A message from the Compass Maintenance Department

Maintenance Requests

Reporting maintenance issues to Compass is only the first step in the process. Our Tenant Service Officer will ask questions to better understand your maintenance issue. If required we will arrange for a maintenance contractor to come out. A Service Request number will be provided to you & a timeframe for the contractor to call you.

As a guide the times to complete repairs are based on the following:

- 4 or 24hr – Urgent works when there is an immediate threat of danger
- 7 days – General repairs that require prompt attention
- 21 days – Other repairs

REMEMBER TO:

- Quote the Service Request number that you were given when following up
- Keep your home and surrounds in good condition. This is to avoid being charged for any repairs that are a result of damage. Compass can afford to spend limited maintenance funds on the most important things.

CALL: Mon-Fri (9.00 to 5.00) 1300 333 733 also for after Hours.

Are you working or studying?

Compass enjoys hearing about the success of our tenants and would like to capture this information.

If you are partaking in study, or work and would like to share your success story with us, please contact your local branch and speak with a staff member.

Having trouble with Alcohol?

Does your drinking worry you? Is it causing you to get into unpleasant or dangerous situations? Are family members complaining about your drinking?

National AA Helpline: 1300 22 22 22

Alcoholics Anonymous Australia

Volunteering

Do you have spare time? Would you be interested in volunteering your time to give back to the community?

There are volunteering opportunities available for you to gain skills and work experience. If you are interested please contact your local branch.

Welcome Jackie!

We would like to welcome Jackie to the Compass Team as the Area Manager for the Western Division. Jackie comes from 4Walls in Queensland, and has extensive knowledge of and experience in Community Housing.

After Hours Maintenance

After business hours all calls will go through to a call centre where urgent maintenance will be actioned. Any other maintenance will be referred back to Compass next business day. Calls for all other matters should be made within branch business hours.

General Maintenance

We encourage all tenants to report maintenance as it arises. You do not need to wait until a routine inspection is conducted to report maintenance items to staff.

COMPASS HOUSING CALL CENTRE

Compass Housing have now launched a new Call Centre to improve the service we provide to our tenants. Simply call 1300 333 733 and press 1. You will still be speaking with a REAL Compass employee who is committed to helping you with questions or problems regarding your tenancy.

JILLIAN’S ART EXHIBITION

Compass Housing tenant Jillian has been painting for many years. Jillian first heard about the Compass Art Space by reading the tenant newsletter.

In July 2014, Jillian was given the opportunity to display her art work. Several people came in to look at the art space, some that were known to Jillian and others that had come in from the street. Comments were made on the talent and beauty of the artwork. Jillian loves to use colours.

Jillian who hasn’t publically displayed her artwork, encouraged other Compass tenants to utilise this space saying that “it is a great opportunity.”

Congratulations Jillian on the success of your exhibit and thank you for sharing your talent and passion with Compass staff, tenants and members of the public.

For those that are interested in Jillian’s art or are interested in displaying their own art or craft please call your local branch. We have so many talents amongst our tenants and would be privileged to share them amongst our community.

Emergency Maintenance After Hours Contact 1300 333 733 www.compasshousing.org Emergency Maintenance After Hours Contact 1300 333 733 www.compasshousing.org
Update from the Group Managing Director

Hi there!

Probably ranks as one of the best and heart-warming events I have witnessed in my 10 years at Compass: The Hunter Homelessness Connect Day. Held at the Broadmeadow PCYC, it was attended by around 1,500 people (many homeless), support services and organisations who wanted to help: e.g. TAFE hairdressing students, masseuse students, health professionals, with practical giveaways, food and entertainment. The Compass crew were busy assisting homeless folk with applications for housing. Too bad there isn’t enough for all who need housing. Lucy and the Compass team: well done!

Compass now has a subsidiary company in Queensland by amalgamating with another housing provider 4walls Housing from Brisbane. The organisation is now called Compass Housing Services Qld Ltd and manages over 900 properties mainly in Brisbane and is very strong in the area of transitional housing and assisting refugees.

Many of you will know of Lisa Tierney by now. Lisa has been our Chief Operations Officer for around 8 months and is now the General Manager of NSW Operations. Lisa is the executive responsible for delivering our tenancy and property services in NSW. She has a strong client service focus and is committed to Compass vision and mission. I wish her well in her important role.

A MESSAGE FROM THE COMPASS TENANT PANEL

Recently we established contact with two UK Housing organisations who have tenants who are involved in tenant groups who would welcome the opportunity to exchange emails with Compass tenants on what’s happening in our communities. If you want to join the CTP online group please email Mark: marko@compasshousing.org

Last year, many Compass tenants were involved in fundraising to assist various causes in the community. This Spring, there will be a number of events organised by the panel and staff at your Branch for you to get involved in.

Our next meeting is 29th September and our Annual meeting on the 8th December. We are looking for tenants to represent all branches at CTP meetings. If interested, please contact your branch.

Good News Story

Tenant Incentive Scheme

We are proud to announce the latest winner of our Green Tenant Incentive Scheme, Luke, from the Dubbo branch.

Luke has been a Compass tenant for 3 years, and previously lived on the Nanima Mission in Wellington.

Now that Luke lives in Dubbo we have discovered he loves gardening and has quite the green thumb. Having created a garden entirely from scratch, there is a beautiful array of colours at the front of Luke’s flat. He has painted the mail box, and made a little pot holder for the front as well. Around the back are more flower beds and a beautiful vegetable garden with a good variety of vegetables he likes to share.

Since starting his garden Luke is happier and healthier.

Environmental Sustainability

Dubbo and the Central Coast

The Dubbo Branch recently took part in a joint clean up of the South-West and Apollo Estates in Dubbo, and contributed to the National Tree Planting Day at Apollo Estate. Not only was it good to see all the different agencies come together to organise the event, the community response was outstanding.

Central Coast tenants have expressed interest in container gardening for vegetables. Some, are already completing gardening on their balconies.

This project aims to reduce the carbon footprint of a high-rise apartment building housing 24 tenancies by providing the resources and support for self-managed balcony vegetable gardens.

Supported Accommodation

Newcastle

In June 2014, Compass took possession of a newly constructed 4 storey low cost residential development comprising of 24 bedsit units in Islington, Newcastle.

The development has been funded through a joint initiative of the Commonwealth and State government and primarily targets the Youth Sector who are supported by a partner agency such as the Samaritans.

Approved residents are aged between 16-25, are supported for the duration of their tenancy & are either working or studying.

The program is managed by the Compass Specialised Supported Accommodation Division.