

The

ARGYLER

Tenant Newsletter | Spring 2021

*Created by Tenants,
for Tenants*





Spring is a wonderful time of renewal, with fresh flowers and new growth. It is also Magpie swooping season. So be careful around open parks and recreational areas.

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. 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 and recycle all unused ink and scrap paper.

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Argyle Housing

32-36 Wingecarribee Street
Bowral, NSW 2576
P.O. Box 1026, Bowral NSW 2576
1300 274 953
www.argylehousing.com.au
info@argylehousing.com.au

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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

Welcome from the CEO

Hello and welcome to the Spring edition of The Argyle.

It's been a hard road over the winter with the constant lock downs and uncertainty that COVID brings.

The tenant survey was a welcome distraction for all of us with tenants and I think Argyle Housing would be pretty close to having the highest return of surveys across the country compared with other housing providers. It was so exciting to open the report and see how much we have improved over the last four years. It's such a great feeling that generally you are happy with your house and the services we provide. Thank you for giving us your feedback and we will work on this over the next two years. All my staff should be proud of their areas and for reaching out to encourage and support tenants to tell us their thoughts.

We at Argyle Housing are aiming to be COVID vaccinated (double) by mid October. We want to be safe for our tenants and families and I am looking forward to seeing my grand children this Christmas after a year of using FaceTime to keep in touch. I am sure you are all looking forward to getting back to going shopping, going to the movies or having the Sunday lunch bbq with neighbours.

Try to be patient and do the right thing by yourself and others. Remember to be kind to yourself and others. Enjoy reading this edition and the stories from staff and our tenants, and let us know if you would like to contribute to the summer edition.

Take care and thank you for your support of Argyle Housing.

Wendy



Wendy Middleton

CEO - Argyle Housing

“
Remember
to be kind to
yourself and
others...
”

Editorial

Dear Tenants and Residents,

As I write this editorial on the kitchen bench in my home during lockdown, I can certainly reflect on the very useful tips that Lyndal has written about in her story that highlights some of the things we can do during lockdown.

For me the idea of keeping the mind busy and doing things around the house to keep your body moving are really important.

It's really important to ensure that we are looking after one another during this time. If you or a family member feel you need help, please reach out to some of the services listed in Lyndal's article or to an Argyle Housing Tenancy Officer. Our highly trained team have the resources to help you.

This issue also has some useful tips from our Repairs and Maintenance team regarding getting rid of mould in your home over winter, Smoke Alarms Australia and getting a spare set of keys cut for your home.

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

Scott Dunstan

Editor and Marketing, Communications Manager



We really enjoy all of the contributions to The Argyle from our tenants. Lyndal brings us some really great ideas of things to do in Lockdown...



A better Future for Our

Communities



Join The Argyle Editorial Team

Tenant Editorial Team

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

- Do you want to contribute to The Argyle?
- 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



Campbelltown Team Leader

Introducing Craig who joins us at the Campbelltown office as new Team Leader for the Macarthur area.

Craig Byrnes has come from 12 years in mental health outreach including several years as a team leader in the same organisation supporting people with enduring complex mental health conditions to access and maintain stable long term housing.

Craig likes to support a positive culture and will strive to continue the high standard of service we are providing for our current and future tenants.



Tenant Spare Keys

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 tenancy officer.

Thank you, Argyle Housing



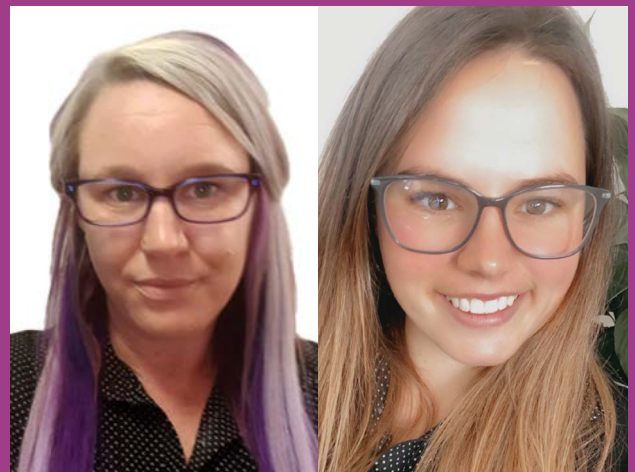
Goulburn

Team Leader

Renetta Miller has been promoted from Tenancy Officer to Team Leader and will be Managing the Queanbeyan, Goulburn and Crookwell areas. Renetta will be working out of both the Queanbeyan and Goulburn office and welcomes you to get in contact with her.

Georgie Bankes comes to us as an experienced Tenancy Officer for the Goulburn and Crookwell Region. Georgie will be working out of the Goulburn Office on Tuesdays and Thursday.

For assistance, please call Georgie on **0458 046 359** during operation hours or see our website for more information argylehousing.com.au



Renetta

Georgie

Bowral Team

We are proud to announce that Argyle Housing Bowral has welcomed two new staff members. Nicole is our new Tenancy Officer. Nicole brings a range of skills and experience in the customer service and banking arena.

I believe my financial experience, exceptional customer service and case management experience is a positive career change to incorporate my attributes in caring for people and empowering them with information.

This role with Argyle Housing has shown me similar values, ethics, and beliefs that align with a smooth career transition into social housing.

Nicole is looking forward to meeting her tenants and achieving positive outcomes.

Jacob is our new Team Leader of Operations in the Bowral Office. He has 10 years' experience in various leadership roles in the social housing



and homelessness space and has come over from the Department of Communities and Justice (DCJ). He is a licenced real estate agent and most recently completed a Cert IV in social housing.

Joining Argyle Housing has been a great pleasure, I love working in a community focused organisation with people who collaborate and strive to achieve great outcomes for our tenants.



Working towards a

COVID SAFE

Workforce by 2022

The Argyle Housing team are getting vaccinated to ensure that we are working towards a COVID safe workplace in 2022. We are doing this as our first priority is to ensure the safety and wellbeing of our tenants and families.

Tenant 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 tenants who would like to provide any direct feedback from the survey, or in relation to their tenancy, to contact the Team Leader in their local office or the Housing Services Manager or CEO at Bowral
info@argylehousing.com.au or **1300 274 953**

Congratulations to our Winners

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



1st Prize Winner Kitione, Griffith

Congratulations to our first place winner in the tenant survey.



2nd Prize Winner Alison, Bowral

Well done Alison for accepting the second prize, presented by Wendy in our Bowral office.

3rd Prize Winners (1 per office)

Sacha, Conder/CG
Martin, Ainslie Village
Davina, Bowral
Haitelenisia, Campbelltown

James, Griffith
Emma, Qbyn/Yass/Young
Clint, Wagga Wagga

2021 Tenant Survey Results

Every two years, Argyle Housing asks its tenants to complete a confidential survey.

The Survey provides our tenants with the opportunity to give us feedback on where we are doing a good job and where, and how, our services could be improved.

This year 1,620 tenants completed the Survey, a response rate of 67% which is outstanding! Thank you to each and every tenant who responded, we truly value your feedback and comments.

The Survey results shouted out loud and clear that the three main priorities for our tenants are:

- The delivery of prompt and responsive repairs and maintenance services
- Upgrading and maintaining homes in good condition
- Improving the safety and amenity of the neighbourhoods where our tenants live

Overall the results show that Argyle Housing is perceived positively by its tenants. However, results and feedback varied across locations and each local tenancy and maintenance team will develop an action plan tailored to the results from their area.

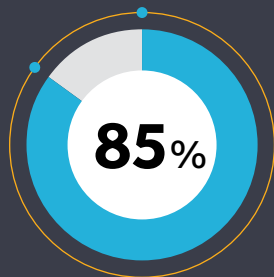
Interesting Results

- Two thirds of tenants who responded (67%) indicated they would use an online tenant portal to log a non urgent repair request, request a rent statement or request a rent review.
- Argyle Housing increased satisfaction in 15/16 key indicators from the 2019 survey. The only indicator that fell was Complaint Handling.
- The highest proportion of positive comments received were in relation to Argyle Housing in general.
- The highest proportion of negative comments were in relation to time taken for repairs and the condition of the property.

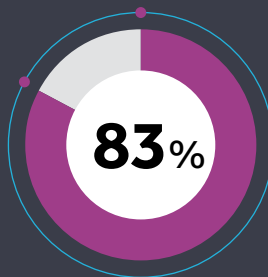
How you scored Argyle Housing

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.

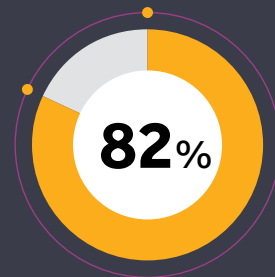
Satisfaction Rates:



Overall satisfaction with Argyle Housing



Satisfaction with Condition of home



Satisfaction with Repairs and maintenance

What you said about Argyle Housing...

"Doing a good job and thankful for everything."

"No comments needed, very happy with the home I've been placed in."

"Doing the right job but can do a better job."

"I seriously cannot credit Argyle Housing enough. Thank you so much."

"All staff at Ainslie village are friendly and helpful."

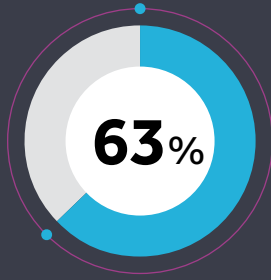
"Overall I am happy with Argyle Housing. With future planning there needs to be more parking at complexes."

"Staff quick to answer phone, helpful, generous with their time."

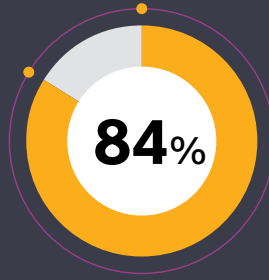
"We are treated as humans and not just tenants, we love Argyle Housing."



ACT Conder/Common Ground



Survey responses from Argyle Housing tenants

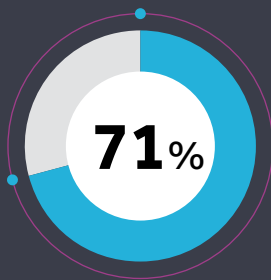


Overall Satisfaction with Argyle Housing

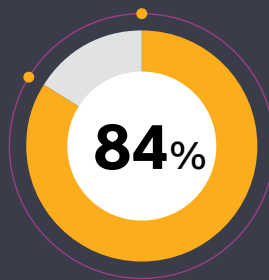
Key messages from tenants:

- Tell us how long a repair will take
- Improve communication and how we handle complaints
- Listen to tenants and act on their views

ACT Ainslie Village



Survey responses from Argyle Housing tenants

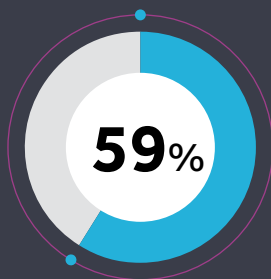


Overall Satisfaction with Argyle Housing

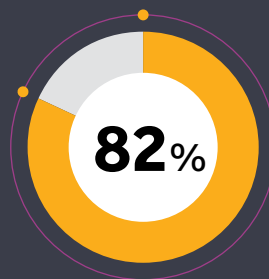
Key messages from tenants:

- Tell us how long a repair will take
- Listen to tenants and act on their views
- Improve the neighbourhood as a place to live

Bowral/Goulburn



Survey responses from Argyle Housing tenants

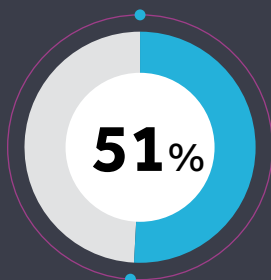


Overall Satisfaction with Argyle Housing

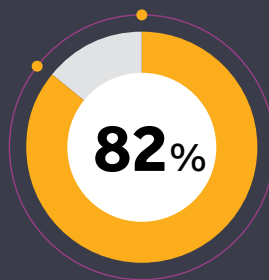
Key messages from tenants:

- Listen to tenants and act on their views
- Appeal information
- Improve how we handle complaints

Campbelltown



Survey responses from Argyle Housing tenants

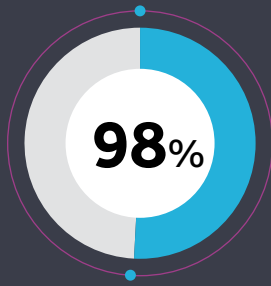


Overall Satisfaction with Argyle Housing

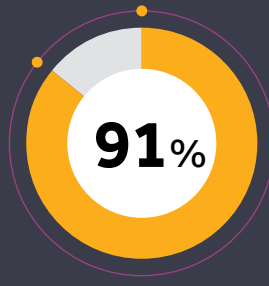
Key messages from tenants:

- Appeal information
- Listen to tenants and act on their views
- Improve how we handle complaints

Griffith



Survey responses from Argyle Housing tenants

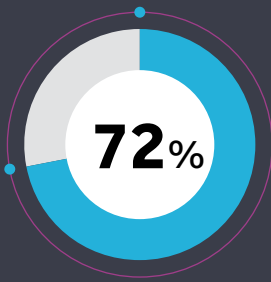


Overall Satisfaction with Argyle Housing

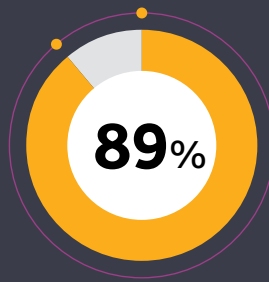
Key messages from tenants:

- Appeal information
- Improve how we handle complaints
- Follow up on Repairs and maintenance

Queanbeyan/Yass/Young



Survey responses from Argyle Housing tenants

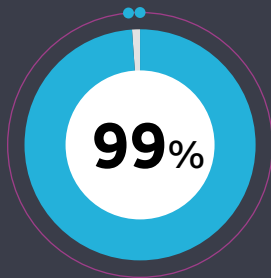


Overall Satisfaction with Argyle Housing

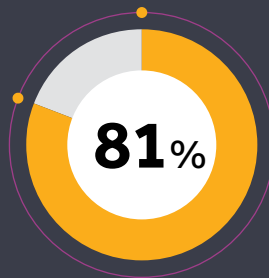
Key messages from tenants:

- Listen to tenants and act on their views
- Appeal information
- Improve how we handle complaints

Wagga Wagga



Survey responses from Argyle Housing tenants



Overall Satisfaction with Argyle Housing

Key messages from tenants:

- Listen to tenants and act on their views
- Appeal information
- Improve how we handle complaints



Homelessness and Dogs

Have you ever wondered how the homeless care for their dogs?

These loving dogs give homeless men and women a reason to get up every day to continue surviving. They are often the only thing they have remaining of a previous life when things weren't as tough and are often the only friendly face that is consistent and dependable and the only living thing that shows any love and affection.

Believe it or not, homeless men and women will not eat until their dog has. They will spend any spare dollars making sure their pet's needs are met before theirs, but sometimes these sacrifices aren't quite enough to ensure these treasured pets are at their optimum health and that's where charities like The Rainbow Paws Program and Pets in the Park step in.

We've all seen how the last 18 months have unfolded. First we had relentless drought, followed by devastating bushfires and just when we thought it couldn't get any worse, COVID-19 hit and changed everything. Workplaces shut down, people were unable to work or laid off and with no income - how do rents and mortgages get paid? It's not only people who get evicted, their pets do too and unfortunately not everyone has somewhere or someone they can turn too, especially if there is a pet involved.

In the quiet suburbs of Canberra, a team of volunteers from The Rainbow Paws Program work tirelessly to pack pet food to distribute to local charities and food pantries, coordinate emergency vet care and pet boarding and work with the Pets in the Park team who provide a monthly vet clinic of volunteer vets and vet nurses for the pets of the homeless. These



charities understand the importance pets have in the lives of these men and women, who were just like you and me in our warm houses once upon a time.

But they don't do it alone. There is a silent army in the corners of Canberra, of generous businesses, of members of the community who donate pet food, dog jackets, money for vet supplies and boarding. If anything is needed and we don't have it, we humbly ask and there is always someone who will help with what is needed. This silent army know these dogs are providing hope for better times ahead, protection and warmth on those cold Canberra winter nights and a best friend when there is no one else.

Ensuring these dogs are in peak health and most of all are happy and content in difficult



circumstances is what their owners really want for them. Life isn't always easy and the last 18 months have proven that to all of us. For the homeless, the last thing they have left is their dog, who they love as much as you and I love ours. It could be easy to judge, but instead of that, remember who would you want by your side if you were all alone with nowhere to go? My dogs!

Next time you see a homeless person with a dog, please give a smile and a dollar or two if you have it, these dogs mean more to them than you could ever imagine and the difference these dogs make in their lives is more than we could ever know. www.rainbowpaws.org

Written by Linda Norris



Author Biography

Linda Norris is a social worker in Canberra and volunteers as marketing and events coordinator for The Rainbow Paws Program. She has three gorgeous black Labradors who brighten her life every day and loves travelling to India. She is passionate about social justice issues and works at Argyle Housing, Ainslie Village in Canberra.

www.facebook.com/RainbowPawsProgram/

Tony's Love of History

Argyle Housing tenant and Tahmoor resident Tony, writes about his involvement in the history of Picton and the surrounding suburbs.

I have been with the Picton and District Historical and Family History Society Inc for about 18 Years. I am a lover of history and I really enjoy looking at old houses, buildings and photos of historical families of the area in which I live.

Formed in 1987, the Picton and District Historical and Family History Society Inc primarily covers the NSW Wollondilly Shire areas of Bargo, Buxton, Couridjah, Lakesland, Picton, Thirlmere and Tahmoor.

Throughout the many years that I have been a member of the society, I've been the Treasurer for 8 of those years. Meetings are held on the first Saturday of each month (except January) in the Susan Keoghan Local Studies Room, Wollondilly Library, 42 Menangle Street, Picton NSW.

We are currently open Thursdays but at the moment with the Library closed due to COVID restrictions, we are not having any face to face meetings and most of our communication is done online.

You can find us on Facebook and if you would like to join us, a membership form can also be found on our website. There are a number of different membership types from singles, family and pensioner rates.

Go to our website for more information:

www.pictonheritage.org.au

Image: Wollondilly Shire Hall building in Picton regional town in Australia.

Written by Tony, an Argyle Housing Tenant



'Pop In' Launches in Bowral!

Pop In is the new vital service helping Women and Children In the Southern Highlands set up by the community.

It was this group of community people that approached Argyle Housing to seek interest and support to provide a service for women experiencing domestic violence. After spending time with these energetic and zealous individuals, Argyle

Housing saw an opportunity to be involved and work with them to make their vision a reality. Pictured here is Argyle Housing Board member Yvette Pietsch with Argyle Housing CEO, Wendy Middleton speaking at the Pop In launch.

Pop In is a 'one-stop shop' for women and children threatened or impacted by domestic violence and abuse in the Wingecarribee Shire. Our services are provided out of a charming renovated cottage in Bowral, where a small professional staff is supported by a team of invaluable and committed volunteers.

For further information go to:

www.popin.org.au

Pop In to 2 Mona Road in Bowral today, between 9am and 4pm

Phone inquiries **02 4872 1229**

“
Pop In is a safe and welcoming drop-in and online service in the Southern Highlands...
”

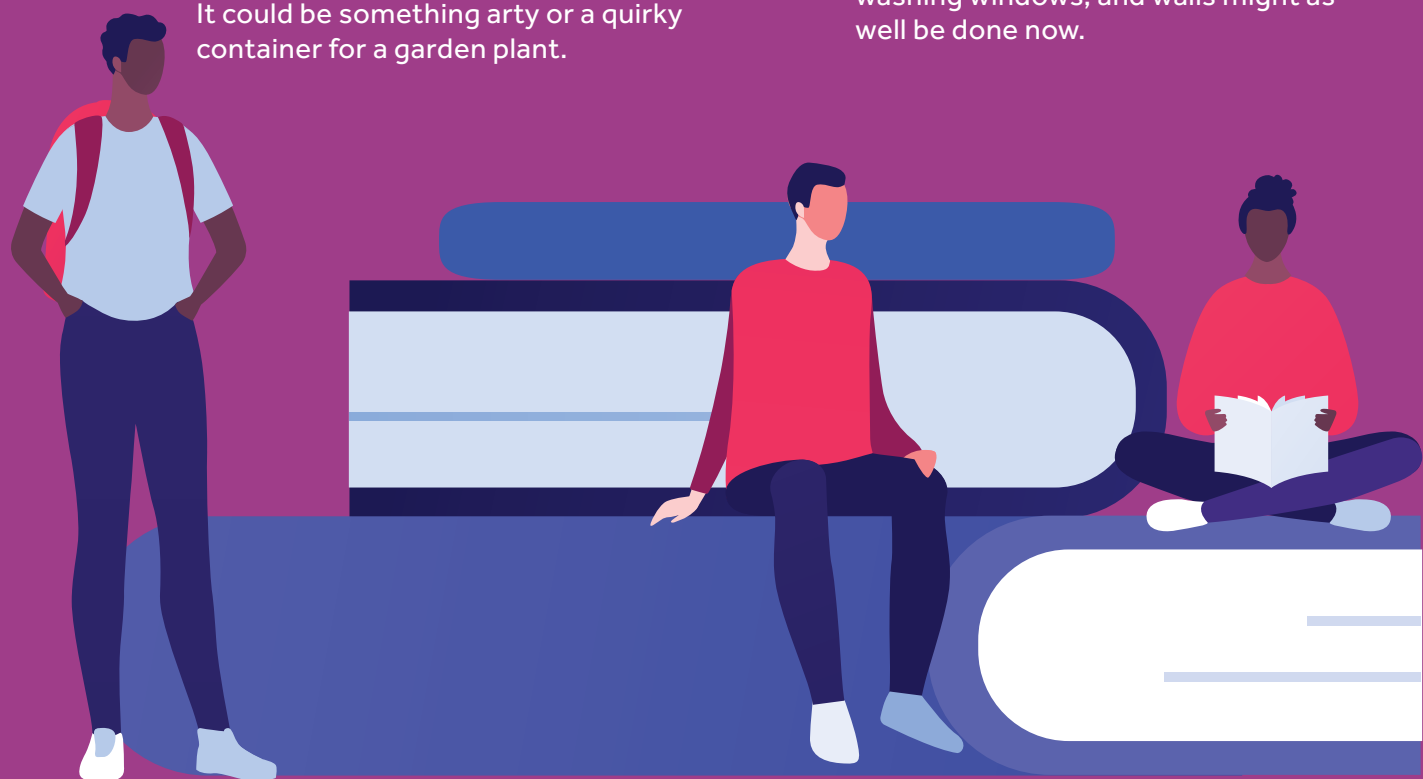


Lock Down

Just when you thought we were back to normal, the State has shut down again, with strict rules.

Many housing tenants already live very quietly, and conserve their resources. Not being free to go out to meet friends, browse around the shops or relax in a park is an extra burden. Here are plenty of suggestions for ways to use your time at home well!

- Call a family member or friend to check on them - touch base by SMS, email or use Skype or Facetime
- **Read some books** – Look around for a little street library in your locality, or get some from an op shop. If you belong to a library, you will still be able to get access to a range of ebooks, and services.
- **Plan** – Write a new budget, plan a trip or event – lockdowns end and a plan gives a head start towards your goals.
- Repair broken toys, mend your clothes, or finish off a project – knitters, quilters, probably have something waiting.
- Make something with scrap material. It could be something arty or a quirky container for a garden plant.
- Learn to play a musical instrument, and get out that old recorder, flute or violin and practice.
- **Do a painting or a drawing** – or get out some old puzzle books and do some brain training – crosswords, find-a-words, Sudoku and similar are good distractions and help to pass the time.
- **Do online study or a short course** – Massive Open Online Courses (MOOCs) cost nothing to do, and there are hundreds of subjects: go to [Coursera.com](https://www.coursera.com) for example and have a look at what is available from family history to business degrees – most are delivered by Universities from all over the world.
- **Get cleaning** – Tidy up areas of the house that normally get neglected; polish your silver or brass. Go through cupboards and get clothes and household items to sell or donate to charity – or prepare for a garage sale for after lockdown ends.
- **Spring clean** – All those jobs like washing windows, and walls might as well be done now.



- Tidy up your filing system; discard old and duplicate records – and do your tax return!
- Tidy up your garden and do some new planting – there will always be weeds to pull. If you have some old seed, you might as well plant it now. It is also a good time to try to strike plants from cuttings. Start with something easy such as geraniums which will grow if you put a stem into soil.
- Sharpen your garden tools and sort the garden shed.
- Wash the car, and detail thoroughly inside and out.
- Revisit your utility bills and insurance to see if you can get a better deal.
- Maybe just take it easy: meditate, listen to music.
- Learn about the world around – start with the identification of birds and insects in your own backyard.

- Give yourself a makeover with a manicure and new hairstyle.
- Use free catch-up television such as ABC iView and SBS on Demand to catch up to a lot of TV series and movies.

If you or anyone you know needs help:

Lifeline **13 11 14**
 Kids Helpline **1800 551 800**
 MensLine Australia **1300 789 978**
 Suicide Call Back Service **1300 659 467**
 Beyond Blue **1300 224 636**
 Headspace **1800 650 890**
 ReachOut **au.reachout.com**
 Care Leavers Australasia **1800 008 774**
 R U Ok? **www.ruok.org.au/**

Written by Lyndal, an Argyle Housing tenant



Art Therapy

Adjusting my sails, voyaging into possibility

For the first decade of my career, I worked in museums, galleries and festivals facilitating public programs and creative offerings for others. I loved my work, but lived experience of mental-illness (Bipolar Affective Disorder) forced me to cease working in that arena. For a time, I had to stop working all together in order to prioritise my recovery.

I am now in a reclamation phase of my life whilst living with Post-Traumatic Stress. I have returned to work (now as a disability support worker), but adjusting the sails of my vocation has meant I've really needed to re-qualify. The costs of studying are prohibitively high for someone in my position (largely reliant on the disability support pension whilst working part-time). Argyle Housing's Tertiary Scholarship program has made it possible for me to enrol in an Advanced Diploma of Transpersonal Counselling and Art Therapy through the College of Complementary Medicine. I study online via Zoom with students from around Australia.

The transpersonal approach to healing is holistic – it incorporates physical, mental, spiritual, social and environmental dimensions. Unlike traditional aspects of Western Medicine where the expert sits outside the client, transpersonal counselling involves supporting the patient to heal themselves. The transpersonal therapist sits alongside their client, companionship on their healing journey. With this in mind, much of the coursework I am undertaking involves exploring my own healing pathways so it's both professional and personal development.

In art therapy, we explore different ways to express ourselves (beyond conventional talking) and learn how to facilitate this emergence process for others. Often this goes with mediation or guided visualisation.

In one such meditation, I was invited to meet with my wise self. In my mind's eye, we stood together looking out over the ocean. Without speaking, the message imparted by my wise self was this:

The sea doesn't apologise
For being rough.
For foaming and frothing;
Crashing and smashing
Churning and swelling
Breaking
Bubbling
or
Brooding
For forever rocking up and down...
You are made of water
So is it any surprise
the torrents of your inner world
toss and turn like the tides?

I then made a creative response – a paper collage imbued with the essence of my visualisation.

This cathartic process is just one of many I have experienced in coursework so far. I am about one third of the way through my qualification and still have professional placement to undertake, but it feels like I'm on a path aligned with my values; one where my lived experience of illness and hardship is transforming and alchemising in the crucible of learning. Argyle Housing has provided me with a safe harbour at home, and now wind in my sails to venture onto new horizons. I am sincerely grateful for their support in my studies.

Written by Sally, an Argyle Housing tenant.



“
In art therapy, we explore different ways to express ourselves and learn how to facilitate this for others...
”

Artworks from top left, clockwise: "Dream Incubation" "Wise Self Collage" "Shamanic Self"

Appeal a Decision

One of the standouts from the 2021 tenant survey results is that a lot of tenants do not know how to appeal a decision made by Argyle Housing.

Every Argyle Housing Tenant (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/tenant
- 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 Tenancy Officer 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
- Tenant charges

Appeal Quick Facts



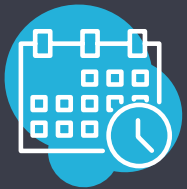
Always speak to your tenancy officer first and try to sort out the issue before lodging a formal appeal. Sometimes an easy solution is just a conversation away



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



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/

Get RID of Mould

In your home, mould generally grows where moist warm air meets a cold surface. Mould thrives in damp, dark, cluttered, poorly ventilated environments, like your bathroom or laundry. It can grow on carpets, curtains, walls, ceiling tiles, insulation

material, behind furniture, and in cluttered storage areas.

Moulds are fungi that need moisture and organic material to grow. When disturbed or dried out, they release spores that can cause illness in some people. They may also cause

structural damage if left untreated.

The most common types of mould are not hazardous to humans, however some moulds which may be found inside your home may cause health problems.

1

Why should I be concerned?

Some moulds can be detrimental to your health.

If you have health concerns about exposure to mould, you should consult your health care professional.



2

How do I remove mould?

Small areas of mould up to 1 square metre can be cleaned using a mix of 4 parts white vinegar and 1 part water. If the mould contamination is more than this, you should notify your Tenancy Officer (or Property Manager for Leaseholds).



3

What should I do if I find mould?

If you identify any water leak in your home, then you should alert your Property Manager immediately. If you identify mould in your home, greater than 1 square metre then you should call your Tenancy Officer (or Property Manager for Leaseholds).

You should do whatever is practical to mitigate your loss including removing clothing from a wardrobe which has mould contamination.

What can I do to prevent mould?

Your obligations as a tenant are to keep the premises 'reasonably' clean. However, there are some additional practical steps you can take to help prevent mould.

- Ensure you use the exhaust fans in the bathroom and kitchen to exhaust steam
- Leave up to 10 centimetres between your furniture and the internal walls to allow air flow
- Do not dry wet clothes inside
- Open curtains and blinds to allow natural light into the home
- Do not clutter rooms, allowing air flow through rooms helps prevent mould
- Open windows or use exhaust fans when using clothes dryers
- You should tell your Tenancy Officer (or Property Manager for Leaseholds) about any damage to the premises as soon as possible
- Note on your condition report any sign of dampness or mould when commencing the lease

Charging Rent

For NSW Social Housing tenants the amount of weekly rent you pay is governed by the NSW Department of Communities and Justice (DCJ) which is paid to Argyle Housing to manage your property. Your rent is currently calculated according to your household size, type and 25% of your gross assessable income.

In 2020, DCJ changed the weekly rent to a sliding scale from 25 – 30% however, Argyle Housing DID NOT pass the increase rents to our tenants.

To align with other Community Housing Providers, we are now required to introduce a sliding scale of rent up to the 30% limit, depending on your individual circumstances.

85% of Argyle Housing tenants will NOT see an immediate rent increase.

Who is not impacted?

Aged & Disability pensioners with no other source of income, will not see any changes

ACT residents

When will it take effect?

From 1st October 2021 all new tenants to Argyle Housing

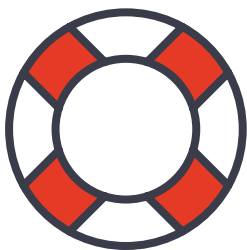
From 1 November 2021 – existing Argyle tenants who transfer to a new property or sign a new lease

In 2022, your bi-annual rent review may include a slight increase in your rent in line with your individual circumstances in accordance with the new sliding scale introduced by DCJ.

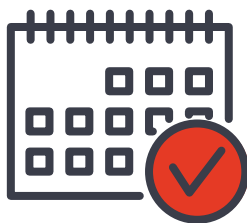
If you have any questions, please email our Rent Review team on: rentreview@argylehousing.com.au

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.



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/

Pictured: Tammy an Argyle Housing tenant scholarship recipient.

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