

The

ARGYLER

Client Newsletter | Summer 2022

*Created by Clients,
for Clients*



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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The Argyle is a newsletter created by Clients, for Clients.

We welcome and encourage contributions and feedback from all – to get in touch simply email: editor@argylehousing.com.au

Connect with us



CEO Welcome

Welcome to the Summer Edition of The Argyler.

And just like that 2022 is almost gone!

What an incredible year we have had at Argyle Housing, it has been a year of tremendous change, opportunity and rejuvenation after the last 2-3 years of hibernation.

Our Team started 2022 with a refocus on you. Looking at what we do and why we do it, from this developing our Client Value Proposition -

We provide secure homes to people and enable our clients a foundation for opportunity

This has allowed us to refocus and reorganise our teams and resources with a renewed focus on relationships with you, our client and improving the outcomes that you want to achieve by having a safe and affordable home to live in. This will continue to be our focus as we move into 2023.

I am proud to have achieved the delivery of the Client Portal this year, something that we have been promising for some time. It was important that we take the time to get it right, to ensure the services offered were valuable but most importantly that your privacy was protected at all time. We have achieved this and I am excited to see more and more people using it every day.

Thank you to everyone who has contributed and provided feedback on the many projects, changes and opportunities that we have put forward this year, we are grateful for the role that you play in helping improve our services to you each and every day.

As we head into the Christmas period for those of us lucky to have family, friends and community around us each day, enjoy each and every moment. I also hope that we can find the time to reach out to others who may be spending this time alone and share with them a sense of care and belonging that everyone deserves at this time of year.

I wish you all a safe and peaceful Christmas with all those you love.

Stay well,

Carolyn Doherty, CEO



Carolyn Doherty

CEO - Argyle Housing

“

As we head into the Christmas period for those of us lucky to have family, friends and community around us each day, enjoy each and every moment.

”

Editorial

Dear Clients,

This year has seen a lot of changes within the business and we have been able to communicate these to you throughout the year through The Argyle. One change that has been really exciting for all of us has been the introduction of the Client Portal. The portal is a great way for you to be in control of your tenancy and to keep up to date with the latest information from Argyle Housing. Coming in the mail to you is your personal Client Portal information card that has your tenancy number, email and phone number that you can use to log into the Client Portal. If you have any issues with logging into the portal, please contact your Client Support Specialist for assistance.

It's great to see that the spirit of Christmas is back across all of our regional cities and towns, with a range of support services offering assistance. We have outlined a few services in this issue and the list is growing every day. Please visit our website for more information.

I wish all of our Clients a wonderful Christmas break and New Year, and I hope you enjoy reading this edition of The Argyle.

Scott Dunstan

Editor and Marketing, Communications
Manager



**It's great to see
that the spirit of
Christmas is back
across all of our
regional cities and
towns...**



Christmas Lunch

Do you need some assistance during the festive season?

Christmas lunch is back on offer throughout the regions with most service providers open this year. The following list shows what's on offer throughout the areas in which we serve:

Bowral

C3 Destiny Church – Free Community Christmas Lunch. Sun 25 Dec 2022, 11:30am – 1:30pm. Corbett Gardens, Bowral.

Queanbeyan

Vinnies Stores – Queanbeyan. Open Mon – Fri 9am – 5pm. (food and gift assistance, enquire in store). 130 Monaro Street, Queanbeyan

Wagga Wagga

Anglicare / Ashmont Community Centre – Toy Drive. 42 Tobruk Street, Ashmont. Contact: 6931 3456 or email RiverinaERCovid19@anglicare.com.au Type of Resource: Food Relief. Mon to Fri, 9am – 1pm

Goulburn

Christmas Hampers – Goulburn Salvos. Apply by booking an appointment or phoning 0448 022 526. Mon – Fri between 9am and 12pm. 6 Hovel Street, Goulburn. Last day to apply is Friday 10 Dec 2022

Southwest Sydney

We Are Community - Christmas Food Hampers and Christmas Eve Breakfast. Free Campbelltown Christmas Dinner – Campbelltown. Function Centre Sun 25 Dec 2022, 6pm – 9pm.

Macarthur Combined Churches Annual Christmas Lunch. Campbelltown City Council's Civic Hall, Sun 25 Dec 2022, 9am and 12pm.

Young

Hilltops Community Hub – Gifts. Young community please let us know if you need help this Christmas to provide gifts for your family and we can look to nominate you for some donated gifts from the hub.

ACT

Yass Vine Church Community Christmas Lunch. Sat 17 Dec 2022, 12pm onwards. Yass Vine Church – 11472 Wee Jasper Road, Yass. Free Christmas lunch, food. hamper lucky door prizes, gifts for children.

See our website for more information:

argylehousing.com.au/2022_christmas_assistance/

Join The Argyler Editorial Team

Client 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



Argyle Housing Office Closures

All Argyle Housing offices will close from 5:00pm Friday 23rd December 2022 and reopen on 9:00am Tuesday 3rd January 2023.

Office Trading Hours

Mon 26 December 2022 – Closed

Tue 27 December 2022 – Closed

Wed 28 December 2022 – Closed

Thur 29 December 2022 – Closed

Fri 30 December 2022 – Closed

Mon 2 January 2023 - 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.



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 Client Support Specialist or **1300 274 953**.

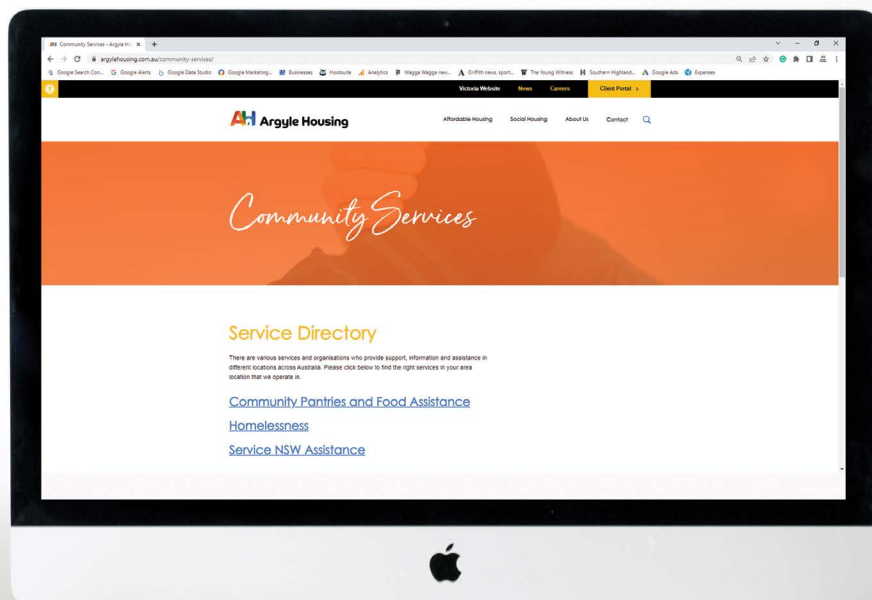
Thank you, Argyle Housing



Community Services

For the latest community service connections for your area, we have compiled a list on our website for you to access. For more information, go to:

argylehousing.com.au/community-services/



Maintenance Survey

We want your feedback on Maintenance

When you have maintenance completed at your property, the Contractor should leave you with a “**Client Feedback Form**”.

We are always looking at ways to improve our service to our Clients and welcome your feedback at all times.

Please complete the Feedback Form and pop it in a Post Office Box – the postage is free.

We also undertake to call 10% of Clients seeking feedback on maintenance works that have been completed.

Client Feedback Form

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. Thank you.

Did the contractor turn up on time for the appointment? (Please circle Yes or No) NO YES

Did the contractor adequately identify themselves? (Please circle Yes or No) NO YES

Was the work successfully completed? (Please circle Yes or No) NO YES

How well did the contractor explain to you what work was being done? 1 2 3 4 5

How would you rate the contractor's display of good manners and respect? 1 2 3 4 5

How well did the contractor clean up after themselves? 1 2 3 4 5

Overall, are you satisfied with the service you received? 1 2 3 4 5

Additional Comments: _____

Work Order Number: _____

Completed by: _____

Date: ____/____/____

Property Address: _____

Delivery to:
32-36 WINGECARRIBEE ST
BOWRAL NSW 2576

AH
Argyle
Housing

Argyle Housing
Reply Paid 91061
BOWRAL NSW 2576

The Argyler Digital Version

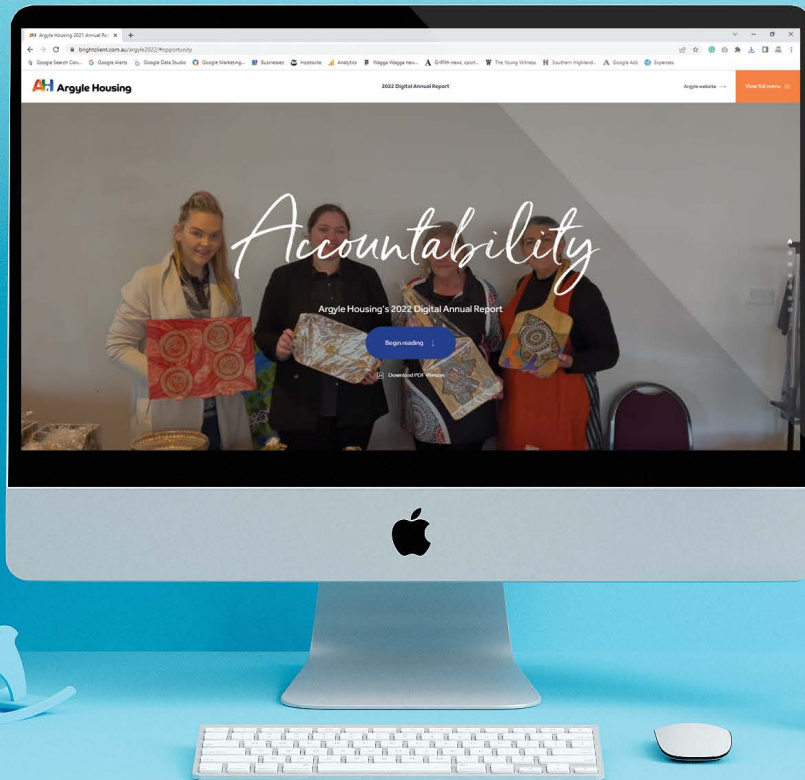
We need your latest email address

Do you want all of the latest Argyle Housing news directly into your email inbox? It's really simple...

Get in contact with your local Argyle Housing Client Support Specialist and pass onto them your email address or soon you will be able to update your email through the Client Portal.

editor@argylehousing.com.au

Annual Report 2022



The Argyle Housing digital Annual Report is now live on our website: argylehousing.com.au/annualreport2022/

Moving to:
Southwest Sydney
17-19 Central Hills Dr
Gregory Hills

Southwest Sydney Office

Our Campbelltown office has moved its operations to a new location in Southwest Sydney.

The new office in Southwest Sydney will be located at 17 – 19 Central Hills Drive, Gregory Hills, NSW 2557.

If you have any questions, please call the office on 1300 274 953

Bus Route from Campbelltown to Southwest Sydney office:
Bus 840 from Campbelltown Station

Moving from:
Campbelltown Office
4 Browne Street

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. The tag indicated 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 2022. 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 Clients 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

Or give a gift for a Father/Mother

*We ask all gifts are donated unwrapped.



Reverend Richard

This is the story of Reverend Richard and his wife who contacted Argyle Housing when times got tough...

Hello, my name is Reverend Richard. My wife and I were in a unit after many years of working and living on farms as caretakers. Then we got to the point where I couldn't do the work anymore because of my physical disabilities. There was no way we could afford private rental on a disability and carers pension, so I rang Argyle Housing and said please can you help us, as we are going to be homeless.

We are so grateful, from not having to pay exorbitant rent and also not needing to cut back on health assistance and food etc. or living in a tent somewhere. The appreciation we have of being told that we are moving into a 2-bedroom home and hearing the news that we can live here for the rest of our life, if that is what we want, has given my wife security and me the security that she is feeling secure, and so we've been able to retire.

Through the NDIS, I now have an electric bed that I can adjust, I have this recliner, this table, a mobility scooter outside, personal care providers that come in five days a week.

The only thing I had problems with here (in my home) was the bathroom. I had to climb into a bath and the shower was then over the bath, and then climb out of it. I have multiple physical ailments which causes mobility problems and getting in and out of the bath was becoming harder and harder.

Also mentally dealing with my body deteriorating to the point where I can't do the things that I know I can do, has been difficult.

So, I got my OT (Occupational Therapist) out and said we need to look at getting the bathroom fixed. Can I get it done funded by NDIS? He said probably not because you are renting. But then in conversation, I heard that if you are on the NDIS and with a

Community Housing Provider that you may be able to get it done.

So, we went ahead with an Argyle Housing approval for modifications and got (NDIS) funding approved for the whole bathroom renovation. The tradesmen were brilliant.

We had a mobile bathroom with a ramp that we used while we got the bathroom renovated. I used this for a month while they were here. New ceiling, new walls, kept the original concrete flooring but they re-tiled it. They took away the toilet and replaced it... now it's a bidet! You can control everything from the remote. And the shower, the difference it has made just walking in. I do have a chair for when it is a bit more difficult, and the shower is fully adjustable. You feel like a millionaire. We've never had a new bathroom and now we have this sparkling white one. It's made such a difference for both of us. I'm so grateful we were able to get approval to do it and then that we were able to get the funding to be able to get it done.

"We don't just come back to the house, we come home."



“There was no way we could afford private rental on a disability and carers pension, so I rang Argyle Housing and said please can you help us, as we are going to be homeless.”

The support I get from being involved in the Moss Vale Men's Shed, the knowledge that we are secure in a home here, the help and the assistance we receive through Argyle Housing and the staff there, I love them and I like to make them laugh. We want to give back to Argyle Housing because of what we have received.

“We don't just come back to the house, we come home.”

If you are in a similar situation to Richard and his wife, please discuss your options with your Client Support Specialist. You may be eligible to receive funding through your NDIS to help to set up your home according to your needs, provide ease of use and maximise your safety.

Client Awards

At the recent Stakeholder meetings in our regional offices, awards were handed out to Clients that had gone above and beyond.

Every year we take an opportunity to acknowledge and applaud the wonderful work being done by many of our Clients. The people outlined in the chart have been nominated by our very own Clients for their contributions they make within Argyle Housing and to the wider community. This year we presented awards for the Community Spirit, Responsibility, Volunteering and Good Neighbour Award.

Further awards at our other office locations will be handed out at our next Client Forums throughout November and December.

LOCATION	NAME	CATEGORY
Griffith	Sue King	Community Spirit Award
	Patricia Bowles	Good Neighbour Award
	Wayne Dunn	Good Neighbour Award
	Jacob Lane	Responsible Client Award
Wagga Wagga	Franc Macri	Good Neighbour Award
	Donna Lehmann	Community Spirit Award
	Lorraine Searle	Good Neighbour Award
	Diane Millward	Community Spirit Award
	Katherine Parker	Good Neighbour Award
	Catherine Harris	Responsible Client Award
ACT	Dane Martinovic	Responsible Client Award
	Peter Gilligan	Community Spirit
	Elan Morisset-Hosking	Volunteer Award
	Graeme Flaherty	Good Neighbour Award
	Abraham Tesfazghi Berhane	Good Neighbour Award
	Mark Niceski	Volunteer Award
Queanbeyan	Serrina Kenny	Responsible Client Award
	Sandy O'Hara	Good Neighbour Award
	Jodie Hemsworth	Community Spirit
	Kathleen Loxley	Good Neighbour Award
	Elaine Griffiths	Good Neighbour Award



Keep Your Cool

Every summer seems to be hotter, and this is borne out by the record breaking figures that reflect inexorable climate warming. Even if summer this year is cooler, there may be heat waves and humidity making our homes uncomfortable. Many of us only have the hopper style windows that limit air flow (though great for security) and likewise, few of us have air conditioning. Nor do we have a lot of spare cash to pay for cooling.

Some cost-free or almost free suggestions:

1. Keep your windows covered. The more opaque they are the less light and heat get in. If you haven't got curtains or blinds, hang a blanket or sheet over the western windows that get the full impact of the hot afternoon sun. Alternatively, bubblewrap over the windows is helpful as it creates an air pocket (see next point) If the window is open a little to allow air movement that also is helpful.
2. How to use bubble wrap to insulate windows: First cut the bubble wrap to the size of the CLEAN window pane. Spray a film of water on the inside of the window with a spray bottle. Push the bubble wrap, bubble side to the glass and press into place. The bubble wrap will stay in place until you pull it off by peeling from a corner.
3. If you have a ceiling fan, make sure it is turning counter-clockwise so it is pushing air down. (In cold months have it spin the other way to recirculate heat) Most ceiling fans have a switch for this beside the motor.
4. Close up the house in the morning as the day begins to get hot and open up all the windows and doors to the cooler air in the evening. The cooler the house gets at night, the longer it will stay cool in the daytime.
5. Be aware that evaporative coolers will increase the moisture in the air and will not be effective in humid weather, though they are great in a dry heat.
6. Seal off any unused or rarely used rooms to give your fan a smaller space to cool
7. Personal changes include wearing loose light clothing, in cotton rather than synthetic fabrics; Use a wet cloth, damp towel to sponge your neck and face etc.
8. Exercise in the cool times morning and evening, and avoid doing strenuous jobs in the middle of the day.
9. Keep up the cool drinks. Do not get dehydrated (you can end up in hospital!). Get some Hydrolite iceblocks and also have a jug of cool water or cordial made up so you can get a drink quickly and easily. Avoid very sweet drinks as they will also warm you.
10. Avoid cooking. This is salad time so get pre-cooked meats and a selection of your favourite green leafy lettuce, coleslaw, cucumber, tomatoes etc, and also fruits and ice cream for your meals
11. If you choose to cool down with a shower or bath, do not run it to freezing cold. A temperature that is lukewarm will cool you more effectively as you are not giving your body the idea that it is so cold it needs to send blood to the skin surface to warm you up.

Written by Lyndal Breen

An Argyle Housing Client

Good Works Garden

A joint project between Argyle Housing, St Vincent de Paul Society Canberra/ Goulburn and Dirty Jane's Canberra

We have officially launched the Good Works Garden in Fyshwick, ACT! An exciting project that we have been working on in collaboration with Dirty Jane's and St Vincent de Paul Canberra/ Goulburn. The community garden provides a welcoming place for the community to enjoy and be involved, to increase each person's sense of inclusion and belonging within the community.

Run by volunteers from the community, Clients of Argyle Housing and St Vincent de Paul society who keep the garden maintained with tasks such as raking, weeding, and watering. It will improve the wellbeing of those involved, as participants make connection and learn to grow and prepare food which are skills that can assist them in other areas of life.

The produce which will include salad items, herbs, and vegetables, will be donated to Blue Door Kitchen which services Argyle Housing Ainslie Village and St Vincent de Paul residents in the local area.

If you'd like to visit the garden, it is located at:

80 Collie Street, Fyshwick (next to Dirty Jane's, Canberra)

Volunteer your time

If you are keen to get involved and you are located local to Canberra, ACT there is a wonderful opportunity to volunteer for the Good Works Garden and support your local community. There will be ongoing working bees, maintenance, and events at the Good Works Garden so we would love you help in keeping it flourishing for the community! Please get in contact with your local ACT office for more information about the opportunity – 1300 274 953.

Find out more via the website:
www.goodworksgarden.org/

Follow the page on Instagram:
[@goodworksgarden](https://www.instagram.com/goodworksgarden)

Follow the page on Facebook:
[@GoodWorksGarden.ACT](https://www.facebook.com/GoodWorksGarden.ACT)

Moving home?

MyConnect can arrange all your essential utility connections in just one phone call.



Our service is FREE and takes under 10 minutes. Simply:

- 1 Complete our online form at myconnect.com.au or fill out the application form.
- 2 MyConnect calls you to organise your connections.
- 3 Move in with your power connected!

We have a buffet of choice

We partner with the best providers, so we can find a plan that works best for your lifestyle.

Our expert customer service team connect thousands of people every month and will be more than happy to assist you.



Trusted by Aussie movers

- **No hidden fees.** MyConnect gets paid by the provider for connecting your utilities on their behalf so the service is completely complimentary for you.
- **Live chat support.** Get quick answers from our connection specialists.



Google

4.7 star rating ★★★★★



Product Review

4.7 star rating ★★★★★



1300 854 478



enquiry@myconnect.com.au



myconnect.com.au

myconnect[®]
a really smart move



Wendy Middleton Scholarship

**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 Wendy Middleton Scholarship.

Scholarships are part of an annual education program for Clients, 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.

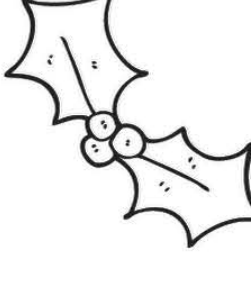
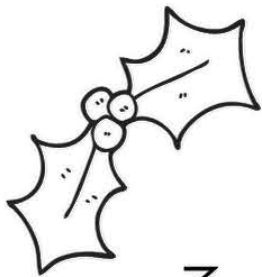
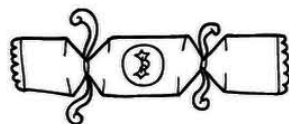
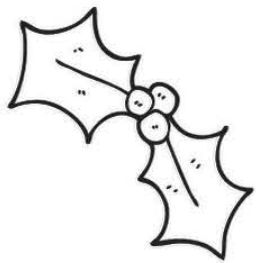
Applying for a Wendy Middleton Scholarship is easy: simply fill in a short application form, which takes around five minutes. More than one member of your family can apply. Scholarships are open to any household member enrolled in full-time or part-time tertiary education during 2023.

argylehousing.com.au/about-us/scholarships/

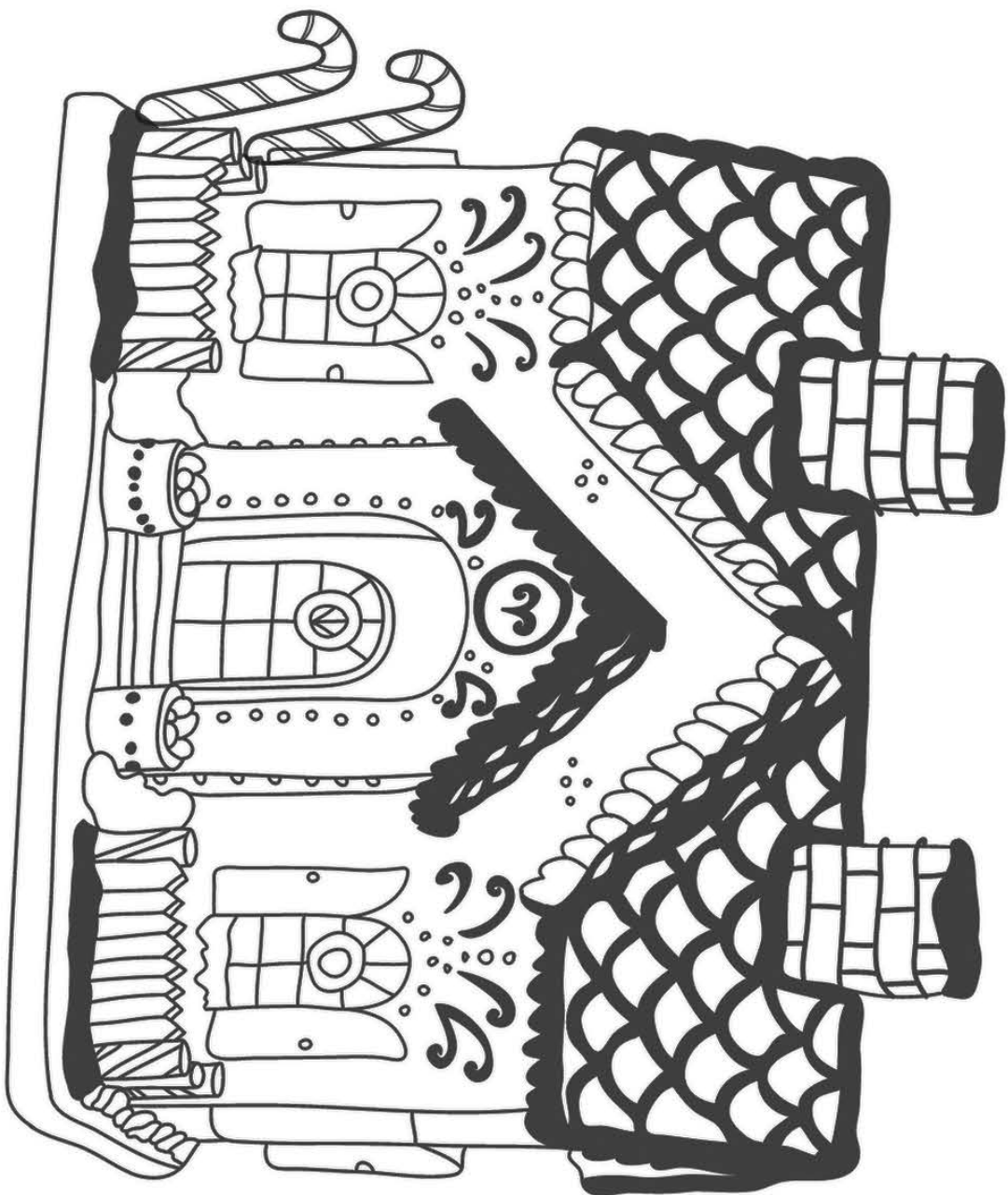
Sponsored by

**Beyond
Bank**
AUSTRALIA

 **Gallagher**



Name: _____



Gingerbread House

Colouring Competition

Colour it in and drop it to your local Argyle Housing Office to go in the competition. Prizes to be won!

Competition entries must be in before 23/12/22

