

RHHCH NEWSLETTER

Ryde Hunters Hill Community Housing Co-operative Ltd

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TENANTS' FORUM ON 27TH MAY

A tenants' forum will be held on **Friday, 27th May 2005**.

Details of the meeting are:

Venue: Main Hall
Ryde Anglican Centre
42-50 Church Street, Ryde 2112

Time: 10.00am to 11.30am

Items on the meeting's agenda will include:

1. Tenants' survey
2. Complaints and Appeals
3. Performance Based Registration
4. New Business Plan

At this meeting staff will present reports on the current tenants' survey, the Community Housing External Appeals System and the new compulsory Performance Based Registration System. In addition, a progress report on the development of the new three year Business Plan will be provided.

Forums are important occasions for staff to inform tenants about current developments within our organisation and the housing sector as a whole. These forums also provide tenants with the opportunity of asking questions about these and other matters of concern to them.

Participation by tenants in the forum on **27th May** is most welcome. Drinks will be provided. ■

NEW REGISTRATION SYSTEM

The Office of Community Housing (OCH) is introducing a new Performance Based Registration System (PBRS) for all non-government housing providers. The system will be compulsory and will apply to current housing providers such as housing associations, housing co-operatives and church organisations. Altogether, the PBRS will apply to over 420 government funded, non-profit organisations managing about 12,700 properties in NSW.

The key features of the new PBRS are:

- The establishment of a public Community Housing Provider Registrar
- The annual assessment and grading of housing providers

To be registered, a housing provider will need to demonstrate that they have satisfied nine performance outcomes relating to service quality, corporate governance and financial sustainability.

The body responsible for conducting the annual assessments or performance reviews is the Performance Management Registration Team (PMRT) within OCH.

RHHCH decided to participate in the new PBRS during the first year of its operation. In January 05, our co-operative received a Preliminary Risk Assessment from the PMRT. Following our response to this initial assessment, RHHCH will receive a Preliminary Findings Report during May 05. A final report listing the organisation's overall registration status will be issued towards the middle of the year.

More information about the new PBRS will be provided at the tenants' forum on **27th May 05**. ■

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RHHCH OFFICE HOURS

Tuesday & Thursday	9.30am – 4.30pm
Mon, Wed & Friday	By Appointment Only
Public Holidays	Closed

TENANTS' CORNER

Current Rent Subsidy Review

Tenants are advised that new rents arising from the current Rent Subsidy Review generally apply from 19th May 2005. If you are uncertain about how the current review has effected your rental status, please call Wendy Edwards on (02) 9808 3545 during office hours. ■

Water Restrictions

Sydney's available water supplies as of 5th May 2005 have plummeted to just under 41% of the region's full storage capacity. Given the seriousness of this situation, tenants are reminded that **level two mandatory water restrictions** now apply across Sydney, Illawarra and the Blue Mountains.

The following mandatory restrictions now apply to all Sydney Water customers including residents, businesses, local councils and government agencies.

- **No hosing of lawns and gardens except hand-held hosing before 10.00am and after 4.00pm on Wednesday, Fridays and Sundays.**
- **No filling of new or renovated pools greater than 10,000l except with a permit from Sydney Water.**
- **No sprinklers or watering systems at any time.**
- **No hosing of hard surfaces including vehicles at any time.**

Hard surfaces include paths, driveways, floors and buildings. Vehicles include cars, trucks, trailers, caravans, motorcycles and boats.

Drip irrigation, bore water, grey water, recycled water and water used for fire fighting and related activities are excluded from the restrictions.

Fines of \$220 apply for customers found to be in breach of the mandatory water restrictions.

The following are still permitted at anytime:

- Using a bucket or watering can to wash vehicles or water lawns and gardens.
- Cleaning garbage bins using a hose fitted with a trigger nozzle or with an on/off switch. This should be done within an official bin wash area or on grass.
- Using drip irrigation with special low pressure drip devices that release water slowly, in drips, at or below ground level near plant roots.

Full details on the mandatory water restrictions can be obtained from Sydney Water's website: www.sydneywater.com.au/SavingWater/WaterRestrictions or by phoning 13 20 92 (customer inquiries).

Information on Sydney Water's special **retrofit program** (installation of water efficient shower heads) and other ways conserving water can also be obtained from the above sources. ■

NEW TENANTS' SURVEY

A new tenants' survey is currently being conducted by staff.

This survey is seeking responses from tenants on a range of housing services including:

- Repairs and maintenance
- Rent assessment
- Tenants' participation
- RHHCH management

The survey provides tenants with the opportunity of assessing existing housing services and indicating ways in which these services may be improved. Responses identifying the need for new or additional services are welcome.

A stamped self-addressed envelope has been included with the survey in order to encourage tenants to **return their completed surveys** by the **Monday 23rd May 05**. ■

COMPLAINTS & APPEALS

All clients and tenants of RHHCH should be aware of the complaints and appeals procedures available to them.

Internal Complaints

When a tenant first signs a lease with the co-operative, they are given the *Information Guide for Tenants*. This booklet outlines the procedure tenants can use for making a complaint about the actions of other tenants, management or directors of the organisation.

External Appeals

In addition to the internal complaints procedure, community housing clients also have access to an independent review system if they are unhappy with the outcome of an appeal to their housing provider.

This system is the Community Housing External Appeals System (CHEAS). Associated with the CHEAS is the Housing Appeals Committee (HAC) which is the external body that hears appeals for all social housing clients.

Information Sheet

An information sheet about the CHEAS and HAC is enclosed. If you require additional information about the CHEAS, please call the RHHCH office and speak to a member of staff. A report on the complaints and appeals procedures will also be provided at the tenants' forum on 27th May 05. ■

New Member of Staff

We are pleased to announce the appointment of Liz Breden as our new Housing Manager. Liz brings a wealth of experience to the management team having worked in banking for five years and in real estate for over eight years. Liz will mainly be responsible for tenancy and property management services. She began her job on 14th March 2005. ■