argylehousing.com.au)

*If you have a complaint about an Argyle neighbour or an Argyle staff member please provide the complaint in writing to your local Argyle office.*



# TENANT SURVEY PLAN 2017

AREA OF IMPROVEMENT	ACTIONS	RESPONSIBILITY/TIMEFRAMES
Maintenance	<ul style="list-style-type: none"> <li>· Introduction of Rating System for Contractors by tenants</li> <li>· Develop random spot-checks by assets officers</li> <li>· Compulsory orientation for new contractors</li> <li>· Review and implement maintenance time-frames and communicate to tenants</li> <li>· Develop a feedback mechanism for keeping tenants informed of the work orders that are raised</li> <li>· Use technology to keep tenant informed of timeliness of having the repair completed</li> </ul>	<p>Assets Manager, February 2018</p> <p>Assets Manager Commencing December 2017 Assets Manager commencing 2018-January Assets Manager, ongoing</p> <p>GM Operations, March 2018</p> <p>GM Corporate Services, May 2018</p>
Complaints	<ul style="list-style-type: none"> <li>· Introduction of a dedicated Complaints officer across Argyle</li> <li>· Promote how to complain /to who and time-frames and regularly advertise</li> </ul>	CEO, February 2018
Community Safety	<ul style="list-style-type: none"> <li>· Introduce safety workshops across all Argyle areas</li> <li>· Develop relationships with Police and Neighbourhood watch across locations where neighbourhood safety has been raised</li> </ul>	GM Operations, March 2018
Tenant Engagement	<ul style="list-style-type: none"> <li>· Create tenancy advocates from within the tenant base</li> <li>· Tenant representatives trained for recruitment of staff across areas and locations</li> <li>· Develop check in services for tenants by trained tenants</li> <li>· Planned social activities to be reinstated</li> <li>· Provide volunteering opportunities.</li> </ul>	GM Operations, development of the tenant engagement strategy January-December 2018
Communication	<ul style="list-style-type: none"> <li>· Provide multi lingual information to tenants</li> <li>· Digital technology adopted through the smart phone app</li> <li>· Regular communication re updates on staffing</li> <li>· Turnaround times for response to phone calls, emails and texts to tenants from Argyle be communicated and adhered to</li> </ul>	CEO, February 2018

# CHRISTMAS IN DROUGHT

**By Heather Hickman**

In Australia it's Christmas time in drought  
Waterless dam beds are cracked.  
From early morning, heat is beaming  
Upon withering ground, hay is stacked.

Feeders are out for cattle not yet sold,  
And Christmas colour adorns the gate.  
With tinsel of silver, red, green and gold  
It's a show of cheer not seen of late.

The farm horse plods to a shrunken dam  
With dust clouds puffing from his heels.  
He stops to eye the dam, nodding, snorting,  
Turning away, his master knows how he feels.

The farmer, deep in thought, pulls the gate shut  
'When will saving rain fall again? Please,  
Anytime now, don't make it too late'  
Cattle are huddling under tired trees.

Trees are shedding leaves, they have to be strong  
With branches bowed, they could be praying  
For saving rain to wet their thirsty feet  
'It's a sorry game this weathers playing'

The farmer thinks as he shuts the gate,  
taped with tinsel of silver, red, green and gold.  
Pasture crunches under his footsteps  
As he strolls back to the family fold.

His eyes search skyward for signs of rain  
And with a Christmas prayer in his mind  
"A good drop of rain, would be great mate,  
For Christmas the soft drenching kind."

## CHRISTMAS MEAL LOCATIONS 2017

### **The Nagle Centre Homeless Hub Campbelltown Xmas party:**

22 Lolanthe St,  
Campbelltown NSW 2560  
Wednesday 20th December  
11am to 1:30pm.

### **Free Community Christmas Dinner**

Southern Highlands Christian School  
22 Boardman Rd  
Bowral, NSW 2576  
Saturday 23rd December  
5.30pm to 8:30pm.  
*RSVP is essential to Chris  
0402033282, Penny 0410401089,  
or Jade 0402033254*

### **Free Christmas Day Lunch**

St Benedict's Queanbeyan  
Crawford and Rutledge St  
Queanbeyan, NSW 2620  
Monday 25th December  
From 12:30pm.

### **Free Christmas Day Lunch**

Goulburn Uniting Church  
49 Goldsmith Street  
Goulburn, NSW 2580  
Monday 25th December  
From 12:00pm.

### **Free Christmas Day Lunch**

Salvation Army Campbelltown  
27 Rudd Road,  
LEUMEAH NSW 2560  
Monday 25th December  
From 12pm  
*Please RSVP on (02) 4626 1545*

### **Free Christmas Day Lunch**

Uniting Church Griffith  
Beal Street, Griffith  
Monday 25th December  
*All are welcome but need to  
RSVP by phoning 6962 4533  
or texting their names & number  
of people attending to  
0481 313 489.*

### **Free Christmas Day Lunch**

The Missionaries of Charity  
Wagga Wagga  
Monday 25th December  
St Michael's Parish Centre  
{opposite St Michael's  
Cathedral} Johnston Street,  
Wagga Wagga , 2650  
From 11.30am  
*Please RSVP on (02) 6931  
0014*

### **Free Christmas Day Lunch**

Wagga Uniting Church  
Monday 25th December  
17 Johnston Street, Wagga  
Wagga, 2650  
From 12.30pm  
*Please RSVP on Church Office  
on (02) 6921 4275  
Or Phil Sheather on 6921  
9319*



# NANAIMO BARS

This traditional Canadian holiday recipe is perfect for a cheeky festive dessert whether you want to have as a treat with a cup of tea or a nice cup of joe.

**SERVES 12**

## INGREDIENTS

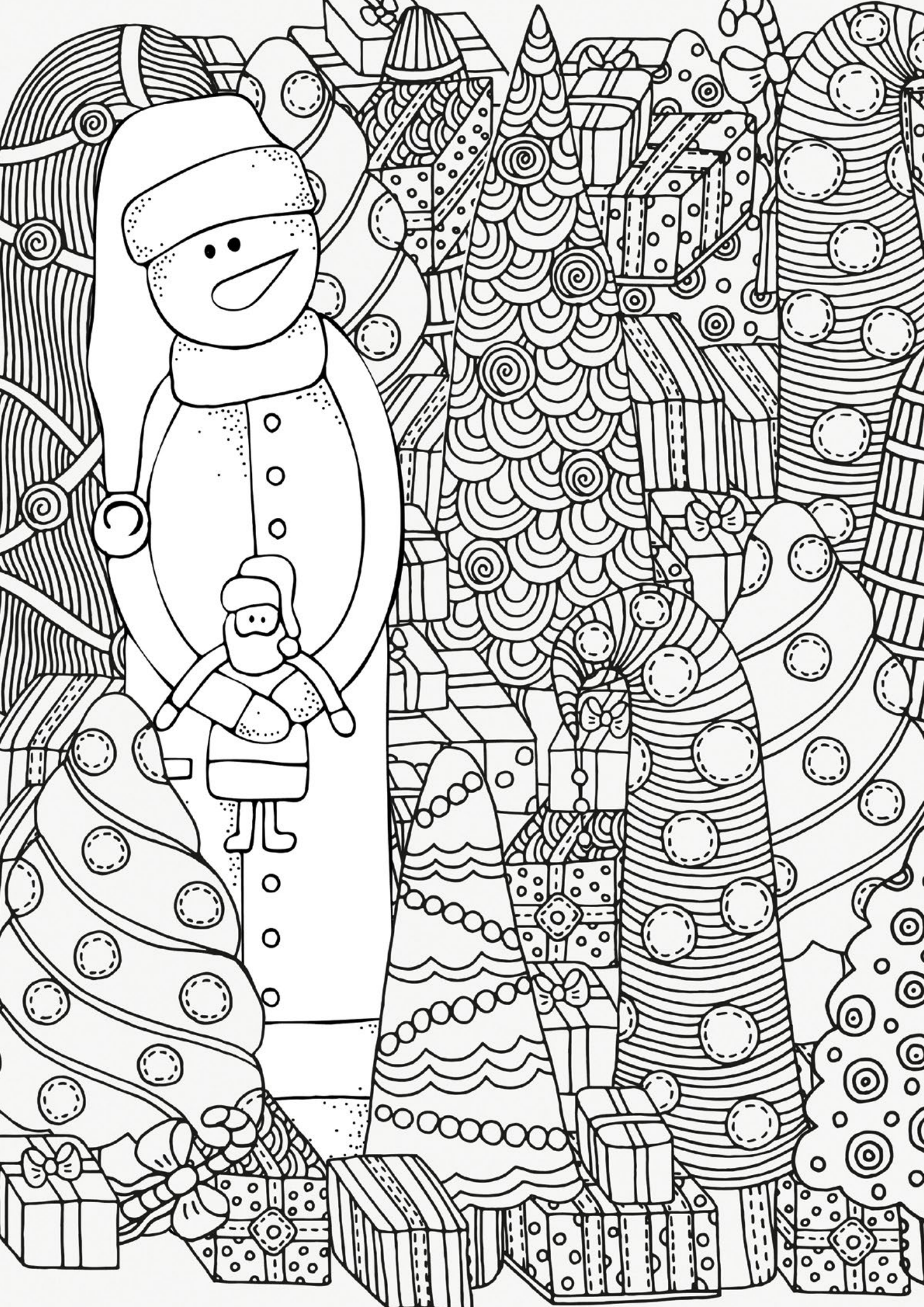
- ~ 125g butter
- ~ 1/4 cup (50g) white sugar
- ~ 5 tbsp unsweetened cocoa powder
- ~ 1 egg
- ~ 1 tsp vanilla essence
- ~ 2 cups sweet digestive biscuit crumbs
- ~ 1 cup (90g) desiccated coconut
- ~ 1/2 cup (60g) chopped walnuts
- ~ 65g butter
- ~ 2 cups (150g) icing sugar
- ~ 2 tbsp vanilla custard powder
- ~ 3 tbsp milk
- ~ 120g dark chocolate, chopped
- ~ 1 tbsp butter

## METHOD

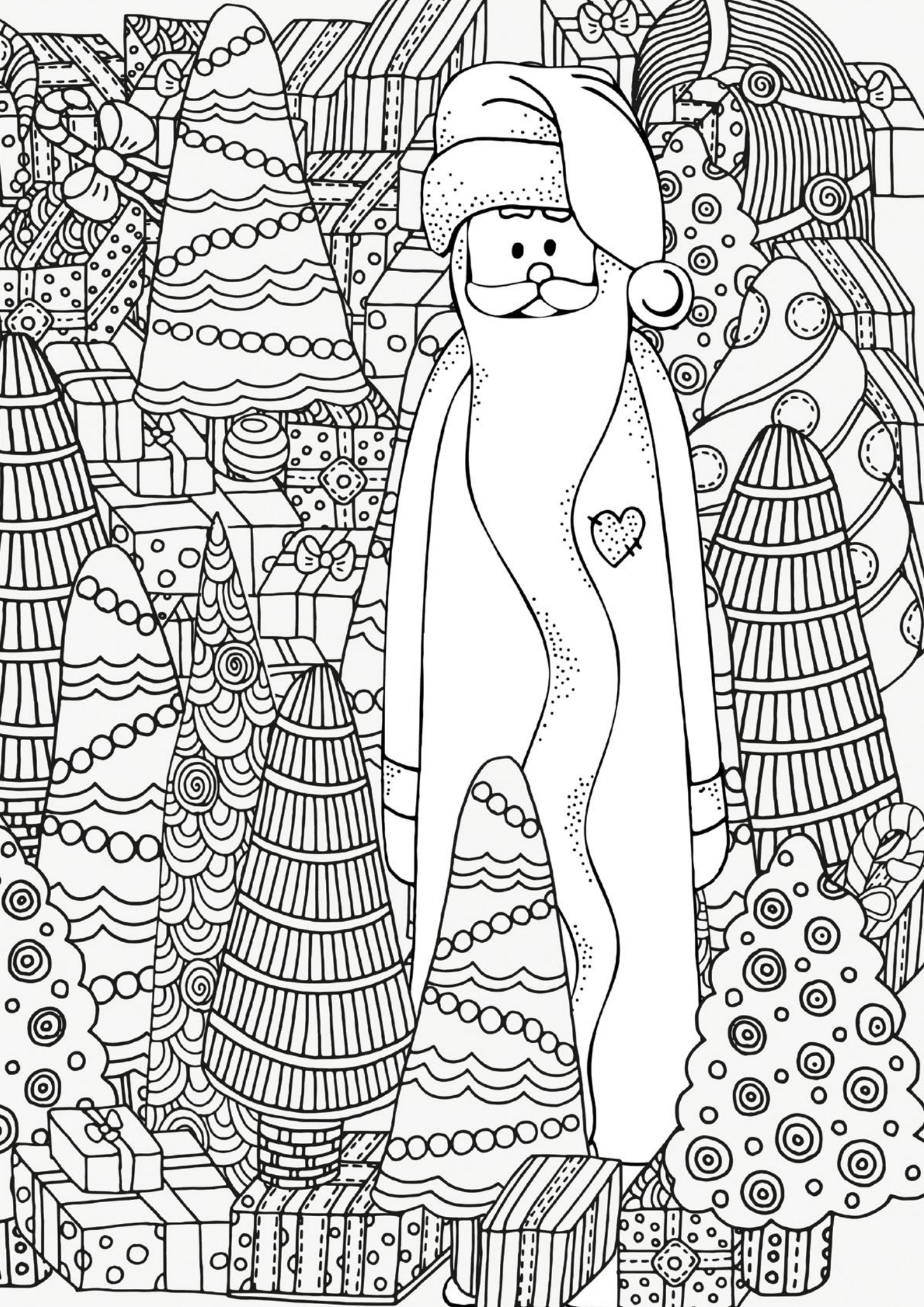
- ~ Mix 125g butter or margarine, white sugar, cocoa, egg and vanilla in a heavy sauce pan or double boiler. Stir over low heat until mixture is of custard like consistency.
- ~ Combine crumbs, coconut and walnuts and add to the melted mixture. Mix well and pack into buttered 23cm square cake tin.
- ~ Cream 65g butter, icing sugar, vanilla custard powder and milk. Beat until creamy and spread over melted base.
- ~ Refrigerate till hardened.
- ~ Melt chocolate with 1 tablespoon butter and drizzle over custard icing.
- ~ Refrigerate. When totally hard cut into square bars.













# STAY COOL THIS SUMMER

BY LYNDAL BREEN

The Bureau of Meteorology is predicting some hot weather ahead again this summer. (<http://www.bom.gov.au/climate/outlooks/#/overview/summary/>). As always, it is wise to be sunsafe when outside – wear a hat and sunscreen at all times. People also need to be aware that you can get very sick with heat related illness and dehydration. Every year people die from the effects of over-heating. Elderly people, as well as little children, can be vulnerable to the heat. So here are some general hints to making yourself and your home more comfortable on the hot days.

- ~ Fans provide excellent cooling; a small fan directed at yourself or a larger swivelling fan for a whole room.
- ~ Drink lots of fluids, but avoid sugary liquids which can make you hotter. Expensive fluid replacement drinks and energy drinks are not necessary. Keep a jug of cold drink in the fridge. Water, tea, diluted fruit juice, weak cordial, basic fruit salines are good drinks in hot weather.
- ~ Wear loose and light coloured clothing. Ditch the bra and layers of underclothes. Natural fabrics such as cotton are generally cooler. Dark colours absorb sunlight while light colours reflect it.
- ~ Keep exercising but choose the cooler times. Early morning and in the evening are a better time for your walk. If you take your dog for a walk, remember black surfaces get very hot, and they can burn their paws badly.
- ~ Take a quick shower - warm rather than cold, as cold will cause your body to react to try to warm itself: not what you were hoping to achieve.
- ~ Open up your windows and doors for the cooler night air but shut out the heat of the day. This includes closing your curtains and blinds.
- ~ Have a wet towel draped around your neck or over your legs.
- ~ Avoid cooking that heats your kitchen. This is salad time!
- ~ Eat cold food.
- ~ Flavoured ice blocks can be home-made, just freeze diluted juice or weak cordial.
- ~ Find an air-conditioned public space: shopping centres & cinemas can be problematic in terms of cost or the temptation to spend but your local library is free.
- ~ Go swimming.
- ~ Park your car in the shade, ideally with the windows cracked open to allow hot air to escape. Use a silver sunscreen visor which will not only cut direct heat coming through the windscreen but also protect your dash from sun damage.
- ~ Watch out for your neighbours!





# The Summer Garden

*The Brown Thumb*

Summer can be a challenging time in the garden, particularly if the weather is extra hot and dry.

*Here are some tips:*

## *Mulch:*

A layer of nutritious material such as mixed wood chip, leaves, grass clippings and compost will keep the soil cool and moist, as well as making it more difficult for weeds to establish.

## *Prevention:*

Pot plants need to be kept out of the very hot direct sun, and kept moist. It is recommended that you place sand in the saucer so that roots are moist but not sitting in water, which can cause rootrot.

## *Protection:*

New plants may require sun protection for a week or two, until they are established. Reduce sun using shade-cloth or things like old net curtains are also adequate to reduce the direct heat of the sun.

The gardener also needs to look after him/herself. Avoid working in the heat of the day; have water with you; wear a hat and gloves always, and don't forget the sunscreen. Stop when you get tired. The garden can wait till tomorrow if the weather is very hot!



## *Water:*

This is a morning task where possible. If plants are wet into the evening there is more likelihood of mildews attacking them, as well as creating the wetness that attracts mosquitos. Less frequent but deeper watering is preferable. A light soluble fertiliser such as Seasol can be mixed with water in your watering can and applied directly to the soil around the plants before getting out the hose.

## *Colour:*

Give your garden an instant lift by buying some 'potted colour'. Planted into a newly weeded and mulched garden bed, there are often bright and cheap flowers to be found at Farmer's markets or on the 'specials' stand.



# ARGYLE TERTIARY SCHOLARSHIPS

The Argyle Tertiary Scholarship is a Board initiative aimed at incentivising and providing financial support for tenants while they study or receive vocational training.

Many of the recipients have been long-term social housing tenants. Together with Argyle staff, the Argyle Tertiary Scholarship Program is assisting these tenants to escape the cycle of dependence and achieve their dreams.

- ~ Total funding for the scholarship from the Board over the three years to 30 June 2017 is \$30,000.00.
- ~ In the 2016/17 financial year, 16 scholarships were approved to the value of \$17,490.00.
- ~ Payments are made in stages according to the length of the course and proof of progression and continued enrolment. Of the \$17,490 allocated, \$14,690 was paid to tenants, including payments to continuing students from the prior financial year.
- ~ The Argyle Tertiary Scholarship continues to support a range of Argyle tenants from young people who have just left school to adults who are studying to improve their chance of finding employment.

  
Arthur J. Gallagher  
BUSINESS WITHOUT BARRIERS™



## FUNDED COMPUTER COURSE

offered in the Wingecarribee

**By Elise Chapman**

Argyle Housing in conjunction with Robertson Community Technology centre offered a six week computer course to six very grateful people, including myself. After putting my name on the list, I was excited when I received a phone call to say that my application had been accepted and I was going to start the course.

I had never completed a computer course before and my knowledge of the computer was all self-taught. Having always felt that learning desktop programs were an arduous task I did not know how to use more than half of the programs on the computer, but I always wanted to learn, and this was the perfect opportunity.

The lessons were professionally presented and I really enjoyed attending. Each student was given a manual to assist with the lessons and each week we touched on a different topic from Excel spreadsheets, office programs such as Word, using the internet, print management to all features with emailing.

This computer course has been worthwhile and I would recommend it to others. The skills I have gained has helped me assist my son with his homework and the confidence to enrol in further education.





# ROSE'S STORY

*Safety, Empowerment, Health, Support, Connectedness*

Rose lives in Wagga Wagga and has been an Argyle tenant since December 2016. When Rose first met the staff in Wagga, she requested assistance from a Counsellor due to a history of sexual abuse as well as assistance with maintaining her lawns and anger management issues.

The Wagga Tenancy Action Worker (TAW), Chantelle, visited Rose in her home and provided her with information on Wagga Women's Health Centre as a first point of contact for Rose's support needs. Chantelle also worked with Rose to complete a referral for a Disability Support Service which would be able to assist her to apply for an NDIS package and assistance with her property care needs.

Due to her personal history, Rose suffered anxiety in regard to her safety at home and in the community. Chantelle had been an active member of the Wagga Vulnerable Communities Network for some time and had been working closely with the Police Community Liaison Officer and Neighbourhood Watch to organise a security meeting at the Kooringal Community Centre for tenants and community members.

Rose attended the meeting with Chantelle and was very satisfied with the information provided. She has since become more involved in Neighbourhood Watch and has worked with Chantelle to develop a safety plan and strategy for encouraging tenants to become more involved with community safety.

Rose now feels safe in her home and community and is able to identify and connect with relevant groups and services in her community. This security and connectedness have empowered Rose to speak to Chantelle about her depression and suicidal thoughts, and with encouragement from Chantelle, Rose has now seen a doctor and is on a medical plan for her depression and a course of medication to cure her Hepatitis C.

**If you need assistance from from your TAW, don't hesitate to contact them at your Local Argyle Office.**

**AINSLIE VILLAGE - 02 6162 6800**

**BOWRAL - 02 4861 2753**

**CAMPBELLTOWN - 02 4627 0002**

**COMMON GROUND - 02 6241 0352**

**GOULBURN - 02 6297 5929**

**GRIFFITH - 02 6962 6830**

**QUEANBEYAN - 02 6297 5929**

**TAHMOOR - 02 4681 0594**

**WAGGA WAGGA - 02 6921 6479**

**YASS - 0448 173 830**

**YOUNG - 02 6382 7818**





# EASY SCRAMBLED EGGS WITH SPINACH, MUSHROOM AND AVO

This recipe is not only super easy but also delicious with the combination of scrambled eggs with spinach, mushroom and avocado. This meal also provides a good dose of protein and fat to stabilise blood sugar levels and promote fullness.

## SERVES 2

### INGREDIENTS

- ~ 4 large eggs
- ~ 1 avocado
- ~ Handful of spinach
- ~ 1 tsp extra virgin olive oil
- ~ 1/4 cup mushrooms, sliced
- ~ Sea salt and cracked black
- ~ Pepper to taste

### METHOD

- ~ Add extra virgin olive oil to pan and preheat on medium.
- ~ Whisk eggs in bowl.
- ~ Dice avocado and put to the side.
- ~ Add eggs, mushrooms and spinach to pan.
- ~ Once eggs are cooked add avocado.
- ~ Add salt and pepper to taste.
- ~ Serve immediately and enjoy!

### TIPS FOR STORING EGGS

The best way to keep eggs is to store them in their original carton in the refrigerator as soon as possible after purchase. Cartons reduce water loss and protect flavours from other foods being absorbed into the eggs. Storing eggs loose, or in specially designed sections of the refrigerator is not recommended as this also exposes eggs to a greater risk of damage.



# APPLIANCE REPLACEMENT OFFER

The Office of Environment & Heritage are offering discounts on new energy efficient fridges and TVs so you can replace your old inefficient models. New appliances can cut your energy bills, improve your household and family living costs and help protect our environment.

## WHAT THEY ARE OFFERING:

40% off the cost of a fridge (save up to \$200 a year on your energy bill)

50% off the cost of a TV (save up to \$125 a year on your energy bill)

## IS THIS OFFER FOR YOU?

To receive this offer you must:

- ~ Be a NSW resident
- ~ Hold one of the following:
  - Pensioner Concession Card
  - Health Care Card or Low Income Health Care Card from Centrelink
  - Veterans' Affairs Gold Card
- ~ Own a fridge 6 years old, or older, and want to replace it
- ~ Own a plasma or cathode ray tube (CRT) television and want to replace it

***A Commonwealth Seniors Health Card is not sufficient eligibility for this offer - you will need to hold one of the above cards.***

## WANT TO APPLY?

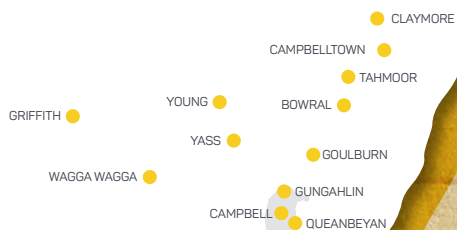
There are 2 easy steps and the application takes only minutes to complete. Make sure you have your valid concession card with you when you apply.

To apply simply go-online to <https://appliance.environment.nsw.gov.au/Suitability>





*A better future for  
our communities.*



CLAYMORE  
CAMPBELLTOWN  
TAHMOOR  
YOUNG  
BOWRAL  
YASS  
GOULBURN  
GRIFFITH  
WAGGA WAGGA  
GUNGALHIN  
CAMPBELL  
QUEANBEYAN

**Level 1, 32 – 36 Wingecarribee St**  
PO Box 1026  
Bowral NSW 2576

**P: 02 4861 2753**  
**E: [info@argylehousing.com.au](mailto:info@argylehousing.com.au)**  
**W: [www.argylehousing.com.au](http://www.argylehousing.com.au)**

