

2024 Autumn Edition Queanbeyan

New Staff Introduction



My name is Robert, I am the new Maintenance Officer, and I am looking forward to meeting everyone.

Report Maintenance

To report any maintenance issue, please call 1300 274 953 Monday to Friday 9.00AM-5.00PM and 1300 850 451 for emergency afterhours maintenance.

Responsible pet owners

The NSW Companion Animals Act 1998 requires dog owners to take all reasonable precautions to prevent their dog from escaping.

This includes making sure fences and gates are properly locked and in good condition. It also means keeping your dog on lead and under control in public areas.

If you want to let your dog off-lead you can find dog parks in Braidwood, Bungendore, Queanbeyan, Googong and Jerrabomberra. Keeping your dog properly contained isn't just for their own safety, it's for the safety of the entire community as it helps to prevent dog attacks.

Learn more about responsible pet ownership at qprc.nsw.gov.au/animals

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.

1800RESPECT 1800 737 732

- This is a 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.
- Individuals can also access local support services and search the internet using Daisy, a free app developed by 1800RESPECT that protects user privacy.

MENTAL HEALTH LINE

The 1800 011 511 Mental Health Line is NSW Health's 24/7 statewide phone service which links people with NSW Health mental health services. It is a free service.

It is staffed by trained mental health professionals who:

- offer mental health advice
- complete a brief assessment
- make recommendations for appropriate care, including referral to NSW Health mental health services.

The mental health professional will ask you questions to understand your needs and recommend appropriate services.

Prevent fires from heaters & open fires

- Keep everything **one metre** away from your heater.
- If you suspect a fault, report to our maintenance line.
- Always supervise young children in rooms with open fires or working heaters.
- Ensure flues and chimneys are regularly cleaned.
- Strong fire screens should be set up in front of open fires.
- Never use a wheat bag to warm your bed up, as it may spontaneously ignite.

Client Portal

We have an amazing online portal for our client to use! You can pay rent, see newsletters, make enquiries, request for maintenance without coming to the office. If you're struggling to use, don't hesitate to ask our CSS!

<https://portal.argylehousing.com.au/dashboard>

Reminder: Smoke Alarms are required by law to be tested every year. We have arranged for the Smoke Alarms Australia to conduct these tests. Letters have been sent, so please provide access. If you are required to change the appointment. Please contact Smoke Alarms Australia on **1300 125 276**