

# Community Link

LINK HOUSING LTD | ACN 003 0840 928 | LEVEL 12, 815 PACIFIC HWY, CHATSWOOD NSW 2067 | WWW.LINKHOUSING.ORG.AU

## AUTUMN ISSUE

MARCH 2018

**HELLO**  
FROM ANDREW

 +61 2 9412 5111

As we start the New Year – I would like to begin by thanking all our tenants and support partners for your kindness and the support you have shown me over the 4 years I have been at Link Housing.



It has been an exciting journey, with 2018 shaping up to be the biggest year yet, as we prepare to provide even more homes for people in need throughout Northern Sydney and beyond.

On the 8th March, we will begin the management of 50 group homes and 7 respite centres on the Northern Beaches, North Shore, Ryde and Hornsby, in partnership with the Cerebral Palsy Alliance. These properties provide homes for over 250 individuals – I am so very pleased to be expanding our services in disability at such an important time. We are also working closely with our other disability service partners to explore even more housing opportunities.

Importantly, we are also beginning to ‘ramp up’ with new staff steadily joining the team as we get ready to welcome almost 1,900 new tenants in Ryde and Hornsby who will transfer from NSW Government to Link Housing in December 2018.

I hope you are all well, and I look forward to saying hello again soon.

Andrew McNulty, CEO, Link Housing

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### OFFICE HOURS

MONDAY, TUESDAY, THURSDAY

9:00am - 4:30pm

WEDNESDAY

1:00pm - 4:30pm

FRIDAY

9:00am - 4:00pm



## YOUR TAG

TAG stands for Tenant Advisory Group. The group is made up of Link Housing tenants. TAG exists so that tenants can participate and have a two-way dialogue with Link Housing that helps to shape our homes, environment and community. In being part of the discussions and decisions, TAG members (tenants) have an opportunity to make a real difference.

Here are some of the benefits that I have experienced as a TAG member:

- Improved housing service.
- Increased control over decisions affecting tenants, and their quality of life.
- Increased knowledge about regulations, processes and policies followed by Link Housing.
- Access to training which increases skills and confidence.
- Involvement in Link Housing's strategic planning.
- Shared experiences, knowledge and support within the TAG team.

TAG is also very excited about being involved in the upcoming tenant engagement strategy workshops with Link Housing management and staff. These workshops will be facilitated by Straight Talk and will culminate in a comprehensive strategy to help us better represent you, and also improve our collaboration with Link Housing. We will keep you posted on the outcome of these workshops.

I also take this opportunity to thank Carlos and Letty – TAG members who have recently retired from their positions with the Link Housing TAG.

Lastly, if you would like to have a chat to me or one of the other TAG members about something to do with your tenancy, we are available on email. All conversations are strictly confidential.

Until next time,  
**Linda McLennan**  
TAG at Link Housing  
Email: [TAG@linkhousing.org.au](mailto:TAG@linkhousing.org.au)

### TAG MEETINGS THIS YEAR:

- Tuesday 10th April
- Tuesday 12th June
- Tuesday 21st August
- Tuesday 30th October

All Link Housing tenants are welcome to attend these meetings. To ensure that issues affecting all tenants are fully addressed and taken into account, we encourage those of all ages and cultural backgrounds. We hope to see you at the next meeting. If you cannot make these meetings you are welcome to share your views by email: [TAG@linkhousing.org.au](mailto:TAG@linkhousing.org.au).

### THE NSW TENANT NETWORK

Supported by The Federation of Housing Association, The Tenant Network provides a voice for tenant interests in community housing. Network meetings are an opportunity to share experiences of what works and what can be improved within our individual tenant associations.

The NSW Tenant Network is holding a special meeting this month.

Date: **Monday 26th March 2018**

Time and venue are being finalised.

Please contact Linda McLennan on [cnolindam@yahoo.com.au](mailto:cnolindam@yahoo.com.au) for more information.



## YOUR LINK TEAM

### MEET MADELEINE WACHER

#### What do you do at Link?

I was recently promoted to Client Services Coordinator.

#### How long have you been with Link?

Six months

#### Do you have a nickname?

Yes, Maddie!

#### What do you like most about your role?

Being able to lead a team of client service officers dedicated to improving the quality of life of our clients.

#### When are you happiest?

That has to be when I am in my recording studio producing and writing music.

#### Favourite travel spot?

Nashville

#### Personal mantra or motto?

Success is nothing if you don't have someone to share it with you.

### IN OTHER STAFF NEWS

We welcome Pablo Marques who joins us as Area Manager, Housing. Pablo has 19 years of experience as an Investigator within the Tenancies Unit of the Legal Services section at FACS.

We thank and farewell Melissa Guy, Head of Client Services who has left Link Housing to explore new adventures.



## DISCOUNTS ON YOUR TV AND FRIDGE

The NSW Government is running an 'Appliance Replacement Offer' where they are offering discounts on new energy efficient fridges and TVs so that residents can replace old inefficient models. New appliances can cut your energy bills, improve your household and family living costs and help protect our environment.

Those that are eligible for the offer will receive 40% off the cost of a fridge (save up to \$200 a year on your energy bill), and 50% off the cost of a TV (save up to \$125 a year on your energy bill).

To receive this offer you must:

- be a NSW resident;
- hold either a Pensioner Concession Card, Health Care Card/Low Income Health Care Card from Centrelink, or a Veterans' Affairs Gold Card;
- own a fridge 6 years old, or older, and want to replace it;
- own a plasma or cathode ray tube (CRT) television and want to replace it

A Commonwealth Seniors Health Card is not sufficient eligibility for this offer - you will need to hold one of the above cards.

There are two easy steps and the application takes only minutes to complete. Make sure you have your valid concession card with you when you apply. Visit: <https://appliance.environment.nsw.gov.au/Suitability>



## YOUR HOME

Link Housing receives a number of calls from tenants who are after advice on how to deal with pests. We recommend the following:

1. First, try to identify what species it is. The Rentokil website ([www.rentokil.com.au](http://www.rentokil.com.au)) has a great pest identification tool to help you.
2. Next, determine whether the infestation is in your home or outside of it.
3. If the pests are in your home, NSW legislation states that it is the tenants responsibility. We suggest calling your local pest control expert asap. If you don't have a 'go-to' local person then try searching for one online. Google "pest control" in your suburb for options.

For pest infestations in the common areas or outside of your property, please call Link Housing on **9412 5111**.

## REPAIR REQUESTS

Our Client Services team is committed to providing excellent service to our tenants. To help our Assets Team respond quickly to requests for repairs submitted by voicemail, text or email, use our handy form below.

The more details and photos the better, but at a minimum, try to provide us with the following:

Your name:

Your property address:

What needs to be repaired (and where in the house the problem is):

A phone number to call you back on:

Any other information:

If you would like more information or guidance on repair requests please contact Link Housing's Client Services team on 9412 5111.



## YOUR SAFETY

Each year Link Housing sends out a fire services contractor to inspect the smoke alarm fitted in your property. This is an important and legislated check to give you peace of mind that your smoke alarm works properly. The inspection also allows us to certify your block. Certification ensures your building (and common areas) meet fire safety legislation.

Our fire services contractor will notify you in writing approximately three weeks prior to your appointment date. It is imperative that this appointment is kept, or that you contact Kerry Dibbs, Asset Coordinator at Link Housing if you are unable to be at home on the date and time of the allocated appointment. Phone **9412 5111**.

In NSW, it is required that all homes and units have smoke alarms to help protect your life and your property. However, smoke alarms can be sensitive and are often connected to other smoke alarms and wiring in the property. Therefore, it is important that only qualified contractors move or repair them. In the case of any broken smoke alarms (that is, if a smoke alarm sounds regularly for no clear reason or you think it is not working properly), please call our office and request to speak to our responsive maintenance officer. If your smoke alarm goes off and you smell smoke, everyone should leave the property immediately. Once outside, phone 000 and report the fire.



## YOUR FAMILY

This year families with children can get a little more help by applying for the NSW Government's Active Kids program. The program provides parents/guardians/carers of kids aged 4.5 to 18 years with a \$100 voucher to contribute to the cost of their children's participation in sport and active recreation.

Each calendar year, the voucher can be redeemed towards payment of membership or fees with an approved provider registered with the Active Kids program. Children residing in NSW and enrolled in school from Kindergarten to Year 12 (including students who are home-schooled or enrolled in secondary school education at TAFE NSW or equivalent) are eligible.

You can apply in 4 easy steps:

1. Visit [sport.nsw.gov.au/activekids](http://sport.nsw.gov.au/activekids). Read the Guidelines and Fact Sheets to learn about the program.
2. Visit [service.nsw.gov.au](http://service.nsw.gov.au) and create or login to your MyServiceNSW Account. Complete an Active Kids application through your MyServiceNSW Account. You will receive a voucher with a unique ID number for each child you register (available to download, print and email).

3. Redeem your voucher. Take your child's voucher to a registered activity provider; or log onto your provider's website to enrol and enter the voucher ID number.



3. When your child commences their chosen sport or activity, your online account will show the status of the voucher change from 'Active' to 'Redeemed'.



## YOUR COMMUNITY

We are pleased to announce that we will be holding a number of our most popular events again this year.

Next month we invite you to Link Housing's Royal Botanic Gardens Excursion. On Thursday 19th April 2018, follow your passion for all things botanical with a guided tour of The Royal Botanic Gardens—a green oasis nestled in Sydney Harbour and home to world leading plant science and stunning horticultural displays. See the flyer attached for full details about this FREE outing.

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Calling all artists and art lovers. Now in third year, Link Housing's Art Exhibition titled "No place like home" will take place in late September in Hornsby and the Northern Beaches. We

invite all tenants and the wider community to take part in this local cultural event aimed at spreading the word about how important a safe, secure home is. Artists can create any artwork they like using the theme: "no place like home".

Did you know this year is the 'Year of Lifelong Learning'? Link Housing believes in the empowering force of learning new skills and continual professional and personal development. Therefore, we are partnering with TAFE NSW to design a number of free courses for tenants. To help shape this program we would like to hear from you. Please complete the form attached and email or post it back to Link Housing.

For more information on any of the above please call Suzanne Sheerin, Community Engagement Manager on 9412 5104.



## DID YOU KNOW?

You can receive Link Housing communications via email! This is a quick, secure and convenient way for you to receive letters about your tenancy from us. It also means you can receive and view your letters anytime, anywhere and you can easily print or save them. If you would like this service, please update your details with us by calling your Link Housing Manager on 9412 5111.



## GET SOCIAL AND WIN!

In response to feedback about how you would like us to communicate with you, Link Housing is launching a Facebook competition to end all others! We're giving away \$100 Westfield gift cards every month to new Facebook fans. To enter for your chance to win:

1. Find us on Facebook [www.facebook.com/Link-HousingCommunityHousing](http://www.facebook.com/Link-HousingCommunityHousing)
2. 'Like' our page
3. Message us on Facebook with your name, contact number, and an answer to the following question: "What do you 'like' about Link?"
4. A representative from Link Housing will draw one winner at the end of each month. The winner will be being notified within the following month.
5. This competition is open to tenants of Link Housing only.

Good luck!



Proudly working with White Ribbon to create a safer workplace, Australia's campaign to stop violence against women