Branch Manager Message:
I hope you all had a wonderful Christmas and a safe and happy New Year.
I’m looking forward to the year ahead as I’m sure it is going to bring some exciting adventures! Remember to keep an eye out in your Newsletters for Events and Functions and please spread the word to the Compass Community as the more that come along the merrier.
As we leap into the new year our focus is on our People, Place and Performance Approach where we will be looking at ways to improve the services that are delivered to you and assist you in sustaining your tenancies.
It is also that time of year where we may be recovering from an expensive Christmas and if this has affected you and you are behind in your rental accounts, I kindly ask that you contact your Housing Manager, so we can help you through this tough time and work with you to provide support in order for you to keep your tenancy with us.
I am always interested in new ideas and input into our tenant newsletters so if you have any suggestions or information that you would like to add or contribute to, we would greatly appreciate it.
I welcome all of our new tenants to our Compass Community. We look forward to working with you into 2014.
Kind Regards, Sam. Branch Manager

Community Development Officer:
Happy New Year! Welcome to 2014.
I hope you all had an enjoyable Christmas spending time with family & friends.
I would like to thank every tenant who participated in 2013, by attending Compass events. In 2013 tenants attended trips to the Dubbo Zoo, Hawkesbury River postman boat cruise, participated in raising money for the homeless and purchased a woolly hat, the trip to Sydney Aquarium. Madam Tussauds and Maritime Museum, participated in courses, attended the Upper Hunter Tenant Forum, volunteers helped, the Barefoot Bowls day in Maitland and the Compass Tenant Christmas Party.
Compass Housing recently supplied funding to assist with community projects that make a difference to people and their place. Please read more about these great community achievements on page 2 of the newsletter.
I will be organising more fun for 2014, and would love to see even more tenants get involved as this is a great chance for me to meet you and understand your needs.
Kind Regards, Mel Community Development Officer
Compass Connect provided money towards Community Projects that make a difference to people and place. The Upper Hunter Branch has been successful in receiving funding to support great community projects.

- A bus trip to Newcastle to Smart Grid smart centre. This was a great opportunity for Compass tenants and community members who came along on this trip to learn ideas about saving electricity and water in the home.

- Sam Cawthorn a motivational speaker who spoke at the Muswellbrook RSL Club. Sam’s story was inspirational and he shared tips with the audience on how to move forward and have positive thinking.

- The Red Door Community Kitchen official opening was on the 18th December 2013 and has been embraced by so many community members. The kitchen will be running fortnightly from March 2014. If you would like to learn more about being able to visit and enjoy a free healthy meal from this community kitchen, please phone the office on 02 6540 9999 for details.

- Hunter Park was lucky enough to receive a face lift with “Leave you mark in the park” project that ran in the school holiday. We had the support and guidance from our incredibly talented artist, Leanne and the park looks amazing. Thanks to families who participated in this project; they had a lot of fun in the holidays.

- Another amazing effort by a motivated tenant is a community garden in a unit complex. This garden has inspired others in the unit complex to come out and use this positive space as a meeting place. They are also enjoying being able to grow fresh vegetables to share between themselves and donate to the new Red Door Community Kitchen.

The number for emergency maintenance matters outside office hours is 1800 633 496
Swimming pools
If you have a pool, your Housing Manager will ask you to remove it immediately!

Pools are not permitted!

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.

End of Daylight Savings
Turn your clocks back 1 hour.
Sunday 6th April 3am.

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

All welcome to come and enjoy a free meal!
Arrears Session - Wednesday 26th March 2014
Muswellbrook Compass Branch

If you are in arrears, your tenancy is at risk.
If you are experiencing financial difficulty falling behind with your essential bills and are having trouble paying your rent, electricity, phone, WE CAN HELP.

Please attend our arrears session. We are offering free financial counselling with fully trained financial counsellors who can help you to do your budget and help organise to clear your debts.

We will refer you to services available to assist your needs.

Call the Branch to let us know if you will be attending or fill the form below and send to Branch by 20th March 2013.

Upper Hunter Community Health provides support, counselling or treatment for specific issues affecting health. For EMERGENCIES 000.

- Emergency 000
- Lifeline 131 114
- Child Protection 131 211
- Mental Health 1800 655 085
- Domestic Violence 1800 066 777
- Alcohol 7 Drug Information service 1800 422 599
- Family Drug Support 1800 368 186
- Kids Helpline 1800 551 800