

# Branch Update

Welcome to your AUTUMN Newsletter– our first newsletter for 2014!

As you are aware there have been some staffing changes within the branch. Your previous Housing Manager Alex was appointed to Acting Branch Manager. We also welcomed our new Housing Manager Adam, who by now most of you have met at your recent property inspections. Please ensure that when calling through to our office that all general tenancy matters are reported to Adam.

An Eligibility Review for the 'Building Better Cities' Affordable Housing dwellings (Hamilton, Newcastle West, Tighes Hill, Wickham, & Maryville) commenced in February 2014. Under this program 70% of the total household income must come from employment related wages. We will complete an eligibility assessment based on the income information supplied at the last rent review. Tenants who are ineligible for the program will be contacted to attend our office to discuss transitioning into alternate accommodation. If you are housed under this program and feel you may no longer be eligible we encourage you to contact our office to arrange a time to come in and speak with us.

We understand that sometimes it may be difficult to budget for unexpected bills however it is important that your rent and water usage remain your first priority. If you are experiencing difficulty in paying your tenancy costs or budgeting we ask that you please contact your Housing Manager Adam to discuss payment options. Adam can also refer you to external services that may be able assist you financially.

Have your contact details changed?  
Would you would prefer contact via email?  
Please ensure that you contact our office to update your details.

We look forward to assisting you with all your tenancy matters in 2014.

From the My Place Property Team.

## COME AND MEET WITH US!

### My Place Property Office Hours

Mon, Tues, Wed, Fri— 9am to 5pm

Thurs—9am to 1pm

We encourage you to make an appointment prior to coming into the office to ensure a staff member is available to speak with you.

### AUTUMN RECIPE

#### Roasted Vegetable Pasta Bake

#### Ingredients

- 450g butternut pumpkin, peeled & cut into chunks
- 2 leeks, trimmed and sliced
- 150 mushrooms, halved
- 150g cherry tomatoes
- 1 garlic clove, peeled and crushed
- 200ml cream
- 2 tablespoons olive oil
- 225g pasta tubes
- 2 tablespoons pesto sauce
- 150g cheddar cheese, grated

#### Directions

1. Preheat the oven to 220 degrees C.
2. Place the pumpkin, leeks, mushrooms, cherry tomatoes and garlic in a 1 1/2 litre ovenproof dish; season. Drizzle over the oil then toss together. Roast for 25-30 minutes until tender.
3. Whilst the vegetables are roasting cook pasta in boiling salted water according to packet instructions. Drain and return to saucepan. Stir in cream, pesto and half the cheese.
4. Add to vegetables in the dish; mix well. Sprinkle over the remaining cheese.
5. Bake for 10-15 minutes until golden. **Serves 6!**

## Paying Cash?

As of 1st February, 2014 the My Place Property office will no longer be accepting cash payments.

Payment options available to tenants are:

1. **Direct deposit at any Westpac Bank**
2. **Centrepay Deduction**
3. **Internet banking**
4. **Payment Card - Australia Post**

You must use your tenant reference number when making a payment.

# Tenant Incentive Scheme Winners

## OCTOBER 2013

**Gold:** Linda (Wickham)  
**Silver:** Clive (Maryville)  
**Bronze:** Grahame (Newcastle)

## NOVEMBER 2013

**Gold:** Linda (Maryville)  
**Silver:** Robert (Speers Point)  
**Bronze:** Peggy (Maryville)

## DECEMBER 2013

**Gold:** Hanna (Hamilton)  
**Silver:** Greg & Anne (Hamilton)  
**Bronze:** Steven (Newcastle West)

**CONGRATULATIONS TO ALL OF THE ABOVE TENANTS!**

Would you like to find out how **YOU** could be eligible?  
Call the My Place Property office for information or log onto  
[www.compasshousing.org](http://www.compasshousing.org)

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## Compass Tenant Engagement Panel (CTEP)

The Compass Tenant Engagement Panel (CTEP) members are tenants from Branches who have either been elected or applied to represent the interests of everyone living in a Compass property. These members provide an avenue for tenants to provide feedback on the services Compass deliver.

CTEP is part of the solution to helping tenants live and co-exist in healthy and sustainable communities. We are committed to ensuring everyone has the opportunity to be heard on issues relating to our housing.

Our "Have Your Say" video conference sessions are held in your Branch at every CTEP meeting. Tenants have the opportunity to attend to pass on feedback and ideas. These are then passed onto to Compass management through the CTEP Board representative.

**If you would like join CTEP to represent your Branch or have an idea you would like to share, write to:**

**CTEP C/- Compass Housing Services Co Ltd PO Box 967 Hamilton NSW or email:**

**[ctep@compasshousing.org](mailto:ctep@compasshousing.org) or ask Branch staff who will put you in contact with us.**

## Paying Rent? Remember your Tenant Number

Your Tenant Number is a 6 digit number which identifies you as a tenant in our system.

When you pay money by way of deposit, internet banking or Centrepay deduction this 6 digit number **must** be used as a 'payment reference' so that our accounts department can easily apply your paid money to your account.

If this number is not used when money is paid, it cannot be applied to your account and this may then appear as though you are in arrears.

**If you do not have your tenant reference number please contact our office and we can provide it to you.**

## BE KIND TO OUR EARTH

**EARTH HOUR is on 29th March, 2014 from 8.30-9.30pm.**

**CLEAN UP AUSTRALIA DAY —2nd March, 2014**

## ROUTINE INSPECTIONS

Inspections will commence April 2014 through to May 2014. If you will be away for an extended period during this time, please contact our office so we can arrange an alternate inspection time for you.

**MY PLACE PROPERTY WOULD LIKE TO WISH ALL OUR TENANTS A HAPPY & SAFE EASTER.**

**Happy  
Easter**

### Easter Closure

**My Place Property 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.**