Hi Everyone,

Didn’t 2013 go quick? The staff at Newcastle Branch all hope our tenants had a safe and happy Christmas and that your New Year is kicking off to a positive start.

It was unfortunate that we had to cancel our 2013 Christmas Party due to the weather. Let’s hope for a sunny 2014 so that we can celebrate Christmas with you all this year!

There has been some staff movement in our office recently with the team welcoming Ashlea. Ashlea is taking on Jessica’s portfolio as a Housing Manager with Jessica taking on the role as Acting Branch Manager.

We also wish Kylie all the best for her move to our Central Coast Branch. Lindsey will be looking after Kylie’s portfolio.

If you have any concerns, questions or issues in relation to your tenancy please contact your Housing Manager by phoning the Branch as some things can be easily fixed. If your Housing Manager is unable to take your call please leave a message and a team member will get back to you. If you need to make an appointment to see your Housing Manager please do so by phoning first rather than coming straight into the office. This will ensure that you are seen and will avoid disappointment if your Housing Manager is unavailable.

Staff are more than happy to work with our tenants and help you where possible but we request tenants keep a calm and collected attitude for us to be able to assist them.

There will be some new and exciting trips and events this year so make sure you keep an eye out in our newsletters. We are always open to suggestions and ideas as these trips are coordinated for you.

Thank you all for a great 2013. Remember that the year is shiny and new and you get to shape it exactly as you would like it to be. If you haven’t already get started right now on the changes you want to create in 2014. It is NEVER too late. And when you get to where you want to be, celebrate. That’s the pay off. Celebrate your victory and acknowledge the outcomes you are achieving.

Good luck creating your best year ever!

From the team at Newcastle.
The number for **emergency maintenance** matters outside office hours is **1800 633 496**

Compass Housing Services want to make it possible for a member of our community to one day play rugby league in the NRL, or to play soccer in the A—League. We want to make it possible for our youth to secure a trade and engage in the local industry. We want our community to feel an extra layer of support from their mentors. These mentors will help our children grow in confidence, participation, leadership and ambition. We want children to participate in our program and then become role models and mentors within their own community. Ultimately, we want the members of our program to engage with society in productive, meaningful and successful relationships across a range of environments.

The Grow A Star program can make this happen for youth aged between 5 & 18 years by providing the opportunities to pursue those dreams and passions.

Compass Housing Services is working hard to arrange a variety of activities, talent development scholarships and opportunities for the next generation of our community.

Please phone the branch and ask to speak to Bek, Community Development Officer for more information on 02 4929 5537.

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**Mould Issues?**

Get on top of it by using Force Mould Away available at Aldi **for less than $3.00!**

Simply spray the effected area, leave it for 10 minutes and then wipe it away.

**You will be surprised with the results!**

**Aldi Locations:**

- Hamilton—21 Swan Street, Hamilton NSW 2303
- Cardiff—49 Harrison Street, Cardiff NSW 2285
- Glendale—387 Lake Road, Glendale NSW 2285
- Or DIY = Clover oil & Water

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**Grow a Star**

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From 1st February 2014, all Compass Housing Services Branches have become cashless offices. This means that we will no longer be able to accept any cash payment over the counter such as rent, bond, water, maintenance etc.

Tenants will need to ensure they know their tenant reference number and are required to quote this number when making any payments. Payments can be made via Centrepay, direct debit or by use of your Post Bill Pay card.

You can obtain your reference number or payment details by phoning the Branch on 02 4929 5537.

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**T.I.S Winners**

**December 2013**

Gold: Richard - Waratah  
Silver: Anthony - Charlestown  
Bronze: Kevin & Barbara - Georgetown

*Congratulations to our winners.*

Would you like to find out how you could be eligible? Phone the Branch for more information and/or request a flyer on 02 4929 5537.

Pictured right: Mark O'Dwyer (CTEP Chair) with Tricia who won the annual Silver Award for 2013.
Tenant projects

Recycled garden at Curley St Broadmeadow

Mayfield Road Tomato garden

Well done to our tenants who have, on their own initiatives, started projects to improve their place and Community.

Do you have ideas and need some help? Contact Bek on 02 4929 5537.

Lawn Bowls Day

WHO: YOU
WHAT: Lawn Bowls & lunch
COST: FREE
WHEN: Friday 14th March 2014 12pm—4pm
LOCATION: Carrington Bowling Club
RSVP BY: Friday 7th March 2014

Limited spots available—please phone 02 4929 5537 & register your attendance with Bek the Community Development Officer.

The number for emergency maintenance matters outside office hours is 1800 633 496
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 though 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 or ask Branch staff who will put you in contact with us.

The voice of many is more powerful than the voice of one.

See the schedule of “Have Your Say” sessions in the Corporate Office (blue) newsletter.
Neighbour disputes can be very stressful. Neighbours argue about all kinds of things: rubbish left out, noisy kids and animals, loud music and parties, invasion of privacy, smoking, anti-social behavior, car parking, fences, trees and much more.

What starts out as a small disagreement can sometimes get bigger and bigger until it is a conflict that causes a lot of distress.

But what can you do when you are stuck in a dispute?

Community Justice Centres (CJC) can help! CJC is part of the NSW Department of Attorney General and Justice. CJC provides quick, free and convenient mediation services to neighbours and other people in dispute. Around 80% of CJC mediations result in an agreement and people who have used the service report that they find it very useful.

Mediation is an informal process where one or two mediators help people with a dispute get together and talk it out. The mediators are neutral – they are there to help you communicate, but they won’t make a decision or tell you what to do. Their role is to make sure each person has a chance to have their say, keep the discussion on track, and help people come to an agreement that everyone can live with. The sessions usually take two to four hours and are voluntary and confidential.

The aim of CJC mediation is to improve the relationships between the people in dispute and help them get along better in future.

If you would like to arrange a free mediation session or get some advice about how to resolve your dispute you can make a free call on 1800 990 777.

You can also visit the website for more information www.cjc.nsw.gov.au