

Autumn 2014

Branch Update

Welcome to our first newsletter for 2014. I hope that you all had a wonderful Christmas break.

Thank you to all our tenants who shared their Christmas with us at Amazement at Yarramalong. It was a great day, enjoyed by staff and tenants. I hope that more tenants will join in on trips and activities that Jo has organised for 2014. Please keep an eye out for these upcoming events.

Thank you also to all those tenants who have joined us regularly at our morning teas and attended our excursions. The staff enjoy the opportunity to get to know you. I would like to extend an open invitation to all tenants out there who are yet to participate in an activity. Please consider attending as we'd love to meet you as there are many incredible people in our community (that means you!). I look forward to working with you all whether it's to help support you through your tenancies or on a community project. Please feel free to contact me at the Branch if you require any information.

Compass would like to acknowledge and congratulate Karen, one of the Branch's Housing Managers. Karen retired at the end of January and is moving to work in third world countries. Karen has been an integral part of the Central Coast team for many years and will be sorely missed. Best wishes and safe travels to Karen & her family.

I would also like welcome Chris, our Local Area Manager who started here on the 3 February. Chris will be overseeing all things management at the Central Coast and The Meeting Place branches.

Joanne

Acting Team Leader

TUGGERAH BRANCH

Block H/2 Reliance Drive, Tuggerah NSW 2259

PO Box 3217, Tuggerah NSW 2259

Phone:02 4351 1191 Fax: 02 4351 1653

BRANCH HOURS

Mon, Wed Thurs Friday - 9am to 5pm

Tuesday only 9am to 1pm

Hello everyone and welcome to 2014!

I hope that you all had a very Merry Christmas and are looking forward to a fun and busy 2014.

There are a few planned tenant activities for 2014 which I hope that you will be involved in and enjoy throughout the coming months.

Activities coming up include:

- ◆ BBQ's
- ◆ Morning Teas
- ◆ Outings
- ◆ Barefoot Bowls
- ◆ CPR Courses



Information on these and more activities can be found inside this newsletter. Please note that bookings are essential for some activities so please call early to avoid disappointment. I welcome any input from tenants on what bus trips you may like to attend, any courses you may like to see run or any general information you may have on your community that Compass can support and promote.

Please feel free to contact me on:

02 4351 1191 with any ideas you may have.

I welcome all suggestions!

Jo

Community Development Officer

**Come along and meet your neighbours!
UPCOMING MORNING TEAS AND BBQ'S**

- * **Thursday March 6th**—Morning Tea
Literary Close Kanwal
10am—11.30am—All welcome
- * **Wednesday April 9th**—BBQ Gosford
Avenue The Entrance
11.30am—1.00pm
- * **Wednesday May 7th**—BBQ Gorokan
Drive Lakehaven
11.30am—1.00pm

Please call Jo on 02 4351 1191 for more details.

Free Senior CPR Course

When: Monday March 17th 2014

Where: The Meeting Place, 1 Northumberland
Way Tumbi Umbi

Cost: Free

Time: 10am-2.00pm

Please bring your own lunch

Bookings essential

**Please contact Jo at the branch for more
information.**

Upcoming Event

Interested in some gentle exercise?

Barefoot Bowls might be for you.

Event to be held at Toukley Bowling Club

March 26th 2014 10am-2pm

**To register your interest please contact Jo on
02 4351 1191.**



Compass Housing
Services recognise
that our children
are our future.



We are also aware that
intergenerational issues can restrict our
youth from achieving their true
potential.

Grow A Star is an initiative which
encourages generational change, and
enables our children and youth to
access sporting, music and academic
activities and mentors.

The program is based on a unique
community engagement model which
offers young community housing
tenants the opportunity to gather
together each week and participate in
free, coordinated sporting and music
activities.

If you would like more information on
the program please contact your
Housing Manager or Community
Development Officer on 02 4351 1191.

Enjoy some old fashioned memories.

Neil Hanson -

Everything Old is New Again

Wednesday March 5th 2014

Laycock St Theatre Cabaret Show
followed by lunch. Will fill fast.

Transport will be arranged where possible

Cost: \$5 per head. Lunch at Central
Coasts Leagues at own cost.

Contact 02 4351 1191 for bookings

MAINTENANCE FACTS

4 Hours Emergencies : where there is an immediate threat of danger due to safety, health or security issues. Your Housing Manager will take your contact details when you call – you will need to stay at home as a service request will be logged immediately and someone will arrive within 4 hours.

Examples of 4 hour emergencies are:

- Electrical danger or power outages not related to your energy provider
- Gas leaks or Major water leaks
- Overflowing sewer
- Broken windows – where the premises cannot be secured safely
- Entry door locks not working/unable to make property and persons secure

24 Hours Urgent : where prompt action is needed to protect safety and security.

You will need to be available by phone for the maintenance team to contact you.

Examples of 24 hour emergencies are:

- Smoke alarm repairs
- Partly blocked drains
- Minor water leaks
- Leaking taps
- Cracked windows
- Oven/stove failure
- Toilet cistern issues
- Faulty but functioning door locks



7 Days: general maintenance/repairs not listed above but requiring attention to avoid becoming “urgent”.

21 Days: general repairs that are minor but cannot wait for planned maintenance cycle.



Calling all talented Compass tenants!!!!

It has come to the attention of your Community Development Officer and Housing Managers that we have **MANY TALENTED** Compass tenants!



If you have a talent for writing, art, music we would love to hear from you.

We are working on a ‘Compass Artists Collective’ project and we would love to have your input.

Please contact Jo on 02 4351 1191 if you have a talent you would love to share or would just like some more information.

'The Meeting Place' NILS

A Compass Connect Program

What is NILS?

The No Interest Loan Scheme provides interest free loans for individuals or families on low income. It's a community based program that enables people to access fair, safe and equitable credit for purchases of goods and services.

How does it work?

When a borrower makes a repayment to a NILS program, funds are then available as a loan for someone else in the community.

What are the loans for?

NILS is generally for the purchase of essential household items like a fridge, washing machine, TV, computer or bed. NILS may also be provided to meet other essential needs such as health and mobility aids or educational costs.

NILS IS NOT FOR EMERGENCY RELIEF, BOND, RENT, LIVING EXPENSES OR DEBT REPAYMENT.

For more details please contact Jo on 02 4351 1191

Please note there is eligibility criteria and waiting lists may apply.



Did you know... you can receive this newsletter as an audio CD? If you would like to receive the CD version call Jo now on 02 4351 1191

TENANT INCENTIVE SCHEME – 'GREEN REWARD'

To be eligible for the "Green Reward" Tenant Incentive Scheme you must meet the following criteria:

- *Be a Compass tenant;*
- *Be in advance in your rent by at least one week;*
- *Keep your home in good condition*
- *Demonstrate how you have changed or modified your behaviour & are living to result in a benefit to the environment & personal sustainability*

Compass will award a prize to the winner of the "Green Reward", quarterly up to the value of \$50.00!

See us here at the Branch for more information.



Useful Information for you!

Tuggerah Library : 02 4353 5666 or go to <http://www.wyong.nsw.gov.au/my-community/libraries/>

- *Free tax help for low income families*
- *Free online tutoring for high school kids*
- *Lifelong learning courses for adults and tertiary students*
- *Family history seminars and free access to ancestry.com.*
- *Free Wi-Fi*
- *Much much more— services available for tenants residing in both Gosford and Wyong shires*

Community Justice Centre: 4925 0333 or go to <http://www.cjc.nsw.gov.au>