

The

ARGYLER

Tenant Newsletter | Summer 2020



*Created by Tenants,
for Tenants*



argyle housing

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

Welcome from the CEO

Hello and welcome to the summer edition of The Argyler. There are many interesting articles to read and important information about our Christmas closure.

The Board held its Annual General Meeting last month which was the last meeting for the Chair, Terry Downing. He has been part of Argyle Housing for over eight years and we really appreciated his time and stewardship. Donna Anthes is the new chairperson. Coming from Canberra, Donna has been with Argyle Housing for three years and has held senior management roles and is passionate about community housing.

The Annual Report was released in November and I would encourage you to go online and have a read. The tenant stories are interesting and give an insight into how people showed resilience through bush fires, floods and COVID-19. Thank you to all of you who contributed.

It's getting close to Christmas and I haven't seen so much excitement and enthusiasm this far out. I think we all want to put 2020 behind us so are start to prepare for the festive season early.

I would like to thank you all for your support of Argyle Housing throughout the year. I hope you are able to enjoy Christmas, catch up with family and friends and remember to stay safe.

Take care,



Wendy Middleton

CEO - Argyle Housing

“The tenant stories are interesting and give an insight into how people showed resilience through bush fires, floods and COVID-19”

Editorial

Dear Tenants and Residents,

This year has had many challenges but I feel that now we have a little more hope in our hearts as the Christmas season is on our door step and we look towards a brighter future in 2021.

We have had some great stories submitted to The Argyler from our tenants for this issue. As I write this, I have just shaved off my moustache that I grew as part of the Movember campaign. A group of men at Argyle Housing got together throughout Movember to grow their moustaches to bring awareness to the plight of Men's Health. We have raised over \$2,800.00 dollars towards the campaign. Lyndal was also moved by this campaign and has written about how men can look after their health.

Whilst we have had little opportunity to come together as a community, Tony's involvement with the Lion's Club Tahmoor shows that it will take more than a pandemic to stop this dynamic group from giving back to their community.

Please take the time to read and appreciate the beautiful poetry of Ruby and our newest tenant contributor, Julia.

I hope you enjoy reading this issue of The Argyler.

Merry Christmas and Happy New Year.

Scott Dunstan

Editor and Marketing, Communications Officer

A better Future for Our

Communities



“...the Lion's Club Tahmoor shows that it will take more than a pandemic to stop this dynamic group from giving back to their community.”

New Staff at Argyle Housing

Please join us in welcoming the follow staff to Argyle Housing:



Mandi Rawlings
Tenancy Officer
Young



Garth Barrett
Administration
Support Officer
Young



Heather Bone
Administration
Support Officer
Bowral



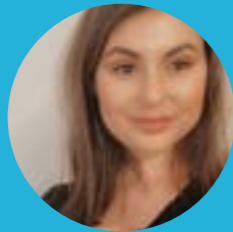
Lisa Boyd
Tenancy Officer
Campbelltown



Zohra Habibi
Tenancy Officer
Campbelltown



Sally McNamara
Tenancy Officer
Albury



Kayleigh Haine
Tenancy Officer
Bowral



Kaajal Kumar
Finance Officer
Bowral



Alison McGinty
Tenancy Officer
Campbelltown



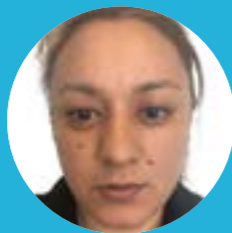
Therese Reid
Tenancy Officer
Wagga Wagga



Jamie Hogan
Tenancy Officer
Bowral



Eduard Anzures
Finance Admin
Bowral



Donna North
Tenancy Officer
Bowral



Belinda O'Brien
Administration
Support Officer
Wagga Wagga



Deb Boughton
Administration
Bowral



Kelsey Hanlon
Tenancy Officer
Wagga Wagga



Carole Medcalf
Team Leader
ACT

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 the Scott Dunstan at editor@argylehousing.com.au

Argyle Housing Office Closures

All Argyle Housing offices will close from 3:00pm Wednesday 24th December 2020 and reopen on 9:00am Monday 4th January 2021.

Office Trading Hours

Thur 25 December 2020 – Closed

Fri 26 December 2020 – Closed

Mon 28 December 2020 – Closed

Tue 29 December 2020 – Closed

Wed 30 December 2020 – Closed

Thur 31 December 2020 – Closed

Fri 01 January 2021 – Closed

We hope you have a wonderful break with your families.

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.



Men's Health

Each year in November, a promotion takes place with men being asked to grow a moustache as a mark of consciousness about men's health.

Globally, men die six years earlier than women. The leading cause of death in men is coronary heart disease, followed by lung cancer and dementia. Other major causes of death affecting men are prostate and testicular cancer, suicide, and men can also get breast cancer.

Some ways men can look after themselves better include:

1. Spend time with people who make you feel good.

Stay connected with your mates. Talk more and listen more. Don't be afraid to ask for or offer support. Watch out for your friends and check with them if they are OK.

2. Learn more about men's cancers. What are the risks and when should you start having checkups?

Testicular cancer generally affects younger men and can usually be treated successfully if it is caught early. The risk of prostate cancer increases with age, and one in six Australian men will eventually be diagnosed with it. Early detection is the key to doing as well as possible with prostate cancer. You should get a PSA test (a simple blood test) from age 50.

3. Know your own body. Check yourself regularly, watch for unusual symptoms and see the doctor if something doesn't feel right.

4. Focus on simple things. Sleep, exercise, diet.

You don't have to play sport or pay for gym membership to increase exercise: just park further away from the station, take the stairs, or cycle to work. Take up some activities that get you moving like gardening, landcare volunteering, and bushwalking.

5. If in doubt. Get help and advice from the doctor

More information from COTA NSW.

Written by Lyndal, an Argyle Housing tenant

Where to find a Christmas Lunch this year?

This year is a little different for many services that offer a free Christmas Lunch. This is due to COVID restrictions and these services have come up with different ways in order to help everyone in need to share in the spirit of Christmas. The following list shows what's on offer throughout the areas in which we serve:

Bowral

23 December 2020 between 3-5pm, Drive through frozen Christmas meals and Christmas hamper at Southern Highlands Christian School, 22 Boardman Rd, Bowral.

Queanbeyan

25 December 2020 at St Benedict's Community Centre, Christmas takeaway lunch. Tenants need to check closer to date for service details on **02 6297 5331**. Location 284 Crawford St, Queanbeyan.

Campbelltown

20 December 2020 5:00pm, We are Community 42 Riverside Dr, Airds. They will be serving Christmas Dinner.

Wagga Wagga

There are no support services that are holding Christmas lunch or takeaway lunch due to COVID restrictions but Wesley Uniting Church at 17/21 Johnston St, Wagga Wagga, will have Christmas Hampers available from 9:00am on 17 December 2020.

Young

There are no support services that are holding Christmas lunch or takeaway lunch due to COVID but the Salvation Army are handing out food/gift vouchers. All you have to do is ring the Salvation Army to register on **02 6382 5252**. They are located at 38-44 Clarke St, Young.

ACT

St John Church, 45 Constitution Ave, Reid ACT 2612
Open 9:00am to 2:00pm (Christmas Day) **02 6248 7771**

Annual Christmas BBQ, Monaro Screens, Friday, 11 December 2020 6:00pm-9:00pm Between Garema Place and Merry-go-round City Walk.

Christmas Lunch, Blue Door, Ainslie Village
23 December, 2020 12:00pm-1:00pm

Christmas Giving Tree

A small gesture goes a long way...

At Christmas last year, instead of giving each other Christmas presents, Argyle Housing staff picked a tag off the Christmas Giving Tree in each office. The tag indicated that it was a present for a boy, girl, mother or father. The presents were wrapped and given to local support services for distribution to families in need.

It was so successful, that we are also doing a food drive for 2020. Each office will link in with their local service providers to ensure that the Christmas presents and food will be going to go to those in need.

The Christmas Spirit is alive and well at Argyle Housing with the knowledge that the gifts will be putting a smile on a child's face, as well as providing some form of relief to their parents.

If tenants would like to participate, gift tags on the tree indicate gender/age:

Girl/Boy aged 0-3 | Girl/Boy aged 4-7 | Girl/Boy aged 8-12 | Girl/Boy aged 13-15

Gift a gift for a Father/Mother *We ask all gifts are donated unwrapped.

Chris Benton Award

The Chris Benton Perpetual Award is in recognition of the many years of guidance and support Chris Benton provided Argyle Housing, first as Argyle Housing's Chair of the Board and later as our Patron.

This award is presented each year at our Annual General Meeting and recognises an individual within Argyle Housing that has demonstrated the following qualities throughout their work:

- Diligence in their conduct within and externally to the organisation;
- Commitment to Argyle Housing's purpose;
- Demonstrated quite an achievement in their specific area of work;
- Demonstrated that they are reliable;
- Has shown respect, and has earned that respect in return from their peers;
- Is seen as a "Go-to" person within the organisation;
- Has shown determination and does not give up when they meet a challenge; and
- Demonstrates an analytical approach to their work.

This year we had two very worthy candidates and it was an unanimous vote by the Board to present this as a joint award.



Bernadette Welfare Sally Couchman

Bernadette commenced her employment with Argyle Housing 13 years ago in 2007 as Receptionist at our Bowral Office. From her beginnings, Bernadette showed her strengths in working with our tenants and demonstrated her passion for assisting tenants to achieve and maintain their housing needs and goals. This passion for her work with tenants led to her accepting a role as the then named Pathways Advisor role in 2012. In 2015 Bernadette successfully moved into a senior role within the Pathways team which later, in 2017, became known as the Access and Allocations Team. Bernadette has many strengths but her passion is to find a home for every homeless person in Australia, in particular homeless men and women escaping domestic violence. She has continued to develop her role within the Access & Allocations team, by representing Argyle Housing at many support service meetings and functions.

In 2009 Sally first joined Argyle Housing as Client Services Officer and then moved into the position of Tenancy Officer. In 2016 Sally then transferred to the Rent Review Team as a Rent Review Officer. Recently Sally accepted a one-year secondment to Team Leader in Rent Review Bowral.

Sally is unassuming and is always willing to do that bit extra. She lives and models the values of the organisation and is a go to person for staff across the organisation. Sally's manner in communicating to tenants is calm and considered. She is continually looking to improve processes in rent review to make it easier for tenants and staff involved. Sally is committed to taking on activities that promote Argyle Housing and community causes. Sally is well respected by both tenants and her fellow workers. She has recently taken on the role of Team Leader and is a valuable member of the Argyle Housing team.

Always Was, Always Will Be

NAIDOC WEEK 2020 Partnering with Wagga Wagga City Council

Argyle Housing was presented a partnership opportunity to collaborate with Wagga Wagga City Council to celebrate NAIDOC Week 2020 on the 8 - 15 November 2020.

On Wednesday 7 October 2020, 15 tenants and staff from both Argyle Housing and Wagga Wagga City Council gathered at our Wagga Wagga office outdoor area to celebrate NAIDOC week, with this year's 2020 theme 'Always Was, Always Will Be.'

Due to current NSW Public Health Orders, and the evolving COVID-19 situation, Council in consultation with local Wiradjuri Elders had decided to celebrate NAIDOC Week virtually. Wagga Wagga City Council received the blessing of senior Wiradjuri Elders and commissioned a local Wagga Wagga based Wiradjuri videographer to produce a collection of short videos and photos. Wes Bonney, the council photographer took some lovely photos of our tenants and staff holding the NAIDOC Week celebrations tile surrounding their happy faces. These clips of Argyle Housing tenants were launched one-by-one throughout NAIDOC Week celebrations from Councils webpage and social media pages.

Argyle Housing staff prepared a beautiful light lunch serving sandwiches, fruit, sweet treats and cookies that look like the Aboriginal flag. We had a lovely mix of intergenerational ages including three generations of proud Aboriginal women who are Therese, our staff member, Maddison from Wagga Wagga City Council and Aunty Isabell, our tenant. This trio are Mother, Daughter and Granddaughter.

wagga.nsw.gov.au/services/support-services/aboriginal-services/naidoc-week



Tenant Awards

The Argyle Housing Annual Meeting 2020 recognises tenants that go above and beyond in their communities. We congratulate the following tenants on receiving recognition for their efforts.

Please read our Annual Report online at: argylehousing.com.au/annualreport2020

Antonio Dángiolillo	Ainslie Village	Community Spirit Award
Bede Anderson	Ainslie Village	Good Neighbour Award
Paul Dalgleish	Ainslie Village	Volunteer Award
John Amituanai	Ainslie Village	Resilience Award
Marie Scullen	Albury	Community Spirit Award
Elise Chapman	Bowral	Good Neighbour Award
Grace Lawrence	Bowral	Volunteer Award
Christopher Thorp	Campbelltown	Resilience Award
Meredith Duckham	Campbelltown	Volunteer Award
Dane Martinovic	Conder	Volunteer Award
Peter Connors	Griffith	Good Neighbour Award
Chloris Nolan	Griffith	Community Spirit Award
Lisa Beecher	Griffith	Volunteer Award
Brenda Russell	Queanbeyan	Community Spirit
Raymond Armstrong	Queanbeyan	Good Neighbour Award
Benjamin Harvey	Wagga	Resilience Award
Tracey Bruce	Wagga	Good Neighbour Award
Francesco Macri	Wagga	Community Spirit Award
Susan Hickey	Wagga	Volunteer Award
Joan Elliot	Yass	Volunteer Award
Cheryl Hamwi	Young	Good Neighbour Award
John Johnson	Young	Resilience Award



The 2020 Community Spirit Award presented to Brenda Russell



2020 Volunteer Award presented to Paul Dalgleish



The 2020 Community Spirit Award presented to Chloris Nolen

Thrifty Christmas

Christmas can be an expensive and wasteful time, and gifts can be symbolic of consumerist greed and our throw-away society.

Today's thoughtful gift needs to be useful and gentle on our planet's resources. Here are a few suggestions; however, I would love to hear from readers what other ways Christmas can be celebrated in ways that are positive for the environment.

The internet is very helpful with ideas for gifts and toys you may be able to make yourself, but there are also many things that can be purchased new that are also worth thinking about for providing long-term use and inspiration. Consider quality art and craft materials, musical instruments and sporting gear as investments in activity and personal skill development.

Here are some suggestions:

- Potted plants such as a variety of kitchen herbs, or a local native flowering shrub;
- Board games and puzzles;
- Books/Magazine subscription;
- Film tickets;
- Reusable shopping bag;
- Quality food items such as local preserves; and
- Hardware items such as kitchen and garden tools.

Avoid over packaged items, such as hampers, particularly as many of these are over-priced for what they contain. Also avoid disposable items, plastic items, and battery-driven children's toys and particularly those loud plastic toys which will provide a few minutes of play and last hundreds of years in landfill. Children can be told from an early age that anything advertised on television, or over-priced brand-name items will not be bought. Most children also have far too many stuffed toys in their lives. While my grand-daughters are much loved, I shudder at the huge collection of expensive and useless plastic figures they own, including a unicorn that poos out coloured slime!

Make Christmas (and every day) shopping more viable financially and environmentally aware by shopping locally, in your own town. Rather than wandering in some huge multinational store where you end up buying the same boxes of biscuits that you bought last year, look around your local shops for ideas. Supporting your local business does not only reduce the time you spend and the distance you travel but also has economic benefits for your local town which may lead to more jobs for locals, and more variety in what is available.

Written by Lyndal, an Argyle Housing tenant



Lion Tony

Tony is an Argyle Housing tenant and he has been with the Lions Club of Tahmoor since February 2002.

The Lions Club of Tahmoor Inc has been serving the Wollondilly Community Since 1972. The Club's motto is – "Ordinary people doing extraordinary things - supporting people with a disability, community greening, fundraising for worthwhile causes. Be a part of the change at Tahmoor and in the whole of the Wollondilly Shire".

Tony says "I have been involved with the Club for 18 years and throughout that time I've have seen lots of changes. We don't just do BBQs, we also help out people and communities that have been affected by floods and bush fires where we can.

The Lions Club also do a lot more within their communities, for example fundraising, Bunnings BBQs, raffles, eye sight testing and many more.

With COVID-19 effecting everything we do this year; we have not been able to do our regular BBQs and fundraising events.

Many of our last committee meetings over the last few months have been via Zoom and we are hoping that by the end of this year we will be able to get back into our communities.

Bring on the beginning of 2021. If you would like to join the Lions Club in your local area and get further information on how you can assist in your community. you can follow us on Facebook.

Lion Tony, Lions Club of Tahmoor

Tony is an Argyle Housing tenant



Artificial Mistletoe

Artificial Mistletoe

Zoom lights, blurred cameras

The sound of a mother yelling 'oh, I don't think she can hear me' as the daughter yells 'Mum, you're on mute!'

Artificial Mistletoe

Red face masks with Christmas trees embroidered on them

Cherry scented hand sanitiser

Christmas re-runs playing in the hospital

Artificial Mistletoe

Hug and kisses emoji's

2020 Christmas = limited company

May our hearts remain together whilst our bodies are apart.

Written by Ruby, an Argyle Housing tenant

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/social/scholarships

Sponsored by



Feeling Safe in Your Home

Argyle Housing recognises that domestic and family violence can happen to anyone, regardless of social background, disability, age, gender, religion, sexuality or ethnicity. We also recognise that domestic and family violence affects both male and female victims. We are committed to supporting victims of domestic and family violence regardless of gender or sexuality.

Argyle Housing takes domestic and family violence seriously and is committed to providing a sensitive and confidential response to anyone approaching Argyle Housing for assistance in cases of domestic and family violence. All information will be kept confidential.

If you need urgent assistance or you feel threatened or at risk call the police on **000**.

For additional advice and information call the Domestic Violence HELP line on **1800 656 463** for specialist assistance.

If you find yourself unable to return home, for safety reasons and have nowhere to go, call Link2Home on **1800 152 152**

Also, approach your Tenancy Officer for ways we can assist by making you feel safer and providing additional support service information. We will give you the opportunity to opt for an employee of the same gender or your choice, to deal with your case where ever practicable. We will also endeavour to meet with you in confidence at Argyle Housing offices.

Argyle Housing will also agree to the method of contact that the victim wishes to be used to stay in contact with them either via phone, text or email.

A better Future for Our
Communities



Christmas Eve

It's late now and last-minute shoppers busily rush to and fro, trying to purchase that gift they forgot as they dash about in the snow.

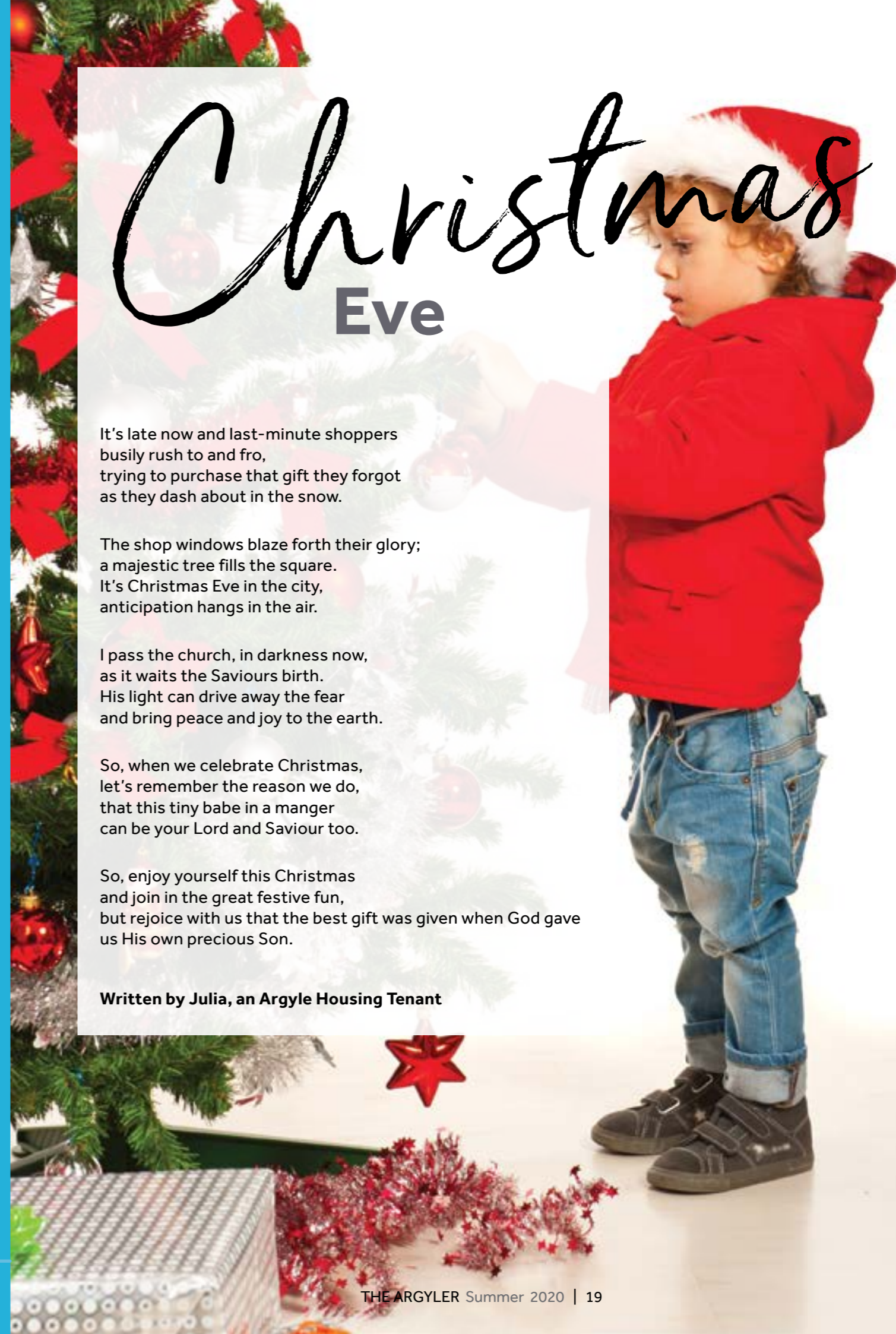
The shop windows blaze forth their glory; a majestic tree fills the square. It's Christmas Eve in the city, anticipation hangs in the air.

I pass the church, in darkness now, as it waits the Saviours birth. His light can drive away the fear and bring peace and joy to the earth.

So, when we celebrate Christmas, let's remember the reason we do, that this tiny babe in a manger can be your Lord and Saviour too.

So, enjoy yourself this Christmas and join in the great festive fun, but rejoice with us that the best gift was given when God gave us His own precious Son.

Written by Julia, an Argyle Housing Tenant



James Fitzgibbon

An Argyle Housing tenant Goulburn

James is a single parent that has raised a beautiful daughter and stepson through some really trying times. His resilience and strength to face adversity and move through to achieve a positive resolution has enabled him to work through every hard and challenging situation.

James has not done this alone. He credits some of his success to the support he has received from Argyle Housing.

14 years ago, James went through some hard times, with his wife trying to overcome her addiction issue, as well as James being a director of a large data information company. The business was sold, and James became a farmer enabling him to concentrate on bringing up his daughter and stepson in a safe environment. Due to Family trust issues and greed, James went through some difficult financial issues ending in the supreme court with many different court cases with his family and family trust. Unfortunately, due to these circumstances, James lost a lifetime of assets.

Left out on the street with nowhere to turn, James and his daughter was able to get in contact with Argyle Housing to ensure they both had a roof over their heads. After Argyle Housing reviewed his situation and the numerous court cases James had to deal with, it was determined that James needed emergency housing. A house had just become available and Argyle Housing were able to offer James and his daughter access to safe housing immediately. Without any hesitation, James moved into his new home in Goulburn with his daughter. The turning of a new leaf offers us all the opportunity to better themselves in a new situation and

together James and his daughter blossomed and grew in Goulburn.

After several years of soul searching and given some time to recover financially from the losses, James has a new rigor for helping people to recoup from situations like his. Throughout his time with Argyle Housing, he has become very resourceful, learning where and how to access help and assistance.

James has seen the need that fathers require to help them bring up their children and has created the 'Australian DIY Fathers Institute'. This is a national based Charity/ Institute and has been established to help all full-time single parents that have no assistance or help to cope with today's pressures. It will do this by giving guidelines to assist with food and bills assistance, children's education and schooling needs, safe housing, and other support avenues.

The vision of Australian DIY Fathers Institute is to "ensure all single-parent families are safe and supported during times of crisis". To assist single-parent families in Australia in necessitous circumstances, the charity's mission is to "meet the short and long-term needs of single -parent families in crisis", supporting all DIY parents so they can have access to the support they urgently need.

One of the charity's main focus is on the increasing growth of fathers having to take on the role of full-time single parent. Primarily, all support in this area is focused on assistance for single mothers with little or no support services for these fathers available to them.

Whilst the Australian DIY Fathers Institute is a great initiative of James, he is also finding other ways he can help generate housing and support for families in need. He has



done this by creating a real estate group that generates income for the partnered charity by donating 15% of receivable commission by an agent on every house sale to the Australian DIY Father Institute Ltd.

In order for James to set up this new business, he needed to get his Real Estate Licence. Whilst the course to achieve the licence is expensive, James was able to access the Government's Smart and Skilled Traineeships Program to gain access to funds for him to pay and complete his real estate course. Isabella Lambert-Kenney business partner to the business venture of the Charity and Real Estate. Together they have started a real estate agency called REFCA Realty Group – Real Estates Funding Charities Australia and their main goal to create jobs for themselves and to bring in more sales in order to generate money for the charity and assist families in crisis.

Isabella is living in a housing commission home and was able to access Smart and Skilled to complete a real estate course. Within six months James and Isabella had

both completed and passed all their courses in real estate and both hold Class 1 real estate licences in NSW. James will also apply for the Argyle Housing Tertiary Scholarship that may help with much needed resources. Being creative and resourceful has ensured that James now has his Real Estate licence.

James mentioned, the only requirement to access this course at massively reduced costs is to show you live in community housing or social housing and show you are receiving assistance from Centrelink like Newstart or a Pension etc, which easily accessible by most Argyle Housing tenants.

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers. This training is subsidised by the NSW Government. Further information can be found on the Smart and Skilled website or by ringing **1300 772 104**.

Rent Review Team

New look Application for rebated rent form

The application form for rebated rent has recently gone through a makeover and will start making its way out to tenants in the next few months when we send out our letter notifying tenants that a rent review needs to be carried out.

It is important that the form is completed and income information for all household members aged 18 years and over is provided with the form by the due date listed on your letter.

If you are in receipt of Centrelink payments and you have signed a Centrelink multiple consent form there is no need to provide your income information as you have given Argyle Housing consent to access this information from Centrelink. If you do not know if a Centrelink multiple consent form has been signed or you would like one sent out to you, please contact your local office for assistance.

The application for rebated rent form is to be completed for scheduled rent reviews only. If you, at any time, experience a change to your household income – such as a change in employment, a household member has turned 18, or someone has moved out of the property or you want someone to move into the property, please contact your Tenancy Officer as soon as possible to notify them of the change. Under our policy, you have 21 days to notify Argyle Housing of the change.



Depending on the change that has occurred, you may also be required to complete additional forms or supply further evidence. Once this information has been received, a tenant initiated rent review will be carried out to ensure that you are paying the correct rent amount.

Tenant Survey 2020

The biennial Argyle Housing Tenant Satisfaction Survey is released in April 2021. We ask you to do this survey every couple of years. It is your opportunity to tell us how Argyle Housing is going and where we need to do it better.

The Community Housing Industry Association NSW (CHIA NSW) independently conducts the survey. CHIA NSW will not provide any individual information to Argyle Housing or anyone else, so that you can provide your views honestly and openly.

More information to come in the new year on how you can participate.



How to Pay Your Rent

Stay up to date with your rent

Every Argyle Housing tenant is supplied with a payment reference number. This is the number that you use to pay your rent for that property. If you move house, you will be given a new number. Please ensure you make the change on the deposit or your money will go into the wrong account.

Please ensure that you use your number when transferring from your bank account into Argyle Housing's account via Electronic Funds Transfer. Do not add any other content into the payment reference section.

BSB: 062 511 Account number: 10186391
Account name: Argyle Community Housing Ltd.
Payment reference: [\[Tenancy Reference Number\]](#)

Other ways to pay rent:

1. Set up automatic deductions and make it easy for yourself by contacting your Tenancy Officer or Centrelink
2. In person at any Argyle office via EFTPOS card, savings or cheque account. No credit card or cash payments will be accepted.
3. Pay with cash or card at your local Australia Post, via a Rent Card if you have been previously issued with one.

[Already signed a consent for us to adjust your rent with Centrepay? Then leave it to us.](#)

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.



Repairs and Maintenance

If you have an emergency during this Christmas break and it is out of office hours, please call the emergency maintenance number **1300 850 451**

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

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

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

Please call your local Argyle Housing office

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

What is an Emergency?

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

Repairs and Maintenance Response Times

Urgent Repairs: 24 Hours | Routine Repairs: 7 Working Days

Non Urgent Repairs: 28 Days

Smoke Alarms

Smoke Alarms Australia is contracted to Argyle Housing to inspect and service all Smoke Alarms in Argyle Housing Properties - excluding leasehold properties.

Smoke Alarms must be serviced each year for the tenants safely if a fire were to occur in the property and therefore must be in working order at all times.

If Smoke Alarms Australia attend your property for an inspection or call to set up an inspection please allow them to do so and if you have any concerns please call your local office on **1300 274 953**.



Maintenance Survey

If you have had maintenance work completed recently, you should have been provided with a Postage Pre-Paid Survey Card asking you to provide us with your feedback on how we (including our contractors) performed. You may also have received a phone call asking for your feedback.

We are providing all tenants with a Survey Card when we complete works and we are also calling at least 10% of tenants seeking their feedback on our performance. This is so we can improve the services we provide to you.

If you receive a Survey Card or phone call, please provide us with your honest and balanced feedback. If you don't receive a Survey Card, please call your local Argyle Housing office and ask for one to be sent to you, or ask to provide feedback whilst you are on the phone.

A 'Tenant Feedback Form' with a header that reads: 'We would like to receive advice from you about Argyle Housing's most recent maintenance service at your property. To assist us in rating our performance we ask if you could answer the survey questions below by rating each answer on a scale of 1 to 5, where 1 is very unsatisfied and 5 is very satisfied and also a YES or NO answer where applicable. Once complete, simply drop this card into your local Post Office Box for delivery to Argyle Housing's Head Office. Alternatively drop the card in at your local Argyle Housing office.' The form contains several questions with radio button options for 'YES' and 'NO', and a 5-point rating scale (1-5) for each question. The questions are: 'Did the contractor turn up on time for the appointment?', 'Did the contractor adequately identify themselves?', 'How well did the contractor explain to you what work was being done?', 'Was the work successfully completed?', 'How would you rate the contractor's display of good manners and respect?', and 'How well did the contractor clean up after themselves?'. There is also a section for 'Overall are you satisfied with the service you received?' and a line for 'Additional Comments:'. The form includes fields for 'Work Order Number:', 'Completed by:', 'Date:', and 'Property Address:'. A small '100001' number is visible in the bottom right corner of the form.

Complaints and Appeals

If you are not happy with our service, standards, practices or policies, you have the right to complain. For example, you might think we have done something unreasonable, unfair or have treated you badly.

What is a complaint?

Well, the tenant handbook explains a complaint as 'if you are not happy with our service, standards, practices or policies, you have the right to complain'. Anyone that's basically a stakeholder and connects with Argyle Housing including a tenant, neighbour etc has the right to complain. A complaint can be a continuous matter or a one off as well. For example if the toilet isn't working and an Argyle Housing worker states that it'll be fixed in two days and yet no one has resolved the issue, you have the right to complain.

What is the best way to make a complaint?

You can make a complaint a number of ways including by using the Argyle Housing website or completing a complaint form. However it's preferable to speak in person to your tenancy officer first and then put the complaint in writing if you are still not happy. There's also email as well as other forms of communications. In the tenant handbook there are details on how to complain and what a complaint is. The complaint policy is also on the website.

What is an appeal?

You may not always agree with a decision Argyle Housing makes. Try discussing the decision with your tenancy officer first. However, if you still do not agree, it's important that you ask for a review of the decision. It is also your right as a tenant to appeal decisions.

Please document and submit your complaint or review to Argyle Housing, either online, in person by post or via email.

ONLINE: Argyle Housing Complaints and Appeals Online Form found at argylehousing.com.au

IN PERSON: Complete and submit at your local Argyle Housing office.

BY POST: Download, print and complete the Argyle Housing Complaints and Appeals 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

When we receive a written record of your complaint we will investigate your problem

and hopefully find a solution. We will put our response in writing and this may include:

- An apology;
- An explanation of why things happen that way; or
- A description of what action we have taken to ensure you do not have that problem in the future.

You are also entitled to ask for someone to advocate on your behalf. For example you could ask help from a Tenancy Advice and Advocacy Service Worker, a community worker or a friend.

You can also ask for help from an organisation that helps resolve disputes such as the Community Justice Centre. Please ask your Tenancy Officer for information on how to contact these organisations.

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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