

SUMMER EDITION | DECEMBER 2020



**COMMON
EQUITY**
CO-OPERATIVE
HOUSING

NEWSLETTER

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Image credit: [Pixabay](#)

MESSAGE FROM THE CEO

Welcome to the Summer edition of our newsletter. It has been some time since our last issue. I am excited to share that we will begin publishing two newsletters a year, a Summer edition and a Winter edition.

The newsletters will be a way to profile Co-operatives and members, discuss and promote key projects and initiatives occurring within the sector and to communicate and connect with each other.

In this issue, you will read articles from three of our Co-ops who have been active for 25 years or more, updates on the work the Company Co-operative Agreement (CCA) Working Group is undertaking and information about a new research project into the benefits of Co-operative Housing in Australia.

We welcome feedback on this issue, and input for future editions. I hope you enjoy it!



Nick Sabel
CEO



FAREWELL LETTER



It has been my pleasure to be part of the North Coast Women's Housing Co-operative (NCWHC) for the past 16 years, there has been many challenges and changes but that is what life is about, you take the good with the not so good.

I have absolutely no regrets, I have loved where I live, it is beautiful, the yard has been my form of relaxation for many years, sadly it is too large for me now, since retirement it has been a great source of activity for me.

I became a member of the NCWHC in 2005 at a much younger age than I am now. Now at 72 continually active but not as agile, the yard is too large to maintain. Once it was not beyond me to get out the chainsaw and lop a few trees down or get rid of rubbish, clean out the composting toilet, mow lawns which are about two and a half acres, not a problem! However now I am finding it a bit much.

We are heading back to Queensland to be closer to family. I would like this opportunity to first thank NCWHC for the pleasure of being part of this Co-op. I have had an amazing journey of knowing some wonderful women who are dedicated to Co-operative Housing.

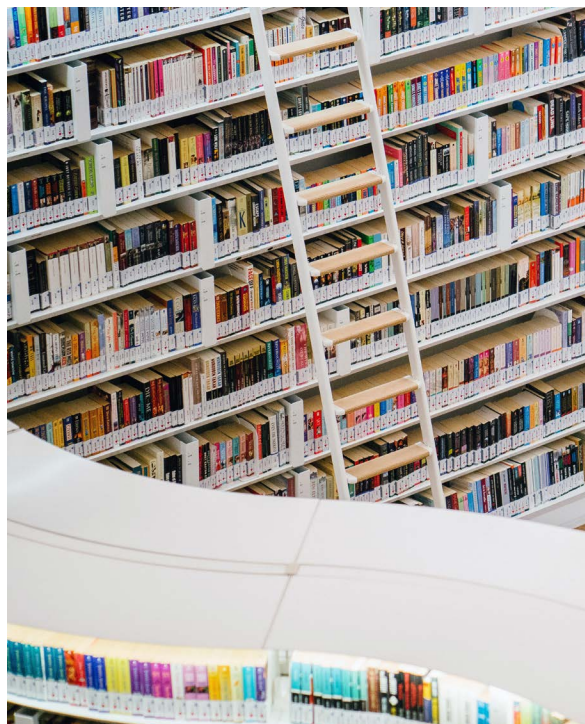
And to all at CENSW, I have seen many changes. I was part of the Co-op when ARCH was at the helm and was on the Board of CENSW for two years. I have seen many staff changes and met some wonderful people, Willia, Cindy, Mirjana and Robbie just to name a few. Those whose names are not here I think of you also.

The absolute best to one and all.

Pat McArthur

Brigitta Sullivan

Photo courtesy of Pat McArthur



CO-OP RESEARCH INTO BENEFITS OF CO-OPERATIVE HOUSING

An Australian Perspective

In 2018, Associate Professor Louise Crabtree and her Western Sydney University research team reviewed the international literature on the benefits of Co-operative Housing. This research revealed that Co-operative Housing delivers a range of social benefits for its members including:

- increased self-determination and autonomy, offering marginalised groups the opportunity to have an effective voice within their own housing arrangements
- improved safety for Co-operative members and communities, enhanced by collective support
- improved psychological well-being, enhanced by a sense of security and purpose, inclusion and belonging
- improved health outcomes and ageing place by reducing isolation and having a local network of support
- increased skills and knowledge through active participation
- an opportunity for socio-economic mobility (moving through the continuum of housing tenure) without needing to leave an established community.

As an international movement, Co-operative Housing exists as a proven, successful, and replicable model. One of the key successes is the capacity of Co-operative Housing to self-organise. When viewed together with the many social benefits of Co-operative Housing, the model can be seen to provide positive housing outcomes (which are scalable) with minimal cost and impact to government.

Again, looking to international models, Co-operative Housing offers housing outcomes which span social to free-market housing equivalents, often within the same development. Member residents each participate equally as decision makers and contributors, regardless of financial member status.

Australia has a very small and underdeveloped Co-operative Housing sector compared to the overseas experience. This is something we want to change.

Louise and her team, with support from our colleagues in the Australian Co-operative Housing Alliance (ACHA), have been successful in obtaining Australian Research Council grant funding which will enable important research to occur in the Australian context. This project will gather evidence on real life experiences of Co-operative living in Australia. The research aims to understand whether the same benefits apply here as they do overseas, through surveys and interviews with Co-operatives around Australia.

This evidence will be critical to assist us advance and raise awareness of the value and impact of Co-operative Housing and its ability to address housing needs and create strong and vibrant communities.

A steering committee comprising of the researchers and ACHA members is meeting monthly. An advisory group will be formed with Co-op members to help guide the project and develop and trial the survey tools and interview questions.

We look forward to your involvement and will keep you updated as this important project progresses.

Image credit: [mentatdgt](#)

REVIEWING OUR CCA

Purpose of review

In early 2020, it was identified that the current Company Co-operative Agreement (CCA) required a review to respond to sector and environmental changes and to make it fit for purpose.

The CCA is the key document that frames the relationship between CENSW and Co-operatives, outlining the responsibilities for the use and operation of the properties. It is important that it reflects best practice, aligns with obligations under our government contracts and is ever evolving.

Process for review

CENSW was keen to involve the Co-operative sector in the review process and as such there was a call for Expression of Interests (EOIs) for members to get involved.

The CCA Working Group comprised of Co-op members and Common Equity NSW staff has been established and is undertaking the review in a collaborative and transparent manner. At this stage, the CCA working group has met four times and will continue to meet monthly. Any recommendations arising out of the review will be brought to the sector for consultation. This is likely to occur in the first half of 2021.

Work to date

Company rent methodology

The first area for review has been the company rent methodology. The 'flexible company rent – adequate reserves methodology' which commenced in 2016/2017 has been an issue raised by many Co-ops.

The original intent was noble. It was a company rent methodology that would give Co-ops adequate reserves to manage their operations while also enabling the pooling of excess Co-op funds to be redeployed to support growth and development across the sector. However, this is not what has transpired.

Concerns raised include:

- It is complex to understand.
- Rent calculation processes are very time consuming.
- There are no adjustments made at the end of each financial year for Co-ops who have under/over spent according to the estimates

used in their calculations. It creates confusion and uncertainty because company rent can fluctuate every year for Co-ops.

- Company rent calculations include surplus funds which some believe should be separate.

The Working Group is considering a range of options that may better address these issues.

Surplus or accumulated funds

Co-op surplus or accumulated funds and how best to use these has been a key component of these company rent discussions.

We are aware that there is currently over \$6 million sitting idle in various Co-op bank accounts which is not being utilised. Rental income comes from the use of government properties and is really the only form of funds that the Co-ops and CENSW receive to sustain and grow the sector. It is critical that this is used wisely.

How we work together as a sector to ensure that we can best utilise rental income for Co-op sustainability, CENSW sustainability and sector growth projects is the challenge.

This is complex work and there is no silver bullet. I want to thank and acknowledge the valuable contribution the Working Group members are making. Together, they are working through these issues around company rent to develop a formula that is sustainable, helps achieve our common goal of growth and works for all.

More information about the progress on company rent methodology and the broader CCA review will be made available as part of a consultation process early next year.

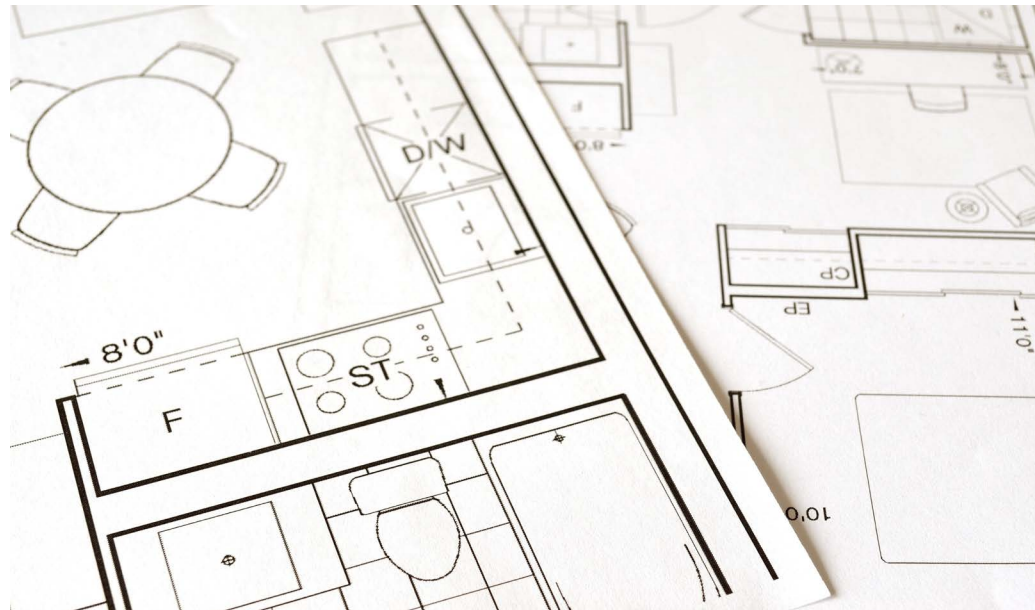


Image credit: [Rodolfo Quiros, Pixabay](#)

CROYDON PROJECT

In 2015, the NSW Government began a program of selling off Social Housing properties in the Millers Point area. This program affected one of our oldest Co-ops, The Compound. In advocating for the Co-operative to be recognised as a community, it became clearly evident the impact was greater than purely relocating individual tenancies. CENSW was able to obtain grant funding through a Community Housing Assistance Agreement (CHAA) with Family and Community Services (FaCs). The grant of \$4M from FaCs was matched by \$4.6M from Common Equity NSW.

Under the CHAA the tenants of The Compound were relocated to properties in locations suitable to their individual needs and funding was set aside for two other projects. The first was a seniors Co-operative in South-West Sydney (of at least 13 tenancies). The second was an Inner West project (of at least five tenancies) to expand Dunroamin Housing Co-operative, an existing shared accommodation Co-operative, which only had six tenancies.

A Victorian cottage in the inner west suburb of Croydon is being redeveloped to create a shared accommodation model, which will have six self-contained tenancies. We are currently working on having it completed by Christmas 2020 and for the first couple of tenants to move in by then.

The development has retained the facade and two front rooms of the original Victorian cottage, including period features such as chimneys, fireplaces and leadlight windows. The architect

created two accessible units in the front rooms of the house and extended the rear to have two ground floor and two first floor studios. The rear extension roof line is not visible from the front, retaining the appearance of the cottage. A common kitchen and lounge area are provided in the rear extension, in addition to laundry facilities and a double garage.

The project is innovative in that it demonstrates how redevelopments can use the planning provisions for New Generation Boarding Houses to deliver high quality projects, that house more people, whilst maintaining the character of the area.

Significant efforts were made during the Development Application process by CENSW and Dunroamin Co-op members to inform neighbours in dispelling any misconceptions of what a New Generation Boarding House might mean to the neighbourhood. As a result of this early engagement and transparency, most of the feedback from neighbours has been positive.

This project is a great example of CENSW and Co-ops collaborating, sharing visions and growing the Co-operative Housing sector.

NEW BOARD MEMBERS

Kate Olgers

Kate is a versatile senior business leader, and risk and governance professional. Her experience and expertise spans law, risk, corporate governance and human resource management across a range of industries including banking, insurance and real estate.

Kate's career includes 12+ years as a partner of international law firm Allens Arthur Robinson; co-founding legal services disruptor AdventBalance Lawyers; and the past 10 years in-house, including as General Counsel of National Australia Bank and Chief Legal Officer of Suncorp Group. Kate's relevant experience includes implementing best practice corporate governance; stakeholder management; strategy development and business planning; risk and reputation management; human resource management; and executing complex and strategic projects.

Kate is a mother to Charlotte and Lucas. Kate is an elite Masters cyclist who enjoys travel, theatre and contemporary art. Kate cannot live without good coffee or peanut butter.



Photo courtesy of Kate Olgers

Liz Mackdacy

Liz Mackdacy is grateful and delighted to be joining the Board at an exciting time of expansion of Co-ops. Liz has been involved in the social housing sector for more than 20 years wearing a number of hats. Liz was a volunteer with her local community housing organisation, Burwood Community Housing, for a number of years just prior to the sector amalgamations in NSW. Liz worked in state housing authorities in both NSW and Queensland running policy, programs and operations. After leaving the public sector in the late 90s, Liz set up a consulting business. Through this business, Liz had the opportunity to research social housing issues and strategies across Australia including homelessness (and its funding), self-build projects, crisis housing, affordable housing feasibility studies, state planning policies and local government roles in facilitating and delivering affordable housing. Liz recently retired from running her forensic psychology practice, that was set up 12 years ago. Liz looks forward to meeting as many of the Co-op members as possible in our COVID world.



Photo courtesy of Liz Mackdacy

Jemah Day Egan

Jemah is a Treasurer of BRANCH (Bellingen Rivers and Neighbourhood Co-operative Housing). Jemah is passionate about affordable housing and raising awareness of the benefits of Co-operative Housing. Jemah is a member of the BRANCH Membership and Growth committees.

Jemah is a single mother to two children. Jemah recently qualified in education, with many hours of experience in a classroom. She moved on to learn yoga, mindfulness and conflict resolution programs within primary age education.

Jemah is the owner and operator of her own clothing label and has a monthly stall at Bellingen Markets.



Photo courtesy of Jemah Egan

25 YEARS STRONG

The past year or two has seen many Co-ops celebrating the milestone of being 25 years old or more! We have included highlights from just a few of these in this issue. Other Co-ops that deserve big congratulations on such a significant anniversary are:

- Albury Co-operative Housing Tenants
- SWITCH
- Tamil Senior Citizens Housing Co-operative
- Lac Viet Housing Co-operative
- Van Lang Housing Co-operative
- BRANCH
- Dunroamin Housing Co-operative
- Kapit-Bahayan Co-operative
- Marrickville Arabic Co-operative
- Nelson Bay Housing Co-operative
- Surcoop Co-operative
- Twin Towns Housing Co-operative
- Whispering Hope Housing Co-operative

An amazing amount of work and good will goes into ensuring people are house and connected, while keeping the sector alive and strong.



Image credit: [Chang Duong](#)

EXTENDED FAMILY HOUSING CO-OPERATIVE

Extended Family Housing Co-op (EFHC) was formed in 1985 in response to the Local Government and Community Housing Program initiative to encourage viable alternatives to public housing.

For some years prior we'd been involved in a loose-knit community sharing, among other things, an interest in personal growth and development and healing. We'd all lived and worked in collectively managed situations and through consensus had agreed upon the philosophical direction we wanted for this housing project.

The core members of EFHC were feminists who worked in women's services - health clinics, shelters and refuges for women escaping domestic violence. It was through this network that we first heard about the program.

In western societies, extended family living had been neglected in favour of the detached nuclear family. The family structure we'd held up as the cultural ideal for the past half-century had been a catastrophe for many, with major social problems arising from isolation and lack of support, especially when accompanied by economic hardship and personal crisis.

Responding to the specific housing needs of some of the most disadvantaged in the community – single women and children – EFHC sought to provide for the social and emotional needs of parents and children, by including a supportive network of single people amongst its membership. Our members were strongly committed to the co-operative ethos and chose this model of democratic social ownership of housing over pursuing individual home ownership.

Funding for EFHC was approved in 1987, and the first property was purchased in late 1988, when the decision was finally made to spot purchase existing houses rather than design and build for-purpose dwellings. By June 1990, fourteen adults and nine children were housed in four properties.

We currently have nine households across six properties in Petersham, Marrickville, Dulwich Hill and Concord West, with two more houses purchased from additional funding submissions.

EFHC has remained a relatively small Co-operative with a low turnover of tenancies.

Women's economic and social independence has been paramount, and only women can enjoy membership rights. The women in the Co-op have mostly been single, though some have had partners, including men living in EFHC as part of a family unit.

Through the simple but powerful skills learnt



in managing the business of Co-operative Housing, and by performing roles with increasing responsibility, EFHC members have gained the confidence and capacity to take charge of their lives.

The Co-op has given them the freedom to independently pursue the dream of following creative careers, undertaking further study or embarking on new life directions, while raising their children in a stable home environment.

Tara Morelos

Photo courtesy of Extended Family Housing Co-operative

EXTENDED FAMILY HOUSING CO-OPERATIVE



Julia Gray

Vale Julia Gray, a long-term Co-op member, who held EFHC together at times when others lacked the experience, or free time to contribute fully. Her willful persistence and endless determination enabled success in many of our struggles with the Department of Housing in the early years. From power tools to the perfect soufflé, from balancing the books to bouncing babies on her knee, she was a woman of many talents and a great loss for our community.

ALPHA HOUSE ARTISTS CO-OPERATIVE

Alpha House is a Housing Co-operative based in the inner west suburb of Erskineville, Sydney which provides stable and affordable housing to professional artists and art students, so that they can focus on their practice.

Alpha had its origins in 1982, when two artists, Squirrel and Jon, rented the old Alpha House building in North King Street, Newtown with a vision to providing cheap inner-city housing and studio space for artists. Initially a loose collective, our colourful struggle to create a permanent home has encouraged members to organise into an effective, self-governing Co-operative. Alpha House is run primarily by its resident members who together make up committees of Directors, Maintenance, Management, Finance and Gallery Events.

Based on its present site for over twenty years Alpha is currently home to 30 people. Our property, owned by NSW Housing, consists of 12 dwellings across nine buildings and includes a heritage cottage and four single occupancy apartments that are housed in “The Towers.” At its heart is a large green haven for residents to garden, BBQ and socialize. It also includes a free-standing building that contains a gallery/meeting space with a sunny terrace on its top floor, with working studios for painters, photographers, musicians and more to practice their art beneath.

Over the course of its history, Alpha has provided housing to more than 140 low income artists and creatives and has been engaged with its local community through events at the gallery, community art projects and workshops.

The Co-op has proved fertile ground for many artist resident members over the years. Affordable housing has allowed for artists to focus on work that has gone on to being hung in the Archibald, performed at national (and international) arts and music festivals, published in literary journals and seen on screens to name but a few of the disciplines and highlights.

The gallery space has seen hundreds of exhibitions and events over the years that have ranged from intimate string quartet recitals from members of the Sydney Symphony Orchestra to community art parties, yoga workshops and everything in between. With an aim for the space to engage with the local community to promote local art and Co-operative living, the gallery has thrived and remains a popular venue for lovers and practitioners of art.

Ben Panucci



Archibald Prize 2020 – finalist - submission by Neil Tompkins (Alpha House) & Digby Webster

Image credit: [Art Gallery of NSW](#)

EMOH RUO HOUSING CO-OPERATIVE

In late 1987, a bunch of us held our first meeting, to discuss the idea of finding a housing solution. Some of us had been members of the Kelly St Kolektiv, an artist-managed Co-op gallery in Ultimo. Some of us had lived in an artist's converted warehouse in Barr St, Balmain. Some of us lived in an old bus. We were an interesting and determined group of people. None of us could afford to buy, we had all rented from place to place, and we all worked hard to bring our Co-op to life. Eventually, we achieved our goal, and it was a wonderful day in 1995 when we finally stepped into our homes in Emoh Ruo Housing Co-op, in Erskineville.

Initially, there was no organisation to manage and fund us. All we had were dreams, street theatre, and some accomplished activists and housing workers, who helped push a reluctant bureaucracy out of the dark ages and into Co-op Housing. We connected with Francis King, Jasmine Pring, and others from Alpha House, another group of artists who had been squatting in an old building in Newtown. There were several women's groups, a group of Aboriginal tenants from Wollongong, and people from all over the state who were attracted to the idea of non-institutionalised housing solutions.

We formed our own tenant advocacy group. Francis from Alpha House was shameless. He turned up in a toga outside the then Housing Department, with assorted Alphans, and other homeless hopefuls, in colourful garb and banners. Francis charmed bureaucrats and convinced them to initially fund a worker to help us get our Co-ops set up. Tony Eardley from the UK was duly employed, and during his time the federal Labor Government set up funding under the Local Government and Community Housing Scheme. The scheme was born when Tom Uren was Minister for Housing. Col James, Karine Shellshear and John Mant were essential to achieving our goal: a Co-operative Housing sector in NSW. We are now on to our third management organisation in NSW, and throughout the last three decades we have created a diverse and very community focussed Sector.

Getting housed involved a number of political battles. They included writing a model incorporation document for the sector, several trips to the Ombudsman, and dealing with

the subsequent dismantling of the Housing Department, and creation of the Office of Community Housing.

For Emoh Ruo, we were lucky enough to find architects Mark Baxter and David Jacobsen. They designed us a beautiful oasis in Erskineville. As well as twelve units, all facing a central garden and courtyard, we have a small community hall, an office, a communal laundry and communal drying area, a massive garden and a couple of cats. We have an organic veggie patch, we recycle some of our water into the garden, and live surrounded by tall trees, an abundance of plants, enormous ferns, and music.

We have members from Macedonia, India, Tanzania, and Woop Woop. Some lived on boats, in communes or in very cramped share housing before finding permanent secure housing here at Emoh Ruo. We have members who, like any group, have various health issues to manage. Some of us have proven to be outstanding administrators, others cook excellent samosas. We have lived here now for 25 years and have had a couple of sad deaths and some very much wanted births within our community. As well as managing our jobs, lives, children, and the Co-op, we have provided support to each other through good times and bad. We have produced a lot of art, a pizza oven, a man shed, cartoons and a mini library in a tree. It is fitting that in our 25th year, we are doing a hell of a lot of repairs and maintenance.

The month of our anniversary, September, was a time of sunshine, coffees, birdsong, blossoms and the beginning of lighter evenings. For us in Emoh Ruo, September 2020 was a time of celebration and thanks, as it will be 25 years since we moved into Emoh Ruo, our home.

Amalina Wallace



Photo courtesy of Michael Graham

FIVE QUESTIONS

Thanh Phan

Housing Coordinator for Lac Viet and Viet Lang Housing Co-operative

Thanh Phan joined the Vietnamese Seniors Co-operatives in December of 1999, and has been working for them ever since.

What drew you to the role?

I took this role for many reasons. First of all, I wanted to contribute to my community because at that time I was considered as "very young" (in comparison with those seniors, LOL), and with the skills that I had, it was just an easy task. Secondly, I was thinking that this role was a great opportunity for me to balance between my job and my "early retirement" lifestyle. Thirdly, those seniors were so kind and lovely. I said to myself that I would help them for a couple of years (but I was wrong).



Vietnamese Seniors playing a game

What is a typical work day?

Always busy, never running out of work. Usually there are unusual events that happen during the day. But things must be done and solved "no one else but me" (LOL).

What do you love about this job?

Every job I do with all my passion. I love seeing improvements and good results happen when a project is delivered. My favourite thing is to participate in the Co-operatives members meetings, that is when I learn more about their opinions, feelings, and their work in all areas of the Co-operative. The success of the Co-operatives is due to the active contribution and participation in these meetings. I also like to organise excursions and outings for the members (I know it's not my job but love to have fun).

What do you find challenging about this job?

All tasks that involves in the preparation of budgets and annual financial statements.

As I have been working with those Co-operative members for so many years, I am very attached to them. I am seeing them as my family members. I will soon get to retirement age, what a challenge it will be for me to say goodbye to them. I believe this moment will be the saddest part of my role. Reluctantly, I have to do this soon.

What do you do in your free time?

When I am not at work, I love spending time on new recipes, restaurants, and tourist attractions (I love sight-seeing)

OUR COMMUNITY IN ACTION



Blaxcell St, Granville – increased safety and access to transport

The persistence and lobbying of our senior residents from Blaxcell Street in Granville have resulted in a safer and better connected community.

Their hard work produced two great outcomes

- Crucial bus stops remained open
- A pedestrian refuge was installed in front of the property to ensure safe crossing for the community.

The lobbying was initiated by the tenants of Blaxcell Street with Mr. Dharma taking the lead. Initial requests for the installation of a pedestrian crossing were rejected. However, the tenants persisted with their efforts and a pedestrian refuge was finally installed in September 2019. This refuge is crucial in helping local elderly residents cross the busy road and safely access the bus stops.

Lobbying efforts started at a local level with letters being sent to the local Mayor, Councillors and Roads and Traffic Authority representatives up to the then member of State Parliament Luke Foley. The residents truly appreciate the support provided by the Councillors, technical officers and Luke Foley, MP. They assisted the tenants greatly in achieving these fantastic outcomes.

The campaign to keep the bus stops received both TV and newspaper coverage, featuring Luke Foley MP and local residents including Mr. Dharma. Of course, Mr. Dharma gave CENSW a plug!

COLLECTIVE ENERGY PURCHASING

This year, CENSW engaged consultant Enesol to explore options to develop a collective energy purchase agreement to benefit the sector. The end goal of this agreement was to reduce energy costs and increase access to cleaner energy for sector residents.

This was an extensive process including engaging with large, small and community-based retailers to scope potential. We looked to larger retailers to see if their economies of scale could offer any benefit towards the goals for a collective purchase deal – in particular towards the goal of reducing cost. Smaller, community-based retailers were likewise targeted for opportunities (in addition to cost savings) to potentially partner with companies that were values aligned and that had a greater focus on clean energy sources.

Unfortunately, despite numerous avenues being explored, retailers were not able to offer any further discounts for a residential group sign up beyond their existing market offer. This limitation is primarily due to changes in what residential energy retailers can offer their customers. Following the Australian Competition and Consumer Commission’s Electricity Supply and Pricing Inquiry (2017), the legislation was changed to prevent retailers from entering into fixed contracts for residential accounts. As the collective energy agreement we were seeking would be for residential energy supply, legislation now prevents such a contract to be established.

The purpose of this legislative change was to improve consumers’ rights in having greater control in their choice of energy retailer. Consumers are now able to swap retailers more freely as new retailers and improved rates enter the market.

Through our investigations we discovered that a number of retailers offer substantial discounts to the market rate, some up to 20% off (correct at the time of investigations). While CENSW is not in a position to make recommendations to tenants for specific energy retailers, we can point tenants to the independent government site Energy Made Easy. This site not only provides comparisons between energy retailer plans but also information on: how to understand plans, bills and your rights; and how to reduce your energy costs.

More information can be found at www.energymadeeasy.gov.au



TOP TIPS FOR ENERGY SAVING

Simple actions to save energy this summer.

In the morning

- close curtains and blinds to block heat and trap cool air
- use door snakes to stop hot air entering your home
- hang clothes to dry in sunshine

During the day

- set your air conditioner between 23°C – 26°C
- use fans and keep doors and windows closed when using your air conditioner
- close doors of unused rooms to minimise space to be cooled



Image credit: [Skitterphoto/Pexels](#)



Image credit: [Katsh Photo/Pexels](#)

In the evening

- open windows to let heat out and cool breeze in
- only turn lights on once sun has gone down
- leave front and back windows open to cool home with cross ventilation

In the bathroom & laundry

- wash clothes in cold water
- fix leaking taps
- have shorter showers

In the kitchen

- use lids on pots to speed up cooking
- set your fridge between 3°C – 4°C
- clean fridge door seals and replace if worn

In the living room

- turn off lights when you leave a room
- switch off TVs and other electronic appliances. Don't leave them on 'stand-by'.

For more information go to www.energysaver.nsw.gov.au

CENSW acknowledges the funding support from the NSW Government as part of the Home Energy Action Program.

CONTACTS LIST

Contacts	Numbers
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Registrar of Community Housing Ensures CENSW and our Housing Co-operatives maintain our responsibility as a Registered Housing Provider	1800 330 940 www.rch.nsw.gov.au
NSW Civil and Administrative Tribunal (NCAT) Oversees and deliberates on a range of matters including: housing issues, building works and guardianship.	1300 006 228 www.ncat.gov.au
Community Justice Centres They can assist with disputes including: pets, children, noise, garbage, unreasonable behaviours, family disputes	1800 990 777 www.cjc.justice.nsw.gov.au cjc@justice.nsw.gov.au
Tenants' Union NSW The Tenants' Union specialises in NSW residential tenancies law. Check their website for your local office.	02 8117 3700 1800 251 101 www.tenants.org.au
Housing Appeals Committee (HAC) An independent avenue of appeal for social housing tenants in NSW. Reviews decisions made by CENSW or the Co-op.	1800 629 794 www.hac.nsw.gov.au hac@dhs.nsw.gov.au
Legal Aid NSW They deliver legal services in most areas of criminal, family and civil law.	1300 888 529 www.legalaid.nsw.gov.au
Domestic Violence Line Provides telephone counselling, information and referrals for people who are experiencing or have experience domestic violence.	1800 656 463 24 hours, 7 days a week
Translating & Interpreting Services (TIS) TIS provides a telephone interpreting service.	131 450 24 hours, 7 days a week www.tisnational.gov.au
Centrelink For more contact information, please refer to our Tenant Handbook .	www.servicesaustralia.gov.au/individuals/centrelink

If you have any feedback or would like to contribute to our newsletter please get in touch:
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