

The

# ARGYLER

Tenant Newsletter | Autumn Winter 2021



*Created by Tenants,  
for Tenants*





## Connect with us

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The Argyle is a newsletter created by tenants, for tenants. We welcome and encourage contributions and feedback from all – to get in touch simply email [editor@argylehousing.com.au](mailto:editor@argylehousing.com.au)





# Welcome from the CEO

Hello and welcome to the Autumn/Winter edition of The Argyler. The mornings are fresher and we are thankful for a non-eventful summer this year.

We here at Argyle Housing have been working to distribute a stimulus package to state government owned properties across our NSW locations for external upgrades. We received just over \$3 million dollars and will be replacing roofs, down pipes, guttering and cladding on some properties. This package is twofold, firstly upgrades to state owned houses and secondly to support local contractors through the pandemic.

The pension increase announced last week is welcome, however, the jobkeeper supplements will be finished over the coming months and may impact on tenants. I strongly suggest that you make contact with your Tenancy Officer or the rent review team if you are concerned and need to have your rent clarified. The CPI increase of .99% will come into effect at the end of the month and is welcome, however, given that you haven't had an increase in 12 months it is under what we thought and hopefully you will be better off in October 2021.

Argyle Housing was successful in a tender to work with Temora Council to assist them to create more Affordable Housing in this community. At the time of writing this, there was only one rental property available in Temora. This is now common in all our regional areas where housing is tight and we are seeing more people coming into Argyle Housing who are being pushed out of their private rentals as there is limited housing and landlords can name their price. There remains over 60,000 people on the waiting list for Social Housing.

The biennial tenant survey is here soon. It is your opportunity to tell us how you feel about the service, house and maintenance we provide. These results are taken seriously so please take the time to complete. The findings will be available in the spring edition of The Argyler.

A reminder to you that COVID 19 remains part of our everyday life. Please take hygiene seriously and keep safe.

Thank you to all the tenants who have contributed to this Argyler. This newsletter is for tenants from tenants. If you are interested in contributing please get in touch with the editor for your contribution to the next edition.

Thanks for being a part of Argyle Housing.

Wendy



Wendy Middleton

CEO - Argyle Housing

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## Editorial

Dear Tenants and Residents,

We are very excited to introduce you to Donna Anthes, our new Chair of the Board and Bob Mulcahy, our newest Board members. Whilst Donna has been a member since 2016, she brings a passion and wealth of housing knowledge to this leadership position. Bob has served in profit and not for profit business environments for over 30 years. We look forward to their ongoing stewardship of Argyle Housing.

After a long period of not being able to organise tenant focused events, we hope you enjoy reading about the adventures our tenants had on the Nepean Belle Paddlewheeler. You can certainly tell by the large smiles that it was a great event.

A key quality of all of our staff is the care and compassion they show for their tenants. The Wagga Wagga team have clearly shown this in the story about Jayne, who really appreciated the time and effort the staff made in her time of need.

We really enjoy all of the contributions to The Argyler from our tenants and I think Ruby has really captured the essence of Autumn in her poem as I discuss the ongoing rain and flooding within the region with colleagues.

Stay safe and well and I hope you enjoy reading this issue of The Argyler.

Scott Dunstan

Editor and Marketing, Communications Officer

A better Future for Our

Communities



“

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# Answer & WIN!

FIRST Prize  
**\$1500**  
VISA Card

SECOND Prize  
**\$500**  
VISA Card

PLUS a chance to  
win **\$100**  
Each office will have a prize  
draw to win a \$100  
gift voucher

Tell us what  
you think of  
our service

29 MARCH - 4 APRIL 2021

## How to complete survey:



In person in our office



Complete and send



argylehousing.com.au



## Join The Argyler Editorial Team

### Tenant 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)



## Social Security Payments

**M**ore than five million Australians are set to receive an increase to their social security payments from **March 20, 2021**.

Minister for Families and Social Services Anne Ruston said the increases, in line with indexation arrangements, would help recipients keep up with changes in living costs.

The rates for 2.6 million Age Pensioners as well as 750,000 people on the Disability Support Pension and 295,000 Carer Payment recipients will increase by **\$8.40** a fortnight to **\$952.70** for singles.

For couples, the pension will increase by **\$12.60** a fortnight to **\$1,436.20** combined.

Both rates include the Pension Supplement and Energy Supplement.

Additionally, the fourth, and final Economic Support Payment, paid to people on the Age Pension and other social security payments on 1 March, provided an extra **\$250.00** to pensioners.





## Latest Board News

The Argyle Housing Board has seen some member changes throughout the last 12 months and we welcome the appointment of Donna Anthes to the Chair position and introduce Bob Mulcahy as our newest member.

### Donna Anthes

**A**s a Board member since 2016, we have appreciated Donna's input and experience in leading change and resolving complex business issues throughout her term.

Donna has long been an advocate for Social and Affordable Housing in regional areas. She has lived and worked in the NSW Northern Tablelands, Alice Springs, NSW Central Coast, Newcastle and Canberra and is passionate about providing opportunities for families or individuals in need of safe and secure housing in regional areas.

Having access to stable, secure housing gives people the opportunity to seek new ways to improve their personal situation. Sourcing ways to further education or find employment is much easier when you have the ability to return to a safe and secure home.

Donna has been a lifelong learner and hopes that enabling housing for those in need will offer tenants opportunities for growth and the hope that they may be open to learning, as education leads to new directions.

Donna shares the belief that housing is not just bricks and mortar, that we make connections with the houses we live in and call them homes. Our homes are the foundation for life in which we enjoy time with family and friends. We make connections with the people around the neighbourhood and build communities in which we have similar interests and share a sense of belonging and place.

When we feel valued in our communities, the more we feel we are able to contribute and give back to the community in which we live.

The voice of the tenant is important to the Board and Donna welcomes any comments or feedback through their contact with any Argyle Housing staff member.



“  
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”

### Bob Mulcahy

**W**e welcome Bob to the Board of Argyle Housing after he has served in the profit and not for profit business environments for over 30 years.

His experience on other Community Housing Providers' Boards, allows him to bring a wealth of knowledge, skills and empathy to the Argyle Housing Board. He hopes this will aid in creating better experiences and opportunities for tenants and communities in regional cities. Having family connections in the regional towns of Moss Vale, Temora and Leeton, Bob is fully aware of the needs of regional areas which Argyle Housing services.

Having worked for Uniting for many years, Bob understands the support that some tenants may require to source opportunities for personal growth and to sustain their housing.

With Bob's experience in working with 'Youth off the Streets', he has seen first hand that early intervention with young people can make a large difference in their lives. Youth leaving care need to be supported to ensure they are prepared for a brighter future, with education and the possibility of employment and safe secure housing. Bob knows that getting in early with affected youth can make a large difference in their lives.

Bob's previous appointments include significant roles at Westpac and Toyota Finance. With this commercial background he hopes to be able to identify commercial opportunities within the community to assist in the development and creation of Social and Affordable Housing for Argyle Housing tenants.

After being appointed to the Board, Bob has been really pleased to see Argyle Housing's future focus, awareness and support for Aboriginal Housing. Bob has observed the benefits of working closely with Aboriginal communities from the very start. That deep and respective consultation is key to any successful Community project.



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# Buxton Community Association

## Supporting Community Through Community Support.

Argyle Housing tenant, Tony has been involved in many different local groups as he strives to support the people and community in which he lives.

Tony highlights his involvement in the Buxton Community Association.

I've been with the Buxton Community Association coming up to my fourth year in 2021 and I've held a few positions as part of the Association - the Treasurer and Public Officer. I have really enjoyed being a part of the Association and the community of Buxton.

The Community can hire the hall, and we have a Garden Group, Play Group, as well as events throughout the year.

Over the past few years, times have been different and very trying. The fires in 2019 were devastating for the area as half of Buxton was burnt and unfortunately two firefighters lost their lives.

We usually have a big celebration at Christmas time but unfortunately due to the fires and COVID, they have been cancelled for the last two years. We have adapted by doing our meetings over zoom and occasionally meeting face to face whilst being socially distanced and wearing face masks.

If you would like more information you can contact us and also follow us on Facebook as this is where we advertise events that are coming up.

**By Tony, an Argyle Housing tenant**



# Nepean Belle

The year 2020 was a challenging one for all. As the COVID virus spread, it forced our local communities into lock down. This has been especially hard for some of our more vulnerable tenants. It has also made it difficult to engage our tenants with morning teas and BBQs as understandably, people did not want to leave the safety of their house.

Now in 2021, as the COVID virus is slowly being contained, I thought an excursion on the Nepean Belle would be a great way to engage our tenants. Giving them the chance to interact with one another while meeting new people with similar interests and for them to start feeling safe to leave the comforts of their home.

On the 19 February 2021, staff members Heather, Kaajal, myself and 32 very excited tenants travelled by coach to Penrith to board the beautiful Nepean Belle Paddlewheeler to have a magical day on the Nepean River.

Departing the wharf at noon, we all took our places at the dining tables and whilst we meandered through the spectacular Nepean Gorge, we were served a beautiful two course lunch.

The day was made even more special as we celebrated the birthday of our tenant Douglas. After lunch

we surprised him with a chocolate cake, and we broke out into song with all the tenants and staff wishing him a "Happy Birthday".

During the day Heather, Kaajal and I mingled with our tenants joking and laughing while relaxing on the outdoor deck. From the stern we watched the stunning ascending rock formations carved out by the Nepean River - one of Australia's largely unknown, natural archaeological splendors at the base of the Blue Mountains National Park.

I personally enjoyed the day, as it was a chance to catch up with tenants I had not seen in a while but what I saw made my heart sing, because for quite a few people, this outing was the first time in the past year they had been out of their home. Many of the attendees had said that the COVID virus left them scared and concerned to leave their home and when this opportunity came up, they knew Argyle Housing would conduct this trip as a COVID safe excursion.

It was a fun and memorable day. Our tenants were very happy they had the opportunity to attend this outing and look forward to getting together again in the future.

**By Simone, an Argyle Housing staff member**





# Wagga Wagga Team

## Duncan Grosse, Team Leader

Having moved to Wagga Wagga in 2015 and starting with Argyle Housing in December 2020 I could just about call myself a local now. My previous experience has been in several roles within the Social Sector and I draw on that experience every day. I am excited to be a part of a number of new faces in the local Argyle Housing team. Our team pulls together a wealth of varied experience and a real drive to support our tenants including new, medium and longer term. My focus as team leader is to increase engagement in the local community. This will mean meeting and getting to know all the tenants and local services.

## Nicole, Tenancy Officer

I consider myself a Wagga local as I have lived here most of my life. I have a Real Estate and Customer Service background. I enjoy the great outdoors like camping and also enjoy spending time with family and friends. I joined Argyle Housing at the beginning of 2021.

## Lisa, Administration Support Officer:

I am a mother to five adult children and I have five gorgeous grandchildren that range from 11 to 16mths old. I am a very outdoors person and I'm just starting to enjoy hiking with my husband now that all our children have grown. I was very fortunate to gain the position as Admin Support Officer, and I look forward to meeting everyone in the Argyle Housing community. I bring over 18 years' experience as a property consultant.

## Corina, Tenancy Officer

I have lived in Wagga Wagga all my life and have always admired the community spirit shown amongst locals to visitors of our town. As a mum to two incredible daughters I appreciate what a great place Wagga is to raise children. Outside of the office I'm usually enjoying the company of good friends and family, listening to music, doing something with our local car or footy clubs. Joining Argyle Housing in April 2019, I was excited to bring my customer service and real estate experience to the team.



## Rupinder, Administration Support Officer

I am born and raised in Griffith NSW, a mother of two children who loves to cook, travel and spend time with my family. Prior to my role with Argyle Housing, I worked in real estate as a property manager and then in IT. I have just returned to work part time this year from maternity leave. I have been working with Argyle Housing for nine years, starting in the Griffith office in 2012 and then moving on to the Wagga Wagga office in 2013.

## Cameron, Tenancy Officer

I am Wagga born and bred. I like spending time with friends and family. You might catch me on a basketball court around the Wagga Wagga area. I have recently left my role as a Youth Worker and am excited to join the Argyle Housing team. Prior to that I had roles working with others in the Wagga Wagga Community Sector. I enjoy the process of assisting an individual of all ages.

## Tori, Tenancy Officer

I am a born and raised in Wagga Wagga. I have a nursing and youth worker background. If I'm not at work I'm either doing creative outlets such as drawing and painting or I'm spending time with my family and friends - oh and of course my two year old King Charles cavalier, who I spoil like he is my child. I only recently joined the Argyle Housing team and excited to see where this adventure takes me.

## Successful Partnerships

Shae's journey began in 2018 when at the age of seventeen there was a family breakdown. Due to her age and not given the opportunity to be able to secure safe housing, she had to rely on friends and was couch surfing.

This situation was not sustainable for Shae and she contacted Linking Communities Network (LCN) for housing support. Shae was put in contact with a Stephanie, a caseworker assigned to Shae who helped her to complete the Pathways and Argyle Housing application forms.

After countless unsuccessful private rental applications, in February 2019 Argyle Housing were able to offer Shae a transitional property utilising the Support Level Agreement between LCN and Argyle Housing. Shae remained in transitional housing receiving support from LCN.

Through having the opportunity to gain safe and secure housing, Shae was able to apply for casual work and her partner Jacob signed up as a co-tenant. Their son Javier was born in 2020.

Shae and Jacob also have care of Shae's younger sister Jo and Shae continues to work extremely hard in caring for her family.

Whilst in their transitional property, the Argyle Housing team assisted Shae and Jacob to apply for their next step up into Affordable Housing. They were successful in their application and were ecstatic when given the news by the Argyle Housing team that they had their new home. This is an important step as the Affordable Housing program gives Shae and Jacob a rental history that they can eventually use to get into the private housing market and on their journey to private home ownership.

Shae and Jacob have successfully transformed their new property into a warm and safe environment for their family.

The opportunities and benefits that a strong service partnership between Argyle Housing and LCN can provide successful outcomes for families like Shae and Jacob and we wish them the very best in their new home.



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Shae and Jacob have successfully transformed their new property into a warm and safe environment for their family.  
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## House Proud Tenants



**W**hen times got tough for Susan and Darcy, they had nowhere else to go. They are a lovely couple who have been living out of their car and out of a shed for over five years as they struggled to grasp the right housing opportunity.

They had been trying to find accommodation but unfortunately kept coming up short. The housing market can be very hard, especially when you have not had a fixed address for some time.

Fortunately for the Susan and Darcey, the Together Home Program was launched last year which caters for people in their situation.

When they started on the **Together Home Program** they were in emergency accommodation with link2home and staying in a motel. Both Susan and Darcy have extensive medical issues which were accelerated under the duress of being homeless and being unable to care for themselves properly during this period of time.

Since moving into their new home both Susan and Darcy have had significant improvement in their physical health, their mental health and their general day to day lives. They have also had a significant increase in contact with their family and are now able to visit with and have their grandchildren stay over for quality time with them.

Their property care is absolutely incredible and they have made themselves significantly in advance with their rent and are wonderful house proud tenants. Moving in to their new home really has changed their lives in every way possible. Their story is just a reminder that home really is, where the heart is.

## Together Home Program

**T**hrough the Together Home Program, the NSW Government is investing \$36m for two years from 2020-2021 to 2021-2022 to expand the Community Housing Leasing Program (CHLP) to support people sleeping rough impacted by COVID-19.

One of the key differences with this new program is the engagement of a support provider through subcontracting arrangements to provide wraparound case management support to individuals housed through the program. This presents an opportunity to manage both immediate public health risks and create a lasting change to address street homelessness, in line with the Premier's Priority to reduce street homelessness.

Across the Murrumbidgee, assistance packages have been allocated to assist people into homes. These are not necessarily allocated to a single person but could be used to assist a whole family. People who are referred to the program are individually assessed as to what individual services they need, including drug and alcohol services and mental health support.

## Compassionate and Helpful

**F**inding the right home can be hard at the best of times but when you're trying to find a home with a terminally ill friend, the situation becomes even harder.

This lack of appropriate housing opportunities was what Jayne had been facing before she came into the Wagga Wagga office for help.

Jayne was finding it hard to secure a safe, rental property, so she approached Argyle Housing with her situation and the lack of luck she was getting finding a property.

Argyle Housing Wagga Wagga was able to help her in securing a property in which her friend and herself moved into. Unfortunately, not long after they moved in, her friend sadly passed.

"Argyle Housing were so compassionate and helpful throughout my time of grief. They understood and eventually when I was ready to move, they found me a suitable property just for myself," Jayne said.

Having grieved the loss of her friend, Jayne is now settled in her new property and has proven to be a great long term Argyle Housing Tenant.

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# Persistence and Dedicatio

**M**eisha is an Argyle Housing tenant that has led quite a transient life up until she joined us in 2018. Previously, she has lived in Bega, Canberra, Wagga Wagga and Harden, finally settling in Young to raise her young child with her partner Michael.

Up until recently, Meisha's life was quite different to the one she lives now. Her past has seen significant trauma which resulted in regular substance abuse, relationship breakdowns, domestic violence, serious health battles and financial hardship. Meisha remembers that she didn't feel settled and couldn't call anywhere home. Meisha stated that her life started to turn around just after the birth of her now 7 year old son and meeting her current partner Michael.

Throughout her tenancy, Meisha has had her ups and downs with rent and non-rent arrears building. Along with her other expenses, Meisha was struggling to make ends meet and she fell into some hard times financially. With the support of her Tenancy Officer, Meisha has been able to stick to a payment schedule to amend her arrears and is now debt free. Meisha stated "it is a relief to not have the burden of debt hanging over me anymore".

The last 12 months has seen some significant changes for Meisha. Whilst in the midst of the COVID pandemic, Meisha was unable to locate work and her partner required her full support, not only through the death of his father, but for the mental anguish that followed. Meisha's son was later diagnosed with ADHD and required additional supports at home and at school. Meisha then had to have major surgery.

The positive outcome to all of this stress was that Meisha then saw an opportunity to start her own business which meant she could earn an income, be available to support her family and have a sense of pride in her achievements.

Throughout her working life, Meisha has always been a domestic and commercial cleaner for other companies. Starting in Bega and then moving around to Harden and Young with various organisations, Meisha gained valuable experience and contacts in the cleaning industry. She was offered an opportunity to clean for the newly opened Bunnings store in Young. From this opportunity, Meisha started building her own business. She now has the contract to clean for Bunnings and local Real Estate Agents and is building a list of private domestic clients.

Argyle Housing is proud to watch Meisha build her business and thrive through a period that has seen plenty of hardship across the region. Meisha is a success story and fine example of how persistence and dedication will change our life for the better.



# A New Lease on Life

**J**ulie became a tenant of Argyle Housing in Yass after spending 10 years on the housing register. Just prior to being offered her new home, she was living in less than ideal conditions at the showground. With no family close by, Julie has relied heavily on a close network of friends to help her with day-to-day life.

Staff at Yass were due to attend Julie's home for an inspection. Unfortunately, upon arrival, Julie was being removed from her home in an ambulance. She would spend quite a bit of time in hospital recovering from her illness.

Before Julie was able to come back home, Argyle Housing was contacted advising that she required some specific modifications to her home, in order for her to be safe. Argyle Housing sprang into action, and with the collaboration of the tenancy and maintenance teams, the modifications were completed within 48 hours, allowing Julie to come back to her home.

Julie still has days when her health has not been at its best. She has had to go to hospital again since, and she was very concerned about losing her home. The Yass team have reassured her and just want to make sure that Julie is healthy and able to live comfortably in her home.

Julie has said that she is so happy with how quickly the Yass team responded to her needs, and is so grateful to have her home. Upon a recent visit with Julie, we are glad that she was doing much better, and knows that she can rely on the Yass team for any further assistance.



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**With no family close by, Julie has relied heavily on a close network of friends to help her with day-to-day life.**

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# Triumph from Tragedy

**S**andy came to be in an Argyle Housing property after suffering a great trauma, but is now seeing the light at the end of the tunnel.

Originally from Queensland, Sandy received a call that her son was very ill and would likely pass away. She raced down to Canberra and was able to spend a final few days with her son until he passed away from cancer in October 2018. At this time, she discovered that she had a grandson, and knew that she needed to stay in the area to get to know him.

Sandy stayed with friends for a while, but felt that she was a burden. She ended up sleeping in her car, or at a hotel when she could. It was at this time that she was offered an Argyle Housing property in Queanbeyan.

Her unit was on the first floor in a complex of 10 units. Sandy quickly recognised the sense of community that was present with the other residents. Everyone looks out for each other and a group will often be found having a barbeque or morning tea, enjoying the sunshine in each others company.

Sandy hit another hurdle with her health in 2019, after she was diagnosed with cancer. This played havoc on her body and her mental health. Sandy had undergone chemotherapy and radiation therapy in her battle with the disease, and there have been days when she has not wanted to face the world.

The one constant she has had through all of this is her relationship with her neighbours and good friends, Kath and Hans who have taken her under their wings and ensured she made her appointments and was taken care of.

One of the ailments that has crept up on Sandy is the loss of a pulse in one of her feet, which made it extremely difficult for her to climb the stairs to her unit. She knew that she needed to find a property that would better suit her medical needs and completed her transfer paperwork. She was reluctant to leave the complex where she had a village to look after her.

As luck would have it, a ground floor unit became available at the complex, and Sandy was ecstatic to be offered this property, as it meant she could still be with her good friends and carers.

Sandy has now moved into her new unit, with the help of the complex, and has created a sanctuary in the back garden, where she can meet with her neighbours. She has recently received the amazing news that her cancer is in remission, and she gets to see her grandson regularly.

Sandy is extremely grateful for the assistance she has received from Argyle Housing. The staff from Queanbeyan often visit, hoping to time it just right for some cob loaf or sausage sandwich.





# When Opportunity Knocks

Opportunity knocks they say, well, it is good to be there and ready to let it in when this happens. For some people, opportunity has come knocking many times, beginning with the luck of being born into a comfortable, middle class family, with good connections (rich uncle perhaps) and the energy and intelligence to grasp what may be offered. Not all of us are so blessed – but we can always try.

Opportunities stem from having access to and taking advantage of:

- Education
- Employment
- Networks
- Housing

## EDUCATION

We are much more able to grasp an opportunity if we are prepared. One source of preparation is education. Encouraging our children to value their schooling by making sure they attend, and do their learning tasks conscientiously is an obligation for all parents. For adults, take any chance to build on what education you already have. So many people have missed out on schooling, having had some circumstance force them to leave school as young as 15 – but the opportunity to catch up is there through Technical and Further Education. TAFE offers free courses for improving literacy and numeracy. It is possible to get your Year 10 or Year 12 certificate and also to achieve University Entrance through doing a Tertiary Preparation Certificate.

## EMPLOYMENT

Take advantage of anything your Job Network Provider can offer: interview practice, help with your Resume, help to get work-related cards such as Responsible Service of Alcohol. Or there is a dream job for which you might want to get skilled. Again, TAFE offers courses in a wide range of studies that qualify you for the work you would like to be doing. Everything from Agriculture to Welding, and many specialist courses can be accessed at one or another TAFE college. Argyle Housing residents can access campuses from Campbelltown to



Queanbeyan and many points in between. There are also courses available online. TAFE provides correspondence courses that you can do in your own time through the online platform - OTEN. You can even make it to University by building on TAFE courses and then following on with a degree.

## NETWORKS

These are not always recognised as providing opportunities but many people know someone who might give you a chance. Members of groups, from craft workers, church, or new mums can connect you to a future job, or write a reference for you. Sport can open doors, not only for the athletically gifted, but simply through providing opportunities to meet a range of people. Community gardens give a great opportunity to meet people and gain skills, and also access fresh vegetables. Join a group or a club to widen your horizons and get to know a range of people, as well as just boosting your own confidence.

## HOUSING

One of the best opportunities that we have through a housing provider such as Argyle Housing is adequate, safe shelter. The social theorist Maslow places shelter as a basic need from which individuals can develop their lives. The security of having a home also helps us to maintain good health. Some people are struggling to have a roof over their heads. They are homeless. When you don't know where or for how long you might be staying at a place, it becomes very difficult to maintain a job, study or even to keep track of your things. So we lucky people who have made our way into accommodation with Argyle Housing, need to maintain that opportunity by keeping on top of the weekly rent and meeting our obligations as tenants.

**By Lyndal, an Argyle Housing tenant**



## Fire Wardens for Ainslie Village

In January, Ainslie Village held its first Fire Warden training for our new volunteers from within Ainslie Village. This is a follow up from last year's fire drill evacuation of Ainslie Village.

Ainslie Village currently has 23 nominated Fire Wardens, the most ever for the Village and six of them attended the training. It is envisaged that everyone will be trained in the next quarter.

Ainslie Village has 24 Housing blocks with between 4-12 rooms in each with shared bathroom and kitchen facilities. Due to the location of Ainslie Village which is set on approximately nine acres of land backing onto a bush reserve, it was considered to be a high priority to increase the tenant's knowledge of fire protection processes and emergency procedures. Argyle Housing has not only ensured additional fire training but also engaged contractors for additional time to ensure bush fire mitigation processes have been undertaken, resulting in Ainslie Village successfully meeting the bush fire management plan requirements.

### Emergency Preparedness Warden Training

Under AS3745, the ECO team is required to complete Warden Skills Procedures on an annual basis to meet compliance.

The courses covered:

- ECO team structure and roles;
- Operating different alarm systems;
- Emergency management process;
- How to operate Fire Indicator Panel,
- EWIS and WIP;
- Use of fire extinguisher, fire blanket and hose reel;
- Lock down procedures; and
- Evacuation diagram and assembly areas.

## The Beauty of Autumn

Hot, cold, muggy, windy

Hot chocolate, matted hair, plastic bags floating on the roads of the country

Brown spotted leaves, chapped lips

Classic Aussie line waiting on the tongue's tip

'What's up with the weather today? First it was hot, now it was cold'

The start of wearing woolen, comfy jumpers or if you are bold

Carrying an umbrella with you, even if you have not been told

By the news presenter on the weather forecast

Because a classic Australian autumn is beautiful

Even if it is filled with uncertainty

By Ruby,  
an Argyle Housing tenant



## Do you have a Complaint?

As an Argyle Housing Tenant you have the right to complain if you are not happy or are dissatisfied with our service, standards, practices or policies.

There are normally three levels in resolving a complaint:

### Level 1:

Front line complaint handling – early resolution. As a first step in resolving an issue we ask you to speak to your tenancy officer about the problem. Sometimes things can be sorted out quickly and easily to everyone's satisfaction.

### Level 2:

Sometimes the seriousness of some complaints or your level of dissatisfaction with how your matter has been handled, may warrant the complaint being handled at a more senior level. If this is the case it is best to lodge your complaint in writing by post or in person to any Argyle Housing office via email or on our website.

### Level 2:

External Review – if you are dissatisfied with the outcome of your complaint review at Level 2 you can escalate your complaint to your local Member of Parliament, the Registrar of Community Housing or the NSW Civil and Administrative Tribunal (NCAT) for tenancy related matters.

### Contact us at:

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

At Argyle Housing we treat all complaints as an opportunity to improve our services. We strive to be:

- Fair and listen to your story impartially and without judgement;
- Transparent in how we review your complaint;
- Respectful to you and anyone advocating on your behalf; and
- Prepared to look outside the square to solve problems.

Sometimes we don't quite get the process right. However, we are trying to improve our complaint handling and ask our tenants to provide feedback on both good, and not so good, experiences to help us get it right.

## Argyle Housing Tertiary Scholarships

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 Argyle Housing Tertiary Scholarship.

Argyle Housing scholarships are part of an annual education program for tenants, 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 an Argyle Housing Tertiary 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/](http://argylehousing.com.au/about-us/scholarships/)

Pictured: Tammy an Argyle Housing tenant scholarship recipient.

### Sponsored by





# Commonwealth Rent Assistance

**C**ommonwealth Rent Assistance (CRA) is a non-taxable income supplement paid by the Australian Government via a pension or allowance to eligible people who rent a property in community housing or the private market. For Social Housing tenancies,

100% of the CRA entitlement is deemed part of the final rent charged. We encourage all tenants to contact Centrelink or the Department of Veteran Affairs if they are not receiving rent assistance but believe they should be. Any time your rent amount changes, you should

inform Centrelink or the Department of Veteran Affairs of these changes to ensure that you are receiving the correct amount of CRA. Tenants are welcome to contact their local office or the Rent Review Team if they have any questions regarding the CRA.

## How is My Rebated Rent Calculated?

**F**or Social Housing tenancies, your rebated rent amount is calculated based on your household's income as per the table below.

For social tenants, in most circumstances, the amount of rent you must pay will be based on 25% of the household's gross income plus 100% of the Commonwealth Rent Assistance entitlement.

Rent charged cannot exceed the market rent set for your property. Your rebated rent amount is calculated at the start of a new tenancy and twice yearly thereafter.


Should any change occur to your household income, you need to let your Tenancy Officer

know within 21 days of the change for a reassessment of your rebated rent.

Anyone moving into your property needs to be approved by your Tenancy Officer.



Anyone moving into your property needs to be approved by your Tenancy Officer.



Notify us within 21 days of any changes to your household income.

Assessment Rate	Tenant and other household members
25% of Gross Income	Income for the Tenant, their spouse or live in partner (irrespective of age). Income for all other household members who are aged 21 years or over.
15% of Gross Income	Income for any other household member (aged between 18-20 years)
15%	Family Tax Benefit Part A & B.
100%	100% of the Commonwealth Rent Assistance (CRA) Entitlement We are required to include this as part of the rent charged.
Nil	Household members living in the property aged under 18 years who are not the Tenant, their spouse or live-in partner are not included in the assessment for rent setting purposes.

## 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.

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