

# RHHCH NEWSLETTER

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[www.housing.org.au](http://www.housing.org.au)

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## HOUSING PATHWAYS

On the 27<sup>th</sup> April 2010, a new program called Housing Pathways will be launched making it simpler, fairer and easier for people to apply for and be matched with housing assistance.

Housing NSW and selected community housing providers have been working together to develop a single process for people applying for housing assistance.

The new process means there will only be one statewide waiting list and a common housing register.

From April 27, applicants will be able to fill out a single application form to apply for housing.

Applicants will be able to choose who they would like to provide housing assistance to them and, depending on who they select, may get an offer of housing from either Housing NSW, a community housing provider or the Aboriginal Housing Office.

Further information will be accessible through a new website from the end of April and will include information on social housing, forms and key contacts.

More information on Housing Pathways can be obtained from :

- [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au)
- RHHCH office on 9808-3545

## NEW OPENING HOURS

To assist tenants and applicants with their inquiries, RHHCH has changed the office opening times.

The new opening hours are listed below.

Please note that the office will be closed on Wednesday mornings from 9.30am to 1.30pm and all day on Friday.

If you wish to see a member of staff during these times, an appointment must be made prior by contacting the office on 9808-3545.

Day	Open	Close
Monday	9.30am	4.30pm
Tuesday	9.30am	4.30pm
Wednesday	1.30pm	4.30pm
Thursday	9.30am	4.30pm
Friday	BY APPOINTMENT ONLY	

## TENANT CONTRIBUTION REVIEW

The first Tenant Contribution Review for 2010 is underway.

All tenants will be required to complete an Application for Rental Subsidy Form. Please ensure that this form is completed in full and return to RHHCH by the due date of **Friday 9<sup>th</sup> April 2010**.

Please make sure that all forms are returned promptly during the Tenant Contribution Review Process to avoid your Tenant Contribution falling into arrears.

Should you have any queries regarding your Tenant Contribution Review please contact either Wendy or Liz at the office on 9808-3545 or email them at

[wendy@housing.org.au](mailto:wendy@housing.org.au) or [liz@housing.org.au](mailto:liz@housing.org.au)

## UNKNOWN DEPOSITS

We have received a number of bank deposits which have been deposited without using a reference or bank number.

**If you have recently made a bank deposit, we request you check your rent statement carefully and contact the office if you think any of your deposits are missing.**

If deposits are made without using your deposit book or reference number, we are unable to credit your account.

Please contact Marella on 9808-3545 on Tuesday, Thursday or Friday or email her at [marella@housing.org.au](mailto:marella@housing.org.au)

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## HOUSING NSW TENANT CONNECT

### What is it?

Red Cross in conjunction with Housing NSW, are providing a community program called NSW Tenant Connect, for older tenants living in social housing across NSW. Tenants living in public, community and Aboriginal housing can receive a free reassuring daily phone call to confirm they are safe and well.

Tenants who live alone and are aged 75 years or over and Aboriginal tenants aged 50 years or over not in daily contact with someone can apply to receive this service.

### How does it operate?

Tenants will receive a short friendly daily call from a Red Cross volunteer at an agreed time. If you don't answer the call the volunteer will wait 10 minutes and call again.

If there is still no response, your Housing NSW Tenant Connect coordinator will be notified and a contact person (nominated by you) will be contacted to come to your home to check if you are OK.

A contact person is someone you trust who can come and check on you should a call go unanswered. They might be a neighbour, friend or family member.

You will need to have access to a landline phone. If you don't, Red Cross can help you gain access via a service provider free of charge.

### Receiving a free daily phone call

If you are a tenant living alone and would like to receive a daily phone call, contact Tenant Connect or call us on

**1800 827 677**

**Email: [nswtenantconnect@redcross.org.au](mailto:nswtenantconnect@redcross.org.au)**

## SMOKE ALARMS

Please check that the smoke alarm(s) in your home is in working order. Please change the battery if required and report any faults to the office urgently so it can be repaired.

It is a condition of your lease that the smoke alarm not be removed or the operation of the unit be interfered with. It is also the tenant's responsibility to notify RHHCH if a smoke alarm is not functioning properly.

## FREE BREAST SCREENING

If you are 50 years of age or older and have never had a mammogram (or it has been more than 2 years since your last screening), BreastScreen NSW offers a free breast screening service.

For further details or to make an appointment, call  
**13 20 50**

## ENVIRONMENT WATCH HOUSEHOLD CHEMICAL CLEANOUT

Disposing of household chemicals in the garbage, toilets, sinks or drains can be harmful to you and your family. It can also have major effects on our environment.

You can dispose of your old chemicals safely by taking them to one of the FREE Household Chemical CleanOut drop-off centres. City of Ryde is hosting a CleanOut event on:

**Date: Sunday 9 May 2010**

**At: Meadowbank Park  
Adelaide St Meadowbank  
(In the netball courts carpark)**

**Time: 9.30am - 3.30pm**

Materials that will be accepted include:

- solvents and household cleaners
- floor care products
- ammonia based cleaners
- fluorescent light globes and tubes
- car batteries
- motor oils, fuels and fluids
- paint and paint related products
- pesticides and herbicides
- poisons
- gas bottles
- fire extinguishers
- pool chemicals
- hobby chemicals
- acids and alkalis
- 20kg or 20 litres max container size

Materials with the following logos



For more information contact  
City of Ryde Customer  
Service on 9952 8222

[www.cleanout.com.au](http://www.cleanout.com.au)