

RHHCH NEWSLETTER

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SUMMARY OF THE TENANTS' FORUM TUESDAY 26TH AUGUST 10.30AM

A Tenant's Forum was held on Tuesday 26th August to discuss the introduction of the Rent Reform and changes to two of RHHCH's policies.

18 tenants attended the meeting which was held at St. Anne's Church.

Jon Atkins welcomed the group and advised on current issues facing the community housing sector and RHHCH's goals and direction into the near future.

Liz Breden provided details on the revised Pets Policy and Unattended Premises Policy while Wendy Edwards presented a comprehensive report on the new Rent Reform to be introduced in the current Tenant's Income and Contribution Review.

NEW STATE HOUSING MINISTER

The Hon. David Borger MP was appointed the new Minister for Housing and Minister for Western Sydney on the 8th September 2008 after a recent restructure of the NSW Parliament.

This restructure follows the resignation of Ryde Local

TENANT REMINDER

We would like to remind all tenants that, as per the Residential Tenancy Act 1987, no changes may be made to your property without the written approval. Written permission must be obtained to add, remove from or change the property in any way. These changes include hooks, nails, blue tack, light fittings, painting of any surface, air conditioners, removal of trees or shrubs, floor coverings etc.

NOTICE OF ANNUAL GENERAL MEETING

You are invited to attend

RHHCH'S ANNUAL GENERAL MEETING

to be held at

Ryde Anglican Centre Main Hall
42-50 Church Street
RYDE NSW 2112

Wednesday 29 October 2008

5.30pm for 6.00pm start

Dinner will be provided after the meeting.

Please come along and be part of our biggest event of the year.

**RSVP TO THE OFFICE BY
FRIDAY 24TH OCTOBER
IF YOU CAN ATTEND**

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TENANTS' SURVEY FINDINGS

A Tenant Survey was recently conducted to assess the levels of satisfaction experienced by tenants with respect to tenancy and housing services as well as tenant participation. A total of 65 tenants returned the survey. A brief summary of the findings is listed below.

A full copy of the Tenant Survey results can be obtained from the office.

1. Please indicate the type of housing you are currently living in.

| Response | Number of Respondents | % Respondents |
|--------------|-----------------------|---------------|
| House | 12 | 19% |
| Unit | 41 | 64% |
| Townhouse | 11 | 17% |
| Total | 64 | 100% |

No comment 1

2. How would you rate the tenancy and housing services provided by RHHCH?

| Response | Number of Respondents | % Respondents |
|----------------|-----------------------|---------------|
| Satisfactory | 61 | 97% |
| Unsatisfactory | 2 | 3% |
| Total | 63 | 100% |

No opinion 1

No comment 1

3. How would you rate the condition of your home?

| Response | Number of Respondents | % Respondents |
|----------------|-----------------------|---------------|
| Satisfactory | 61 | 94% |
| Unsatisfactory | 4 | 6% |
| Total | 65 | 100% |

5. Repairs and Maintenance

a. For minor or 'responsive' repair and maintenance.

| Response | Number of Respondents | % Respondents |
|----------------|-----------------------|---------------|
| Satisfactory | 57 | 89% |
| Unsatisfactory | 7 | 11% |
| Total | 64 | 100% |

No opinion 1

b. For major or 'planned' maintenance.

Of the 65 respondents, 39 tenants lived in 'capital' properties and therefore could have received planned maintenance services during the survey period.

| Response | Number of Respondents | % Respondents |
|----------------|-----------------------|---------------|
| Satisfactory | 30 | 97% |
| Unsatisfactory | 1 | 3% |
| Total | 31 | 100% |

No opinion 8

6 How would you rate the following aspects of paying you rent?

a. The ability of the staff to answer questions you may have about rental payment options and rent in general.

| Response | Number of Respondents | % Respondents |
|----------------|-----------------------|---------------|
| Satisfactory | 64 | 100% |
| Unsatisfactory | 0 | 0% |
| Total | 64 | 100% |

No opinion 1

7 Are you satisfied with the current forms of tenant participation and consultation in RHHCH?

| Response | Number of Respondents | % Respondents |
|----------------|-----------------------|---------------|
| Satisfactory | 62 | 98% |
| Unsatisfactory | 1 | 2% |
| Total | 63 | 100% |

No opinion 2

The forms of Tenant Participation that were considered the most satisfactory by tenants were:

1. Provision and exchange of information e.g. response to tenants' queries by staff, *Newsletter*, Tenant Forums, website
2. Involvement in decision making e.g. Special meetings and AGM's
3. Tenant involvement on the Board

We would like to thank all tenants who participated in this year's Tenant Satisfaction Survey for their time and valuable contribution.

UPCOMING EVENTS

- 13th October:** Last day to return Tenant Income and Contribution forms.
- 16th October:** Gardening Competition Judging
- 29th October:** RHHCH's Annual General Meeting - St. Anne's Church Hall, Ryde