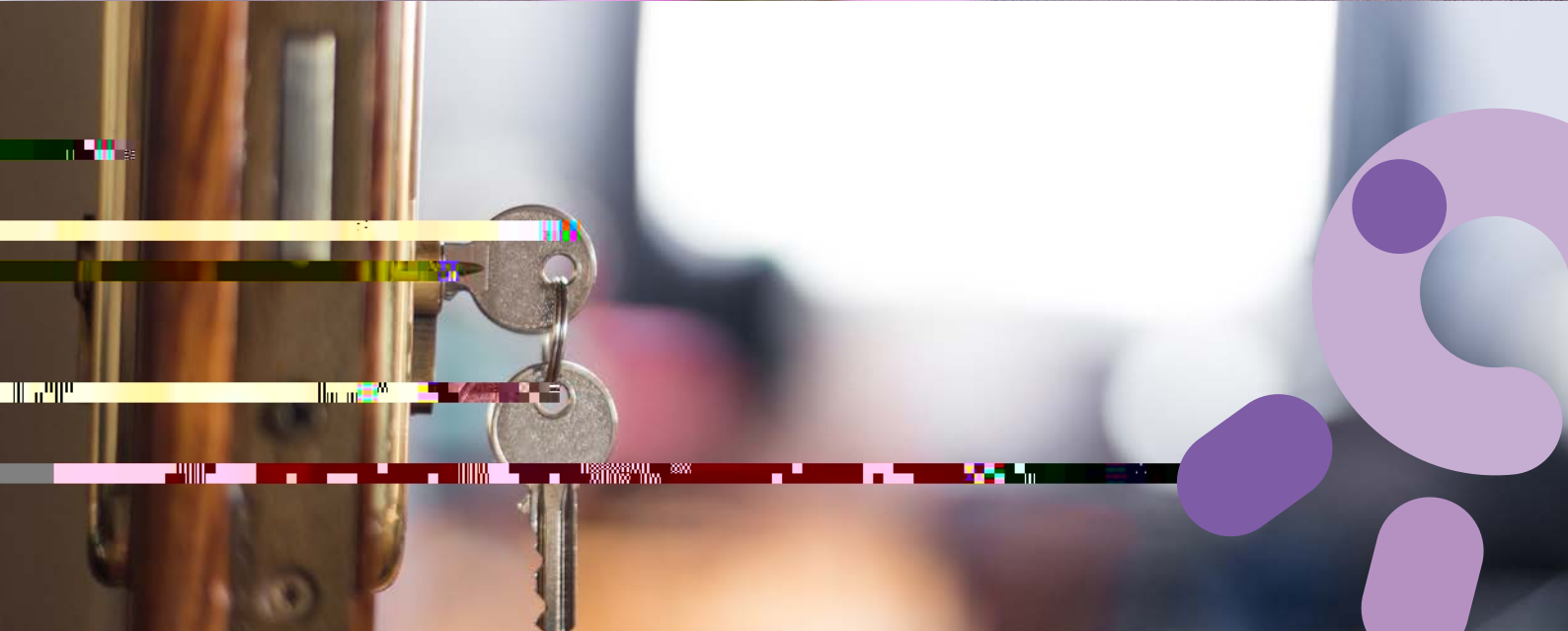
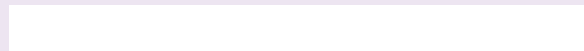


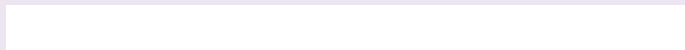
**Link
Wentworth**
ng | s, buildi



Mti f'5 cfXUV`Y`<ci g]b['A UbU[Yf`]g.



Mti fHYbUbhFYZfYbW Bi a VYf`]g.



(use this number when you pay your rent and utilities)

Mti f'dfcdYfm]g.



fGcW]Už5 cfXUV`Yž@YUgY\c`XŁ

5W]bck `YX[Ya YbhcZ7ci bhfm

@]b_K Ybtk cfh`k]g\Yg`tc 'UW]bck `YX[Y`h\Y`HfUX]h]cbU`7i gtcX]Ubg`cZh\Y`@UbX`cb`k` \]W`k`Y`k`cf`_`
UbX`dUmic`i`f`fYgdYWhic`h\Y`9`XYfg`Vc`h`d`UghždfYgYbhUbX`Ya`Yf[]b[žUbX`YI`h`bX`h`UhfYgdYWhic`U`
5Vcf][]bU`UbX`Hc`ffYg`GhfU]h`g`UbXYf`dYcd`Y"



Welcome to Link Wentworth



On behalf of the team at Link Wentworth, I warmly welcome you to your new home.

K Y VY`Yj Y Yj YfncbY \Ug`U`f][\hrc`U`gUZY`UbX`gYW`fY` \ca`Y`"5`d`UW`k` \YfY`mci` WUb`[`fck`ž`
Wc`bbY`Wnk`]h` h`Y`Wca` a` i` b`]mž`UbX`Vi`]X`Vf][\hY`f`Z` hi` fYg`h`Uh`WfY`UHY`d`cg`]h`j` Y`W`Ub`[`Y`"

H\`j`<`UbX`Vcc`_\`Ug`VYY`b`XY`g][` bYX`hc`[`]`]`Y`nci` U`h`Y`[`Y`bY`fU`]`b`Z`c`fa` Uh`j`c`b`hc` \`Y`d`nci` `gY`h`Y`]`b`"
K`Y` \`cd`Y`h`Uh`h`Y` \`UbX`Vcc`_`Ub`g`k`Y`fg`Ub`m`ei`Y`gh`j`c`b`g`nci` \`U`j`Y`U`V`ci`h`nci` f`h`Y`b`Ub`W`nk`]`h` `"
@`j`_`k`Y`b`tk`c`fh` \`UbX`nci` f` \`ca`Y`"M`ci` WUb`U`gc`[`Y`h`a`c`fY`]`b`Z`c`fa` Uh`j`c`b`c`b`ci` f`k`Y`V`g`]`h`Y`
]`b`_`k`Y`b`tk`c`fh`"c`f`[`"U`i`"

ž`nci` `gh`]"` \`U`j`Y`ei`Y`gh`j`c`b`g`c`f`k`]`g` \`hc`X`]`g`W`gg`Ub`m`i`U`gd`Y`W`hc`Z`nci` f`h`Y`b`Ub`W`h`ž`nci` WUb`W`c`b`h`U`W`h`nci` f`
5` c`f`X`U`V`Y`<`ci`g`]`b`[` `A`Ub`U`[`Y`f`"

K`Y`U`f`Y`W`ca`a`]`h`Y`X`hc`d`f`c`j`]`X`]`b`[` `nci` `k`]`h`U`g`Y`W`f`Y` \`ca`Y`Ub`X`U` \`[` \`g`h`Ub`X`U`f`X`c`Z`g`Y`f`j`]`W`"

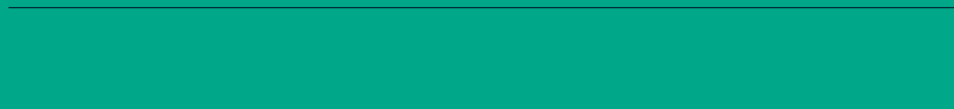
9b`c`n`nci` f`b`Y`k` \`ca`Y`"



5b`X`f`Y`k` `A` W`b`i` `h`m`

79C

About Us





Af ordable housing: Zcfh\cgYk \c \Uj Y'dUjX Ya d`cna YbhUbX'UFY fYVWj]]b['U'a cXYfUHY]bWta Y"

Af ordable Housing Manager: mci f5 cfXUV'Y'<ci g]b['A UbU[Yf]g]mci fia U]b WcbhUWhk]h\]b @]b_ K Ybtk cfh\zUbX h\Ymk]'\Y'd gi ddcfhmci h\fc i [\ mci fHYbUbWm

Bond:U'fYbhU'VcbX]g'U' bUbW]U'XYdcg]hdU]X Vmnci hc @]b_K Ybtk cfh "Mti fVcbX]gYei]j U'Ybhic' Zci f(k YY_g'a Uf_YhfYbh"

Commonwealth Rent Assistance (CRA): bUbW]U'\Y'd hc Y'] []V'Y'dYcd'Y [Yfh]b['U'7YbhFY']b_ dUma Ybhk \c'dUmifYbhUbX'UFY bchidi V']WhYbUbhg"

Community housing: U cfXUV'Y'fYbhU'\ci g]b['Zcf'dYcd'Y'cbj Yfmick hc'a cXYfUHY]bWta Yg"

Client Service Visit (CSV): @]b_K Ybtk cfh\k]'j]g]hnci 'Uh\ca Y Zfca 'hja Y hc hja Y"K Y WU' h\YgY' j]g]hg'7]YbhGYfj]W'J]g]hg'cf'7 GJg"

Fair wear and tear: XUa U[Y'cf'cgg'cZWcbX]h]cb hc 'U\ca Y k \]W\ cVWV fg'cj Yf'hja Y VYWli gY'cZ XUthc!XUmi gY"

Fixed term lease: U'YUgY Zcf'U'gdYW] Whja Yzk \Yfy h\Yfy]g'U'XY b]hY'ghUfhUbX YbX'XUH"

Household income: h\Y [fcgg'hc'hU']bWta Y'cZU'UXi 'hg'f'j Yf% nYUfgtk \c "] Y]b mci f\ca Y"

Leasehold properties: Ufy'dfcdYfh]Yg'hU]h@]b_K Ybtk cfh\ fYbh\h\fc i [\ h\Y'df] UHY'fYbhU'a Uf_YH" @]b_K Ybtk cfh\ 'a UbU[Yg'U'WcbhUWhk]h\ h\Y FYU'9ghUH#Ck bYfk \c]g'fYgdcbg]V'Y Zcf'WUffm]b['ici h' fYdU]fg'cfa U]bhYbUbW"

Main tenant(s): h\]g]g'h\Y hYbUbhk \cgY bUa Y]g'cb'h\Y "YUgY"

Market rent: h\]g]g'h\Y fYbhnci k ci 'X'dUm]Zmci k Yfy fYbh]b[mci f\ca Y]b h\Y'df] UHY'a Uf_YH"

Occupant(s): Yj Yfmc bY "j]b[]b h\Y'dfcdYfm'

Planned works:@]b_K Ybtk cfh\ d'Ubghc fYd'UWV'zi d[fUXY'cf'fYbcj UHY'a U'cf']HY'a g]b'U'dfcdYfm'

Periodic lease: k \Yb'U' IYX'hYfa "YUgY Yb! A K WW dUbmgk U i a A A Y]m bh



1.1

Mi f'f][\hg

5gU'hYbUbhžnci \Uj Y'hY'f][\htc.

- VY hfYUHfX 'jb U'ZU]f'UbX'bcbl'X]gWf]a]bUhcfrnk Um
- be treated with respect
- \Uj Y'UWW'gg'hc'gUZ'UbX'gYW'fY'\ci'g]b[
- VY 'jbZc'fa YX'cZV'Ub[Yg'hc'hY'k Umnci f'hY'bUbWni]g'a UbU[YX'
- complain and to appeal decisions
- i gY'UXj cWUhg'hc'\Y'd'nci 'hU'_hc'@]b_K Ybtk cftl
- \Uj Y'nci f'dYfgcbU']bZc'fa Uh]cb hfYUHfX UgW'cb XYbh]U'
- \Uj Y'UWW'gg'hc']bZc'fa Uh]cb'nci '\Uj Y'[] Yb'i'g"

Mi f'fYgdcbg[V]]hYg'

5gU'hYbUbhnci \Uj Y'hY'fYgdcbg[V]]hnci.

- ']b'UbX'fY'i'fb'nci f'DfcdYfmi7cbX]h]cb'FYdcfhk]h']b'gYj Yb'XUng'cZg][b]b['nci f'YUgY
- fYdcfhU'bcbl'i f[YbhUbX'i f[YbhfYdU]fg'dfca dhmi' f[YbhfYdU]fg'UFY ']bhYffi dh]cbg'hc' [Ugzk UHYf' c'fY'Y'Wf]]h'UhUfY'XUb[Yfci'g'cf]a dYXY'gYfj]W'XY'] Yfm
- dUmh'Y'fYbhcb'h]a Y'UbX'W'cb]bi Y'dUm]b['fYbhi'bh] 'hY'hY'bUbWniYbXg
- dUmnci f'k UHYfi'gU[Y'V]'k]h']b' %'XUng
- gi Va]hnci f'FYbhFYj]Yk 'Vmih'Y'Xi Y'XUH'f]ZUdd']WU'Y'hc'nci f'dfcdYfmiUbX'W]FW a ghUbW'k
- _YYd'nci f'ca Y'UbX'mUfX' bYUhUbX'h]Xmi
- [Yhk f]hY'b'W'cbgYbhZ'ca '@]b_K Ybtk cftl VYZc'fY'a U_]b['W'Ub[Yg'hc'hY'dfcdYfmi' b'Ygg'hY' 'hY'bUbWniU[fYYa YbhidYfa]hg]h'
- hfYUh@]b_K Ybtk cftl'ghU' žW'cbhfUW'c'fg'UbX'fYdfYgYbHUhj Ygk]h' fYgdYW'h
- VY'U[ccX'bY][\Vci f'UbX'fYgdYW'h'nci f'bY][\Vci f'gf][\htc'ei]YhYb'c'ma Ybh
- UXj]gY'i'gk]h']b'&%XUng]Znci f'W]FW a ghUbW'g'W'Ub[YžZc'fYI Ua d'Y']Znci f']bW'ca Y'W'Ub[Yg'cf' gca YcbY'a cj Yg]bhc'nci f'ca Y'
- [Yhk f]hY'b'dYfa]gg]cb Z'ca '@]b_K Ybtk cftl 'hc'gi V! 'Yhc'f'hfUbgZYf'Ubmd'Ufhc'Z'hY'dfcdYfmi-Znci ' Xc'h']gk]h'ci hW'cbgYbhžnci 'UFY'VfYUW']b['hY'hY'fa'g'c'Z'hY'hY'bUbWniU[fYYa Ybh'

1.

2

Your Home

2.1



K \Yb'nci 'g][b'U'YUgY k]h' @]p_K Yb'k c'f'h' nc'i 'k]'VY '[]j Yb'c'by'Z' 'gY'h'c'Z'_Ymg'Z'c'f'Yj Y'f'm'd'Y'f'g'c'b' k \c'g][b'g'h'Y'Y'U'g'Y'Z'c'f'nc'i f'b'Y'k \c'a' Y"

Z'nc'i 'c'g'Y'U'_Y'm'Z'f'c'a' h' \]g'g'Y'h'z'nc'i 'b'Y'Y'X'h'c' d'U'm'h'c' f'Y'd'U'W'W']h'N'c'i 'U'F'Y'k'Y'W'c'a' Y'h'c' [Y'h'g'd'U'F'Y'_Y'mg'W'h'

2.2

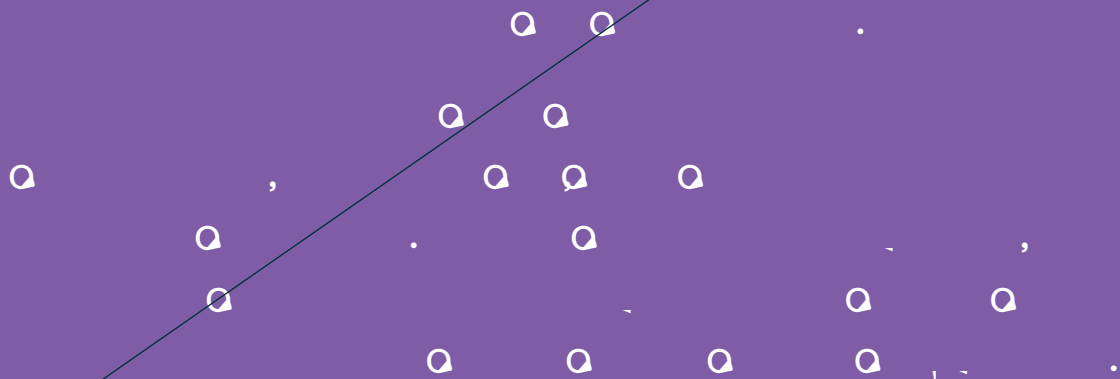


K'Y'k']'d' \c'b'Y'nc'i 'U'b'X'W'X'Y'W']b'h'c'g'Y'Y' \c'k'nc'i 'U'F'Y' [c]b[k]h' \]b'k'c' f'&'t'k' Y'Y'_g'c'Z'g][b]b['nc'i f' 'Y'U'g'Y''H' \]g']g'Z'c' \c'k'Y'X'V'm'U'f [b] Y c' Y'Y'U'g'Y%' Y' Y

3



Have a say and
get involved



Below we have included information about how you can have a say formally. This includes participating in our Tenant Advisory Groups, completing the annual Tenant Satisfaction Survey, letting us know you are happy with or concerned about something, making a complaint or appealing a decision.

.1

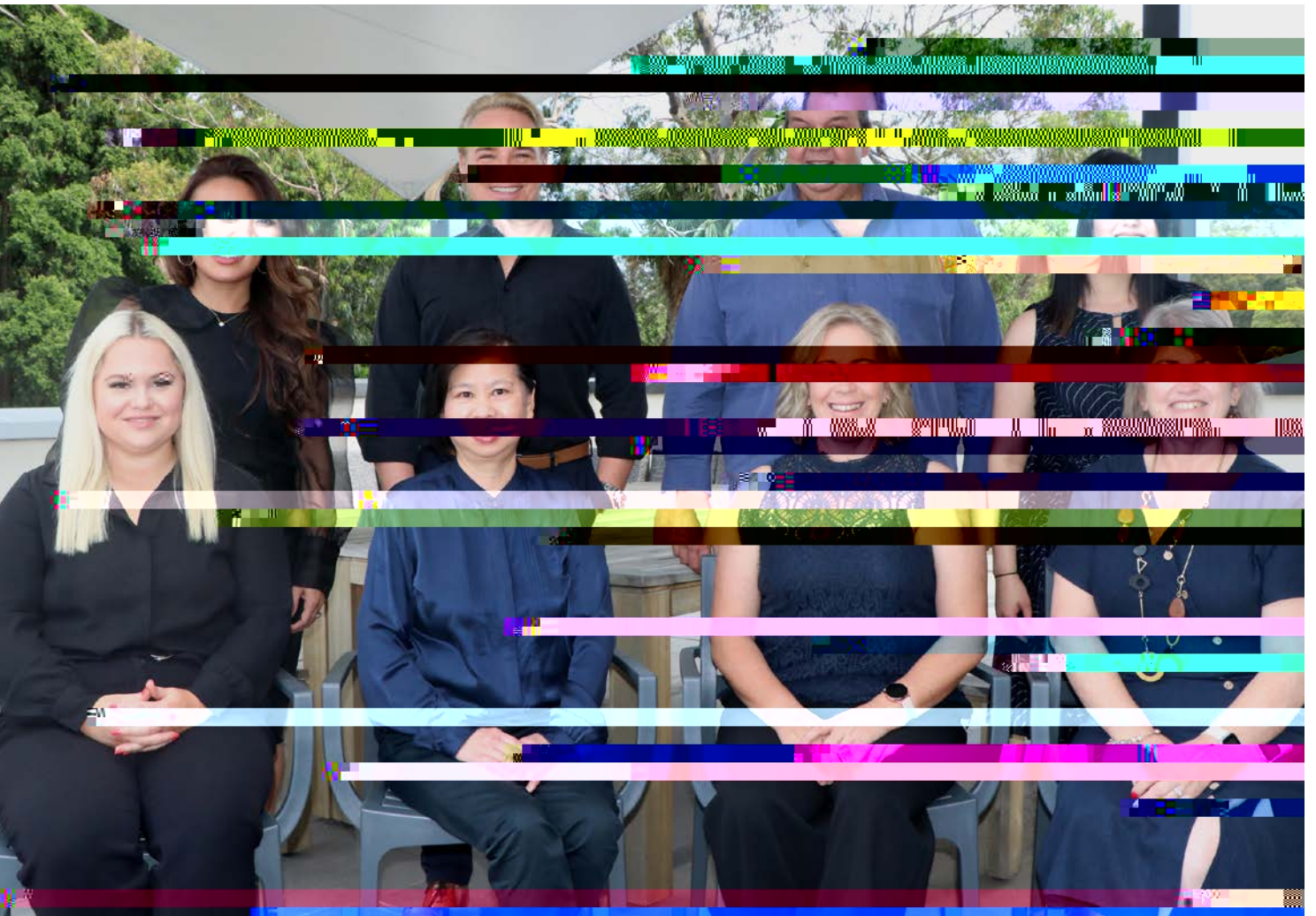
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.2

K Y`cj Y`[YH]b[ZYXVUW`UVci hk \Uhk cf_gZcfmci `Ug'a i W`Ugk Y`UddfYW]UH`Y`YUf]b[`UVci h\Y` h\]b[gk \]X mci `UFY`bch`Uddmk`]h`

Zci fghU `Uj Y`YI WYX`YX mci f`YI dYWU]cbg`cfmci ` bX`UdfcW`gg`\Y`dZ `Z`Yhi g`_bck VmH`Y`]b[`mci f` 5`cfXUVY`<ci g]b[`A`UbU[YP`h\Y`dgi g`tc Vi]X`cb`ci fghYb[h\g`

@]b_K Ybtk cft\ g5`cfXUVY`<ci g]b[H`Ua



• [Q](#)

@b_K Ybtk cfh\ k]`UW_bck `YX[Y h\Y UddYU`k]h\]b`tk c`f&Lk cf_]b[`XUmj`cZfYVW`j]b[]h`5`gYb]cf`
 a Ya VYf`cZghU `k]`fYUX`nci f`UddYU`UbX`fYj]Yk `Ubm`fYV`fXgk Y`Uj Y`UVci h`h\Y`a UHfY`"H\Y`
]bj Ygh[U]cbk]`VY`V`a d`YhYX`k]h\]b`%`k cf_]b[`XUmj`UbX`Uk f]HfYb`fYgdcbgY`k]`VY`dfcj]YX`"-Z`h\Y`
 a UHfY`]g`V`a d`Yi`cf`fYei]fYg`a cfY`]bj Ygh[U]cbz]h`a UmhU`Y`cb[YfVi`hnci`k]`VY`bch] YX`cZ`h`g`
 k]h\]b`%`k cf_]b[`XUmj`"

Znci `Xcb`hU[fY`Y`k]h\`h\Y`ci`h`V`a Y`znci`WUb`\Uj`Y`h\Y`a`UHfY`fYj`]Yk`YX`Yi`h`fbU`m`V`m`h\Y`
]bXYd`YbXYbh`B`GK`<`ci`g]b[`5dd`YU`g`7`ca`a`]HfY`fk`57`L`z`h`]g`]g`UGY`V`bX`H]Yf`5dd`YU`"H\Y`<`57`XYU`g`
 k]h\`Udd`YU`g`c`b`XY`V`]g`]cbg`UVci`hg`Yfj`]W`g`dfcj`]YX`V`m`V`a`a`i`b]m\`ci`g]b[`dfcj`]XYfg`gi`W`Ug`@]b_`
 K`Ybtk`cfh`"M`i`WUb`fYUX`a`cfY`UVci`h<`57`YfY`. \`hdg`##`k`k`"UW`b`gk`"[`cj`"Ui`#`

Z`h\Y`a`UHfY`fY`UH`g`hc`nci`f`h`Y`b`Ub`V`h`z`gi`W`Ug`fY`dU]fg`UbX`a`U]b`h`Y`b`Ub`V`W`znci`WUb`a`U`_`Y`Ub`Udd`]W`h]cb`
 hc`h\Y`B`GK`7`j`]`UbX`5`Xa`]b]ghf`U]j`Y`Hf]Vi`bU`fB`7`5`H`L`W`"B`7`5`H`]g`h\Y`a`U]b`Z`c`fi`a`Z`c`f`fY`gc`j`]b[`h`Y`b`Ub`V`h`
 X]gdi`h`g`VY`tk`YY`b`UbX`c`f`X`g`UbX`h`Y`b`Ub`hg`]b`B`Yk`G`ci`h`K`U`Y`g`":`c`f`a`c`f`Y`]b`Z`c`fa`U`h]cb`.

- B`GK`7`j`]`UbX`5`Xa`]b]ghf`U]j`Y`Hf]Vi`bU`fB`7`5`H`L`W`"%"`\$`\$`%)`"-`-`cfj`]g]hk`k`k`"b`W`h`b`gk`"[`cj`"Ui`
- 8`Y`d`U`f`a`Y`b`h`c`Z`U]f`H`f`U`X`]b[`W`"%"`" `&`&`\$`c`f`" `ci`h`h\Y`c`b`]b`Y`Z`c`fa`U`h`



4



Moving out of your home

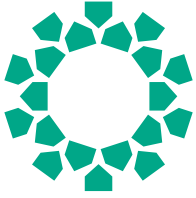
o o o o o o , o
o o o o .

.1 a

;]j]b['bch]Wža YUbgm̄i k f]h'hc' i gVm̄YhYf'cf'Ya U]žhc "Yhi g_bck k \Yb̄m̄i k]`a cj Y'ci h'K \Yb'

Useful Contacts

Fire, Ambulance, Police	\$\$\$
Poison Line	% '%%&*
Crime Stoppers	% \$\$\$ ' ' ' '\$\$\$
NSW Government Housing Contact Centre	% \$\$\$ '(&&' &&
Translating and Interpreting Service (TIS)	% '%) \$
Link2home	% \$\$\$ '% &'% &
Domestic Violence Line	% \$\$\$ '*) * '(*'
Child Protection Helpline	% '&'%%



**Link
Wentworth**
Providing homes, building futures.

Yb_k Yb_k cfh 'cf['U