

The

ARGYLER

Client Newsletter | Autumn/Winter 2024



*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

Argyle Housing has already had a big start to 2024. This year marks our 40th birthday celebrations as a Community Housing organisation. It is an important year for reflections on how we have grown and changed over the last four decades, and most importantly how our service has impacted on the lives of our clients and communities. We will celebrate this milestone on the 5 June, sharing the history of Argyle Housing through your stories. We would love it if you can join us but for those that cannot, we share this celebration on our website and social media after the event.

This year will also see the completion of our Griffin Green townhouse development and placemaking project at Dave Taylor Park in Griffith. In the next few months, we will have created 20 new homes, created 35 new serviced lots to build more housing, built our Community Hub which will house our offices, and reimagined Dave Taylor Park at the centre of this development. This has been an incredible project in partnership with Griffith City Council which will showcase how important it is to build communities not just housing. Check out the story on the basketball court in this edition which is one of the features of this precinct.

We are continuing to work on a number of exciting new projects to deliver new housing and create healthier, happier communities including a new development at Wakaden Street Griffith, and the Tolland Renewal Project which will kick off later this year. The first stage of this will be the transfer of tenants in Tolland to Argyle Housing in July. This is an important project as the first regional social housing renewal site in NSW.

While new housing and projects are exciting we remain focused on ensuring that we continue to improve and provide the best possible service to you. Please remember that we welcome your feedback on what we are doing well and how we can improve our services to you during your time with Argyle Housing.

I hope you enjoy this great edition of The Argyle and look forward to seeing you either at the birthday celebrations in June or on my next trip out to your region for a cuppa.

Stay well,
Carolyn Doherty, CEO



Carolyn Doherty
CEO - Argyle Housing

“
We are continuing to work on a number of exciting new projects to deliver new housing and create healthier, happier communities...
”

Editorial

Dear Clients,

In this month's edition of The Argyle, we are thrilled to share with you a collection of heartfelt stories, essential safety tips, and community initiatives that truly embody the spirit of our Argyle Housing family.

One of the highlights of this season was the Griffin Green Basketball Court community day, an event that brought together residents of all ages in a celebration of sportsmanship and neighbourhood camaraderie. Witnessing the joy and laughter shared among participants, it's clear that such gatherings are the heartbeat of our community, fostering connections and creating cherished memories.

In our ongoing commitment to ensuring the well-being of every member of our community, we also focus on the critical importance of ensuring fire safety within your home. In this issue, you'll find expert tips on safeguarding your family and residence against the risk of fire. This vital information can make a significant difference in maintaining a secure living environment for you and your loved ones.

With the winter season approaching, we understand the challenges of keeping your home warm while managing your utility expenses. Therefore, we're excited to offer practical advice on How to save money on heating this winter. These insightful strategies are designed to help you stay cozy without the financial strain, combining comfort with cost-efficiency.

Last but certainly not least, we have a heartwarming article from our resident, Tony, on his involvement with the Carefree Singers. Tony's story is a testament to the power of community and music in enriching lives and bringing people together. His experiences with the choir emphasise the joy and belonging found in communal creativity and expression.

We hope you find inspiration, guidance, and a deeper sense of community in the pages of The Argyle. Our shared experiences and stories are what make Argyle Housing more than just a place to live—they transform it into a true home.

Scott Dunstan

Editor and Marketing, Communications Manager

“
Griffin Green Basketball Court community day, an event that brought together residents of all ages in a celebration of sportsmanship and neighbourhood camaraderie”

Smoke Alarms - Your Safety is Our No.1 Priority

What you need to know about smoke alarms!



SmokeAlarms
AUSTRALIA
the responsible choice



Smoke alarms save lives – they detect smoke to alert occupants especially when sleeping.



Argyle Housing is required by law to test the smoke alarms in your property annually (excluding leasehold properties).

Smoke Alarms Australia is Argyle Housing's authorised partner for smoke alarm testing.



It is imperative clients allow access for the testing.



The Landlord has the authority to access the property if the client 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.



Clients will be contacted by SAA to make an appointment for testing via a phone call or in writing.

Community Services



For the latest local community events and services in your area, we have compiled categories on our website for you to access. For more information, go to: argylehousing.com.au/community-services/

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



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

40 Birthday Celebrations



On Wednesday 5 June 2024, Argyle Housing will be celebrating its 40th anniversary, a landmark year that highlights four decades dedicated to community service and providing affordable housing solutions.

All Argyle Housing Clients are invited to join us in celebrating a significant milestone in our community's history – the **40th Birthday of Argyle Housing!** This momentous occasion marks four decades of fostering communities and providing housing solutions.

Date: Wednesday 5 June 2024

Time: 10 AM - 12 PM

Venue: Mittagong RSL



YEARS
1984 - 2024

We would be honoured to have you with us as we commemorate this special day with memories, achievements, and visions for the future. Your presence will add warmth and joy to the celebration. Looking forward to celebrating together! More information will be sent out soon but contact editor@argylehousing.com.au if you want to know more.

Staff Training Day

At Argyle Housing, our unwavering commitment to providing top-notch service drives everything we do. On Thursday 6 June 2024, we're hosting a Staff Training Day to invest in our team's growth and expertise.

During this event, our offices will be temporarily closed

so our staff can fully engage in various activities aimed at enhancing our skills and knowledge. From aligning our goals to specialised training sessions, this day underscores our dedication to continuous improvement.

While we understand this closure may temporarily

impact your plans, please know it's a crucial step toward serving you better. We've taken measures to minimize inconvenience and will resume normal operations promptly.

If you have an urgent matter, you can still call us on 1300 274 953.

Financial Stress



If you're struggling with debt or worried about how you'll be able to pay your rent and bills, then financial counselling could be exactly what you need. There are free and confidential services that are provided by qualified and caring professionals.

Depending on your individual circumstances, your financial counsellor might:

- ▶ help you assess your financial situation
- ▶ you information about common credit and debt issues
- ▶ you design a personal money management plan
- ▶ as your advocate and negotiate with your credit providers, government agencies and businesses on your behalf (if appropriate)
- ▶ you important information on credit laws, debt recovery processes, and bankruptcy
- ▶ you to other specialist financial services.

Anglicare's Financial Counsellors work out of its Parramatta, Liverpool, Bankstown, Campbelltown, Wollongong and Nowra.

Call **1300 111 278** for your local Financial Assistance offices.

Food Services Directory

In recent times, unforeseen circumstances have led to a surge in the number of individuals and families who may find themselves in need of food assistance. Whether it be due to job loss, reduced work hours, or other financial stresses, it's important to remember that local food services exist to provide support in these trying times. Reaching out to your local food bank, soup kitchen, or community centre can be a crucial step in ensuring nutritional needs are met and can provide a sense of community in times of isolation and uncertainty.

Anglicare	(02)8624 8600
Meals on Wheels NSW	1300 679 669
We Are Community (Macarthur/ Wollondilly)	0430 391 971
OzHarvest	1800 108 006
Foodbank NSW & ACT Limited	(02)9756 3099
Vinnies Assistance Line	13 18 12
Salvation Army	13 72 58
Soul Warmers Café Wingecarribee	0422 675 584

See the Argyle Housing website for more up to date information

argylehousing.com.au/foodassistance/

or scan the QR Code ▶▶▶



Community Spirit



On a sunny Friday afternoon on the 22 March, Dave Taylor Park as part of the Griffin Green housing project, buzzed with energy as the local community came together for a unique event that blended art, sport, and community spirit. The occasion? A special open day event where residents were invited to leave their mark on the basketball court in a colourful and meaningful way.



The focal point of the event was the basketball court itself, which had been transformed into a canvas for community expression. Local Aboriginal artist Karissa Undy had worked tirelessly to create a stunning artwork on the court, drawing inspiration from the rich cultural heritage of the area. Her vibrant designs, incorporating traditional symbols and motifs, adds a touch of beauty and significance to the space.

But the true magic of the day lay in the hands of the community members themselves. Armed with paintbrushes and pots of colourful paint, residents of all ages eagerly lined up to add their own personal touch to the basketball court. Instead of using brushes, however, participants were encouraged to use their hands, leaving colourful handprints that would become a lasting symbol of unity and collaboration.





“It’s amazing to see everyone coming together like this,” said Sarah, a local resident who had brought her two young children along to join in the fun. “This court is not just a place to play basketball anymore—it’s a symbol of our community coming together and celebrating our diversity.”



As the afternoon wore on, the court began to fill up with an eclectic array of handprints, each one representing a unique individual who had contributed to the artwork. Laughter and chatter filled the air as neighbours mingled and bonded over their shared experience.

Of course, no community event would be complete without food, and we had ensured that there was plenty to go around. Pizza and an ice cream truck were parked nearby, providing a delicious treat for all who attended. As families were enjoying their meals in the sunshine, a sense of warmth and camaraderie permeated the air.

“This is what community is all about,” remarked Dave, a long-time resident of Griffin Green. “Coming together, sharing experiences, and supporting one another—it’s what makes this place feel like home.”



Get your Flu Shot today



Overview of key points and updates for 2024

- ▶ Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people over 6 months of age.
- ▶ During the COVID-19 pandemic, there has been reduced circulation of influenza virus and lower levels of influenza vaccine coverage compared with previous years. With borders reopening, a resurgence of influenza is expected in 2024.
- ▶ All COVID-19 vaccines can be co-administered (given on the same day) with an influenza vaccine.
- ▶ For adults aged 65 years or over, the adjuvanted influenza vaccine, Fluad® Quad, is preferentially recommended over standard influenza vaccine. There is no preference for use between either Fluad® Quad or Fluzone High-Dose Quadrivalent in this age group.
- ▶ If a person had a 2023 influenza vaccine in late 2023 or early 2024, they are still recommended to receive a 2024 formulation of influenza vaccine when it becomes available (likely from March 2024).
- ▶ Go to your local pharmacy or GP for your flu shot.

Carefree Singers: Harmony in Community



Have you ever felt the urge to let your voice soar, to join in a chorus of melodies that uplift the spirit? Look no further than the Care Free Singers, a vibrant community group where camaraderie and song blend seamlessly to create an atmosphere of joy and harmony.



Meeting every second and fourth Friday of the month from 10:30 AM to 12:00 PM at the Tahmoor Community Centre, the Care Free Singers offer more than just an opportunity to sing; they provide a haven for those seeking connection, laughter, and the simple pleasure of music.

"It's not about being the best singer in the room," says Tony, the group's enthusiastic second in charge. *"Here, it's all about enjoying the experience together."*

Indeed, the Care Free Singers welcome all, regardless of skill level. Whether you're a seasoned vocalist or a complete novice, there's a place for you among their ranks. *"We don't worry about*

perfection," Tony explains. *"What matters is the joy we find in singing together."*

And the benefits extend far beyond just the pleasure of singing. Research has shown that singing can improve mood, reduce stress, and even enhance lung function. *"It's like a workout for your soul,"* quips one member, as others nod in agreement.

But perhaps the most valuable aspect of the Care Free Singers is the sense of community it fosters. *"Singing together creates bonds that go beyond the music,"* Tony remarks. *"It's about sharing moments, supporting each other, and forming friendships that last a lifetime."*

In addition to their regular meetings, the Care Free Singers also organize events and performances throughout the year, bringing their music to various venues and spreading joy wherever they go. *"It's amazing to see the impact we can have on others through our singing,"* says Tony with a smile.

So if you're looking to add a little more melody to your life, why not join the Care Free Singers? Whether you come for the music, the company, or simply the chance to let your voice be heard, you're sure to find a warm welcome and a harmonious community waiting for you.

For more information on how to get involved, contact Marion at russmarionbutt@icloud.com. Come along and discover the magic of singing with the Carefree Singers—you'll be glad you did.



It's about sharing moments, supporting each other, and forming friendships that last a lifetime.



Story written by Tony, an Argyle Housing client

Autumn Gardening



April is a busy month in your garden. It is time to harvest the last of your summer vegetables and get your garden bed prepared for the next round of plants.

It is a good time to remove spent flowerheads, trim hedges and check your trees and shrubs for damaged, diseased and dead wood that can be removed as the trees enter their winter dormancy. Don't waste your fallen leaves but add them to your compost as a useful source of nitrogen. This is also an excellent time to get on top of the weeds.

There are some excellent vegetables that can be grown as winter crops, particularly the Brassicas – cabbage, broccoli, brussels sprouts and cauliflower. Spinach and carrots will also do well if planted soon. These plants grow well in chilly conditions, once established, but the seedlings do need to be protected from the cold and frost. They like a well-nourished soil with plenty of organic matter dug through, and a bit of manure to add richness to the soil. Eating fresh vegetables will add iron and calcium and vitamins A and C, dietary fibre and antioxidants to your diet.

Not everyone wants to grow vegetables and this is the right time to prepare your flower garden beds too. Just as with

the vegetables, prepare your garden bed by weeding it well, breaking up the hard clods and adding organic matter to enrich the soil. It is a good time to get plants like daisies and pansies growing, while your spring bulbs need to be planted now, in a sunny position. It is a lovely sign of spring when you see the jonquils, daffodils, anemones and other spring flowers erupt in your flower bed, or they can do just as well in pots.

After planting, and watering, place a good layer of mulch over the garden, but do not bury your seedlings – they need to be clear of having any mulch against their base or stems. Mulch is important because it protects the soil, it suppresses weeds and as it breaks down it slowly provides extra nutrients. Choose a good quality mulch such as sugar cane mulch. Resist the temptation to use your lawn clippings as they are full of grass seeds and will bring grass into your garden. Lawn clippings are better added to your compost.

Please always take care when gardening. Wear stout shoes, gardening gloves and consider eye protection as

well. The sun is still hot so don't forget your hat and sunscreen. Long sleeved shirt and long trousers are recommended. If you are handling potting mix, it is advised that a mask be worn as it is dangerous to inhale the mould spores and bacteria that may be in the potting mix.



Story written by Lyndal, an Argyle Housing client

Stay Cozy, Save Smart:

Your Guide to Affordable Heating this Winter



As temperatures drop and heating bills rise, the challenge of keeping your home warm while staying within budget can feel overwhelming. But fear not! In this guide, we'll explore practical tips tailored just for you, helping you create a snug living space without burning a hole in your pocket.

1. Seal the Leaks in Your Castle:

Let's start with the basics. Take a stroll around your home, and if you feel a draft, it's time to seal the leaks. Grab some weatherstripping or draft stoppers for doors and windows – it's a simple fix that can make a big difference, keeping the warmth in and the cold out.

2. Make Friends with Your Heating System:

Your heating system is your ally in the battle against the chill. Treat it well, and it'll treat you well. Regularly clean filters and check for any issues. If you can, invest in a programmable thermostat – it's like having a personal temperature manager, ensuring your home is warm when you need it.

3. Bundle Up, Inside and Out:

Embrace the cozy life! Instead of cranking up the heat, throw on an extra layer or snuggle up with a warm blanket. It's a small change that can have a big impact on your comfort without the need for extra heating.

4. Window Magic:

Your windows play a crucial role in keeping the cold at bay. Invest in thick curtains or blinds to act as a barrier against the chill. Close them in the evenings to keep the warmth in, and open them on sunny days to let the natural heat work its magic.



Inspection Checklist

Things to check before your periodical inspection



Have you removed rubbish?

- ▶ Please ensure all rubbish is removed from the property and garbage bin is left empty and clean.



How is your lawn looking?

- ▶ Mow all lawns paying particular attention to the edges. A whipper snipper may be required for edges and along fences etc. Fill in dog holes and pick up and dispose of animal droppings.



Are your windows clean?

- ▶ Wash all windows down and wipe over with a glass/window cleaner.



Is your bathroom clean?

- ▶ Check and clean tiles, floor, walls, vanity/basin, bath, toilet, taps, spouts, soap dish, shower recesses in your bathroom using suitable products.



Have you ventilated the house?

- ▶ Please open the window and let the air through the house regularly to prevent moulds and refresh the air inside of the house for your health.

Appeal a Decision

A quick overview on what you need to know

One of the standouts from the 2023 Client survey results is that a lot of Clients do not know how to appeal a decision made by Argyle Housing.

Every Argyle Housing Client (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/Client
- ▶ 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 Client Support Specialist 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
- ▶ Client charges.



Appeal Quick Facts



Always speak to your Client Support Specialist 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 or it can be lodged through the Client Portal.



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/

Complaint Quick Facts



What is a complaint? A complaint is when you tell us that you are not happy with what we have done, a decision we have made or a service we provide.

Step 1

If you feel comfortable, raise your concerns informally with your Client Support Specialist or the Client Support Lead in your local area.

Step 2

If you have raised your concerns informally and are not satisfied with the result, you can raise a formal complaint through Argyle Housing's complaint handling processes and policy.

Step 3

- ▶ A complaint can be raised on client portal
- ▶ In writing to your local office (email, letter, complaint form)
- ▶ Over the phone with any staff member
- ▶ Using the Complaint link on the Argyle Housing website
- ▶ Email complaints@argylehousing.com.au

Step 4

No matter how you raise your complaint, it is important that your report is as accurate as possible and contains dates, times and who was involved if applicable – it is a good idea to keep a written record.

Step 5

When Argyle Housing receives a formal complaint, we process the complaint in accordance with our Complaint Policy. The Policy is available from any Argyle Housing office or on our website.

Step 6

When making a complaint, you can ask someone else to act on your behalf – this person/agency will need your written consent before we can discuss your complaint with them – this is to protect your privacy.

Contact us at: complaints@argylehousing.com.au | www.argylehousing.com.au



What can I do if I am disappointed with the result?

If you receive a response to your complaint and you believe your concerns have not been appropriately addressed, or that Argyle Housing has not followed its Policy, you may wish to explore other avenues such as:

- ▶ Seeking the support and advice of a tenancy advocacy service; or
- ▶ Finding out about the CHP's appeal's policy and procedure and lodging an appeal with the CHP; or
- ▶ Appealing to the local appeal body within your State or Territory about the CHP's decision; or
- ▶ Lodging a claim with your local Residential Tenancy Tribunal within your jurisdiction for matters relating to tenancy, rent, or maintenance issues which cannot be settled amicably between the CHP and the tenant; or
- ▶ Contacting your local Housing Registrar in those instances where you believe matters are of a serious or sensitive nature. In most cases this will be the Housing Registrar in the State or Territory where the housing property is located.

More information on Complaint Handling for Tenants can be found at the National Regulatory Scheme for Community Housing website.



Ensuring Fire Safety in Your Home



At Argyle Housing, your safety is our utmost priority. Here are some essential tips to help keep you and your loved ones safe from the risks of fire:

1



Regularly Check Smoke Alarms:

Faulty smoke alarms can put lives at risk. Be proactive and report any malfunctioning smoke alarms immediately for prompt maintenance.

AH maintenance
1300 274 953
After hours
1300 850 451

2



Develop an Escape Plan:

Have a clear plan in place for evacuating your home in the event of a fire. Practice the escape route with your household regularly, ensuring everyone knows what to do in an emergency.

3



Maintain Roof Gutters:

Keep your roof gutters clear of debris, such as leaves and branches, which can easily catch fire and exacerbate the spread of flames.

7



Attend to Electrical Problems Promptly:

Electrical faults pose a significant fire hazard. If you notice any flickering lights, sparking outlets, or other electrical issues, report them promptly to prevent potential disasters.

8



Practice Portable Air Conditioner Safety:

When using portable air conditioners, ensure they are placed on a stable surface and have proper ventilation. Keep them away from flammable materials and never overload electrical outlets.

By following these fire safety tips, you can help create a safer living environment for yourself and your community.

Remember, fire prevention starts with each of us taking responsibility for our actions and surroundings.

Stay vigilant, stay safe.



4

Exercise Caution with Smoking:

If you or someone in your household smokes, ensure that cigarettes are properly extinguished and disposed of safely. Never smoke in bed, and be mindful of flammable materials nearby.



5

Practice Safe Cooking:

Cooking-related fires are common in households. Always stay in the kitchen while cooking, keep flammable objects away from the stove, and never leave cooking unattended.



6

Avoid Faulty Appliances:

Using faulty appliances can lead to electrical fires. Regularly inspect your appliances for any signs of damage or malfunction, and report any issues immediately.



9

Educate Children about Fire Safety:

Matches and lighters are tools, not toys. Keep them out of reach of children, and teach them about the dangers of playing with fire. Encourage them to notify an adult if they find any matches or lighters.



10

Know Stop, Drop, and Roll:

In the event that clothing catches fire, remember the simple yet life-saving technique of stop, drop, and roll. Stop immediately, drop to the ground, cover your face, and roll over and over to extinguish the flames.



SCAN ME

Home Fire Safety:

<https://brigadekids.com/>

<https://esa.act.gov.au/be-emergency-ready>

Cooking Safely



FACT:
Almost half
of all home
fires start in
the kitchen.

The leading cause of home fires in NSW
is leaving cooking unattended



Do not put anything metallic in the microwave
and always double-check the timer.



Avoid cooking under the
influence of alcohol or drugs.

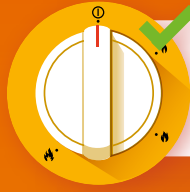


Never leave cooking unattended. Stay in the kitchen
while cooking and turn off the stove before you leave.



Flammable materials such as aerosols, cleaning agents
and cooking oils should be stored away from heat.

If your pan catches fire here is what to do



Turn off the stove (if safe to do so) and use the lid to cover the flame.



Use a fire extinguisher or fire blanket in the first few seconds of ignition if you are confident.



Never use water to put out a fat or oil fire.



Leave the kitchen, close the door and call Triple Zero ('000').



Keep matches out of reach of children.



Turn pot handles inwards.



Keep loose clothing, fabrics, tea towels, curtains and flammable items away from the stove.



Children need constant supervision to protect them from the dangers of fires, burns and scalds.

Barbeque Safety



The backyard barbie can be a common cause of fires during summer. Here are some pointers:



Keep barbeques clean and ensure all gas hoses and connections are correctly fitted.



After using your barbecue, remove all excess fat so it does not become a fire hazard.



Check cylinder and hoses for leaks by brushing or spraying with soapy water.



Replace cylinders if they appear damaged or rusty.

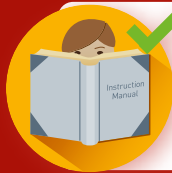


There should be an adult in charge of a lit barbecue at all times.

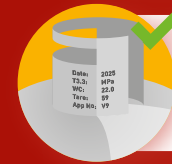
LPG And Gas Cylinder Safety



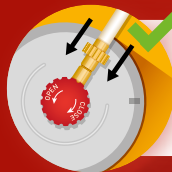
Never use portable LPG cylinders indoors or in confined spaces.



Always read and follow the manufacturer's instructions for maintenance.



Check the expiry date before using a gas cylinder.



Ensure connections on hoses are tight with no leakage.



Never check for leaks with a naked flame.



Never use a hose that has perished or is cracked.

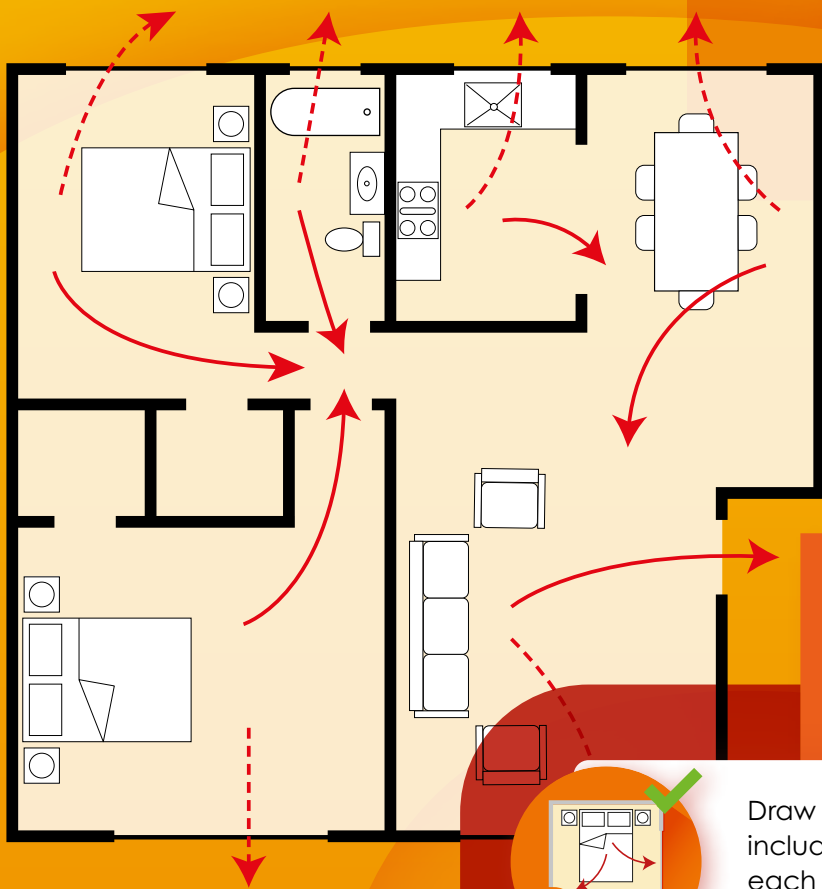


Liquid Petroleum Gas (LPG) can be extremely dangerous if stored or used incorrectly.

Plan a Safe Escape



FACT: Having a home fire escape plan in conjunction with a working smoke alarm will greatly increase your chances of getting out safely. Every second counts.

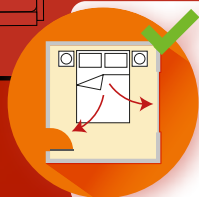


Plan two ways out of a room.
———→ First choice
- - - - -→ Second Choice

Be Prepared by Making a Plan of Escape

MEETING PLACE

Decide on a meeting place outside e.g. the letterbox.



Draw a floor plan of your home, including two ways of escape from each room. Plan an escape route and ensure everyone knows how to get out.



Blocked exits are a hazard. Keep exits clear.



Keep door and window keys in or next to locks so they can be opened easily.



Decide on a meeting place outside e.g. the letterbox. Provide alternatives and someone to assist for anyone with a disability.



FACT: Fire and Rescue NSW recommends residential sprinklers to increase your survival in a home fire by 90%

How is My Rent Calculated?



Argyle Housing provides a rental subsidy to eligible households living in social housing. Argyle Housing charges rent in accordance with the NSW Community Housing Rent Policy.

The amount of rent you are charged depends on your individual and household circumstances. In general, tenants are charged between 25% and 30% of the household's income plus 100% of their Commonwealth Rent Assistance (CRA) entitlement.

How will my rent be assessed if I have no income?

If you or a household member have no income or very low income, **you will be assessed as having an income based on the equivalent Centrelink payment.

**your income will be assessed based on the centrelink payment you are eligible for.

The equivalent Centrelink payment is the payment that most closely aligns with your circumstances.

How is rent calculated?

The amount of rent you pay depends on your individual and household circumstances. For more detailed information please contact our Rent Service Team.

Argyle Housing determines a client's eligibility for a rent subsidy using any or all of the following depending on your situation. See the table below.

Income

Household Members	Income for all other persons living in the household who are 21 years or over	25% - 30% of GROSS income
	Income for any other household member, including Maintenance (aged between 18-20 years)	15% of GROSS income
Centrelink	Family Tax benefits	15%
	Maintenance/Child support payments	25%
CRA	Rental assistance received	100% of the Commonwealth Rent Assistance (CRA) Entitlement

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.



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Product Review

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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/

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If undelivered, please return to:
Argyle Housing
P.O. Box 1026
Bowral, NSW 2576

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