Branch Update

Happy New Year everyone. I hope you all had a great Christmas and are enjoying the New Year.

It was such a shame the weather forced the cancellation of our much loved Christmas Picnic at Speers Point Park in November. The picnic has become a wonderful annual event that so many of our tenants look forward to. Unfortunately Compass can’t control the weather. Let’s hope this year’s weather is kinder for all of us.

Our Tenant Forum date has been changed to Wednesday 21st May 2014 – more details are over the page in this newsletter. Be sure to come along and learn more about Compass and ask questions as it is always a very informative day.

We would like all tenants to be aware of our Tenant Incentive Scheme (TIS), which rewards tenants who are in credit with their rent, who have great property care and who have no outstanding invoices. All these tenants are eligible for monthly prizes. We are holding a morning tea on 27 February 2014 at 10am at the Branch to congratulate some of our lucky winners from last year. Why not talk to the staff about this scheme and how you can become eligible for these prizes?

We have many activities planned for the year and are always open to new ideas from you – so please let us know if there are events you would like to see happen. For example movies, bowling, bus trips, Counting Your Cash, bowls day, walking events, Healthy Living – these are just a few ideas – please let us know yours.

Easter is not far away! We are running a colouring competition for the kids – you will find an entry form with this newsletter. We look forward to receiving many entries and giving out some great prizes.

Regards

Narelle, Acting Branch Manager

PS See above right for East Maitland staff update.

Branch Staff Movements

We are in the process of recruiting for a new Community Development Officer and are looking forward to introducing you to a new staff member who will assist & provide support opportunities for tenants along with arranging wonderful events.

We will wish Maria well in her new job!

Kristy, Housing Manager, has returned from maternity leave.

Kerry is now in a role which has her located at Head Office.

And Kym has joined the team as a Housing Manager.

I hope all our tenants welcome the above staff and they will do all that is possible to assist you.

EASTER COLOURING COMPETITION

We have a Easter Colouring Competition with great prizes to be won!

Please contact the Branch if your children, grandchildren or any children in your care would be interested in entering the competition.

The draw will be in the below age groups:

1. 0-3 years
2. 2. 3-6 years
3. 3. 6-9 years
4. 4. 9-12 years.

Entries will be drawn on 16th April!

ENTRIES CLOSE - Monday 14th April!

All entries returned will be displayed in the reception area of the Branch.
TIS Winners

A BIG Congratulations the below tenants.

October 2013
Gold: Norma - Beresfield
Silver: Maria - Rutherford
Bronze: Daniel - Telarah

November 2013
Gold: Helen - Cessnock
Silver: Robert - Toronto
Bronze: Karen — East Maitland

December 2013
Gold: Ada—Beresfield
Silver: Anthony - Maitland
Bronze: Cliff & June—East Maitland

Call the Branch & ask for a flyer to be sent to you or log on to www.compasshousing.org for more information.

Do you live in Kurri Kurri, Weston, Greta or Cessnock and have at least one child under six at home?

Would you like to learn more about service providers in your local area and get help for your child/children to prepare for primary school in 2015?

Play 2 Learn is run in partnership between Hunter Prelude, Family Insight and Dept of Education and Communities.

These community playgroups are set up for families with children and run on a fortnightly basis.

Play 2 Learn is run in partnership between Hunter Prelude, Family Insight and Dept of Education and Communities.

Want more information? Call the numbers below to find out more!

Hunter Prelude: 02 4937 4549
Family Insight: 02 4961 0700

Easter Closure

East Maitland Branch will be closed from Thursday, 17th April at 5pm and will reopen Tuesday, 21st April at 9am.

For maintenance emergencies please use 1800 633 496.

The number for emergency maintenance matters outside office hours is 1800 633 496.

IMPORTANT DATE CHANGE
East Maitland Tenant Forum
Wednesday 21st May 2014
10.00a.m—1.00 p.m.
East Maitland Bowling Club

Do you have questions you would like to ask Senior Management at Compass Housing?

Come along on 21st May to ask these questions, talk about things happening in your complex or property and put forward your ideas.

The Tenant Forum is a great opportunity to find out how Compass can help you with services, training etc through the various programmes we run.

There will be guest speakers from various services relevant to your needs.

Please ring reception and register on 02 4933 5063
RSVP: Wednesday 7th May 2014
LUNCH PROVIDED

Ensure that you RSVP and mark this date in your calendar!

JANUARY 2014 RENT REVIEW

New rent calculations were carried out in January 2014.

IMPORTANT NOTICE for couples, house sharers and parents receiving family tax payments, a pension or Newstart and wish to deduct rent/water or maintenance from both persons payments.

Please be advised that Compass is unable to make any changes to your current deduction amounts as tenants need to go to Centrelink or sign a new deduction form with Compass.

If you have previously given Compass prior consent to update your rent assistance and new deduction amounts with Centrelink, this will be automatically updated.

If you have any enquires regarding your rent review calculation please contact your Housing Manager as soon as possible.

EAST MAITLAND BRANCH WOULD LIKE TO WISH ALL OUR TENANTS A HAPPY & SAFE EASTER.
The number for emergency maintenance matters outside office hours is 1800 633 496

### Tenant Incentive Scheme?
Have you heard about it?

Be rewarded for being ahead with rent, for having great property care and for paying water, bond etc.

We also have prizes for tenants who are environmentally friendly, saving power, vegie gardens, recycling etc.

Compass like to reward our tenants for doing the right thing, so ring the Branch for a flyer so you can find out how you can become eligible to win prizes each month.

*See winners for Oct, Nov & Dec on page 2!*

### Creamy Corn Cakes

**INGREDIENTS**
- 300 g can creamed corn
- 125 ml low-fat milk
- 2 egg
- 120 g polenta
- 2 teaspoons baking powder
- 2 large brown onions, chopped
- 1 cup grated carrot
- 1 cup cooked peas
- 1 cup red capsicum, chopped
- 1/2 cup low-fat cheese, grated

**METHOD**
1. Blend corn, milk and eggs in a bowl, add polenta and baking powder.
2. Stir in onion, carrot, peas and capsicum.
3. Pour mixture into a lightly greased baking dish (approximately 20x30cm) and top with grated cheese.
4. Bake in oven at 180C for 45-50 minutes. Cool then slice.

‘A great healthy lunch box recipe that the kiddies will love’

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### Fruit Season(s)
- **Apples** Autumn
- **Apricots** Summer
- **Berries** Summer Autumn
- **Cherries** Spring
- **Kiwi fruit** Autumn
- **Lemons** Winter Spring
- **Mandarins** Winter Spring
- **Melons** Summer
- **Nectarines** Spring Summer
- **Oranges** Winter Spring
- **Peaches** Spring Summer
- **Pears** Autumn
- **Plums** Spring Summer
- **Strawberries** Spring Summer Autumn

### Vegetables Season(s)
- **Beans** Summer Autumn
- **Beetroot** Summer
- **Broccoli** Autumn Winter Spring
- **Cabbage** All Year
- **Capsicum** Summer Autumn
- **Cauliflower** Autumn Winter Spring
- **Celery** Spring Summer
- **Cucumber** Spring Summer
- **Lettuce** All Year
- **Mushrooms** Spring Summer Autumn
- **Potatoes** Winter Spring
- **Pumpkin** Summer Autumn
- **Spinach** Winter Spring
- **Squash** Spring Summer
- **Sweetcorn** Summer
- **Tomatoes** Spring Summer Autumn
- **Zucchini** Spring Summer
The number for emergency maintenance matters outside office hours is **1800 633 496**

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**Lake Macquarie & Cessnock Outreach Offices**

Compass Housing have TWO satellite offices for our tenants, one located in the Cessnock, the other in the Lake Macquarie area.

The **Lake Macquarie Outreach** office is run on **Wednesday** in the Edgeworth Memorial Neighbourhood Centre, Corner of Minmi and Main Roads Edgeworth.

The **Cessnock Outreach** office is run on **Thursdays** at the Mai-Wel office. 49 Cumberland Street, Cessnock.

The purpose of outreach services is for tenants to have access to Branch staff without having to travel to East Maitland.

Tenants are required to call and make an appointment with their Housing Manager prior to the day so any relevant paperwork can be taken which tenants might need on the day.

**Phone the Branch now for an appointment on:**

02 4933 5063.

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**Compass Housing**

**FREE ‘Counting Your Cash’ Session**

Are you having trouble balancing your finances? Don’t wait until it’s too late.

The ‘Compass Counting Your Cash’ session will introduce tenants to a financial counsellor, have a representative from Centrelink available to speak with and provide the opportunity to discuss how to contact other services which may be of assistance to you.

**Lunch will be provided, so call the Branch to register your interest.**

**Time & date to be advised**

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**CTEP (Compass Tenant Engagement Panel)**

The Compass Tenant Engagement Panel (CTEP) members are tenants who have been elected from around the Branches to represent the interests of everyone living in a Compass property.

CTEP is a part of the solution to helping tenants live and co-exist in a healthy and sustainable community.

We are committed to ensuring everyone has the opportunity to have a say in how Compass delivers its services to tenants. Every second month we invite a tenant group or a tenant from one of the Branches on a rotational basis to participate in our, Bimonthly “Have Your Say” video conference sessions that are held in your Branch. Your feedback and ideas are then passed on to Compass Management though the CTEP representative on the Compass Board.

If you would like to know more about getting involved in CTEP or a tenant group or to participate in one of our “Have your Say” Sessions write to CTEP C/- Compass Housing Services P.O Box 967 Hamilton NSW or email ctep@compasshousing.org. Or ask your Community Development Officer or Housing Manager who will put you in touch with your area representative.

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