

ARGYLER

Christmas Special Edition 2016

Tenant Newsletter



BY TENANTS
FOR TENANTS





Merry Christmas to all tenants, families and friends

2016 is drawing to a close. The year has gone quickly with many achievements. I recommend that you look on our website www.argylehousing.com.au and have a read of our annual report. There are many positive stories and personal insights. If you would like a hard copy please ask at your local Argyle office.

I am currently meeting with tenants across all our locations and appreciate the opportunity to hear from you how things are going with renting from Argyle. Some tenants have made good suggestions of how we can improve, particularly with our communication to you. I will take these comments back to the teams to look at how we can do it better.

This edition of The Argyle is small, we wanted to make sure that you had the emergency contacts over the festive season. Next year we are looking for volunteers who can contribute to the newsletter. If you are a poet, budding writer, artist, story teller, or want to help out please contact us.

The weather has certainly warmed up and it is timely to remind you to keep cool and drink plenty of water...

On behalf of the Board and all the staff, we thank you for your support to Argyle over 2016. Thank you for paying your rent and looking after the property.

Keep safe,

Argyle CEO



All Argyle offices will be closed from 5pm on Friday the 23rd of December 2016 through to 9am on Tuesday the 3rd of January 2017.



Congratulations Tenant Winners

At the recent Annual General Meeting (AGM), Argyle Board members had the honour of presenting the following Tenants with achievement awards for their service to the community. Congratulations to all recipients and thank you for your contribution to building better futures.

COMMUNITY SPIRIT AWARD

Miimetua Marsters, Campbelltown

GOOD NEIGHBOUR AWARD

William Bowes, Goulburn

COMMUNITY SPIRIT AWARD

Gloria Whalan, Moss Vale

VOLUNTEER AWARD

Tony Jagicic, Tahmoor

COMMUNITY SPIRIT AWARD

Marc Evans, Wagga Wagga

COMMUNITY SPIRIT & VOLUNTEER AWARD

Sacha Teh, Gungahlin

COMMUNITY SPIRIT AWARD

Beverly Morton, Queanbeyan

VOLUNTEER AWARD

Mark Niceski, Ainslie Village

YOUTH LEADERSHIP AWARD

Joshua Wall, Young

You can watch the AGM online at argylehousing.com.au/2016

Repairs at Home

If you need emergency help with a repair at your home please call 1300 850 451, or the emergency contact numbers written in your lease if you live in a leasehold property.

WHAT IS AN EMERGENCY REPAIR?



- Burst water service, flooding or serious flood damage



- Serious storm or fire damage



- Blocked or broken toilet system



- Failure or breakdown of the gas, electricity or water supply to the premises



- Serious roof or gas leak



- Failure of any essential service for hot water, cooking, heating or laundering



- Dangerous electrical fault



- Any fault or damage that causes the premises to be unsafe or not secure

HOW LONG WILL IT TAKE?

Generally, we can organise for repairs or maintenance work to take place within these time frames.

URGENT/EMERGENCY REPAIRS 24 HOURS

REGULAR REPAIRS 7 WORKING DAYS

NON URGENT REPAIRS 28 DAYS



NSW COMMUNITY HOUSING TENANT NETWORK

The network is a tenant focused committee that endeavours to raise Community Housing issues with Housing providers and lobby Government on issues that may affect Community Housing tenants. It is made up of Tenants from various Community Housing organisations, and the committee would like to welcome an Argyle tenant representative to join. The group meets every second month and members can join via conference call or at the meeting in Sydney.

If you would like to express your interest and find out more, please contact Christine on 02 4861 2753 or christine.woods@argylehousing.com.au



2016 ANNUAL REPORT

This year we have compiled highlights from the year into a series of booklets. If you would like to receive a copy please contact your local office. Alternatively, you can view it online at argylehousing.com.au/2016



AN OPPORTUNITY TO LEARN



With thanks to our sponsors Arthur J. Gallagher and KPMG, and the support of the Argyle Board – Argyle is excited to announce that applications are now open for another round of tertiary scholarships.

Tenants of Argyle or family members who reside in Argyle properties are invited to apply for scholarships which are up to the value of \$1500 per year. If you would like to find out more or would like a help with an application or finding a course, please contact your friendly local Argyle office.

“The scholarship from Argyle helped me pay for and complete a Certificate III in Pathology. I don’t think I would have started it without their help. My Tenancy Action Worker Chantelle encouraged me to do the course, told me I could do it and was not too old. This helped me a lot and built up my self-confidence. Sometimes you just need a push to believe in your abilities. Living on a low income does make you feel insecure sometimes. Outside help makes it easier to believe in yourself, improve your life and get out of the circle. I hope others will have the opportunity to make a difference in their lives to better themselves. I thank Argyle for giving me that opportunity.” - Yvonne, tenant from Wagga.



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A better future for our communities.

