



May 2026

Knock knock

It's been a busy and joy-filled few months across our Wesley Community Housing communities.

Over Easter, tenants came together for a relaxed celebration filled with colour, connection and plenty of chocolate. It was a lovely chance for neighbours to spend time together and enjoy the holiday spirit.

More recently, we marked Mother's Day with a heartfelt celebration honouring the mums, grandmothers, carers and mother-figures in our communities. It was a beautiful opportunity to recognise the strength, care and kindness they bring to our neighbourhoods every day.

We've included some photos on pages 4 to 6 from our Easter event and other Community Engagement Days so you can relive the moments and see the smiles that made the gathering so special.

How to Appeal a Decision– What Tenants Need to Know

At Wesley Community Housing, we want every tenant to feel heard and treated fairly. If you disagree with a decision we've made, you can request a review—this is called an appeal.

What is an appeal? An appeal is when you ask us to look at a decision again to see if the outcome should change.

1. Tell us you want to appeal

If you're unhappy with a decision, contact us as soon as possible (within three months of being notified). You can lodge an appeal by:

- Letter: Community Housing Manager, Wesley Community Housing, Level 4, 220 Pitt Street, Sydney NSW 2000
- Email: communityhousing@wesleymission.org.au
- Phone: 1800 770 602

2. We review your request

We'll check that your appeal meets the criteria for an internal review.

3. We assess your appeal and respond

If accepted:

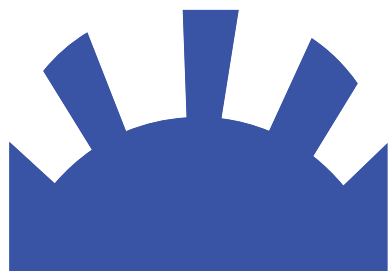
- We'll send written confirmation.
- We'll review the decision and aim to provide an outcome within 20 business days.
- If more time is needed (e.g., waiting on external information), we'll update you in writing.

4. If you're still not satisfied

You can take your appeal to the NSW Housing Appeals Committee (HAC), an independent body.

Need more information?

You can request copies of our policies by calling 1800 770 602 or emailing communityhousing@wesleymission.org.au.



Doing all the good we can

Celebrating good neighbours

Shout out to Radomir for showing us his wonderful art!



Tenant Satisfaction Survey

We want to hear from you!



Wesley Community Housing are committed to providing the best possible service for the communities we serve and understanding how we can improve our services.

We are working with the Community Housing Industry Association NSW (CHIA NSW) to complete our Tenant Satisfaction Survey. This survey is conducted every two years, with the most recent survey completed in 2024.

The survey is important as it provides us with feedback on how we can improve what we do. Stay posted for more updates.

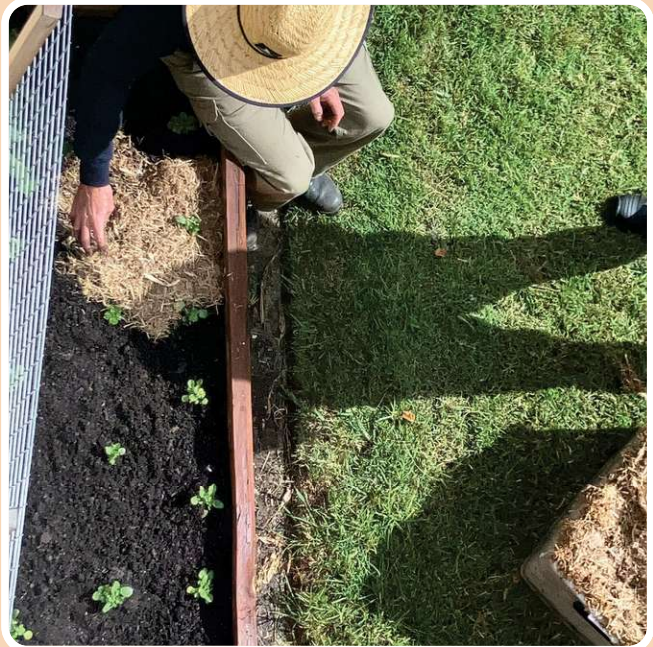
In your community: Easter Celebrations



In your community: Community Engagement



In your community: Community Engagement



Home Maintenance Tips:

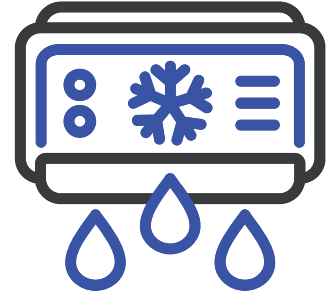
Mould Prevention

1.



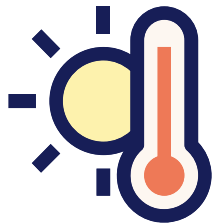
Increase ventilation and airflow by opening doors, windows or louvers when possible.

2.



Windows in winter can create condensation that can encourage mould growth. If you notice any, dry the surface immediately

3.



When using hot water, ensure there is ventilation like an open window or exhaust fan

4.



If possible, dry your washing outside and avoid drying in front of a heater as this causes condensation. If drying outside isn't possible, dry in a room where you can open a window



5.

Cleaning and keeping the property free as possible from dust

6.



Use a store-bought mould removal product or dilute detergent and vinegar in water to remove the mould



7.

Report any leaks

Staffing Updates

We're pleased to share some exciting changes within the Wesley Community Housing team. Our much-loved Ruth has recently moved from her role as Program Administrator into an inspiring new position as Community Engagement Officer. Many of you know Ruth for her kindness, professionalism and genuine care, and we're thrilled to see her bring these strengths into her new role.

We're also delighted to welcome Annabelle, who has joined us for a 9-month contract within the Community Engagement team, and Sally, who will be joining us on 1 June in the Program Administrator position. Annabelle and Sally both bring great enthusiasm, professionalism and a strong passion for supporting tenants and building community connections. We know they will be valuable additions to the team.

Please join us in congratulating Ruth and warmly welcoming Annabelle and Sally as they step into their new roles.

Did You Know?

Did you know Wesley Mission offers over 100 support services across New South Wales? If you or someone you know needs support, reach out. We're here to help.

Have you had a gutful of gambling? If you're struggling with gambling, take the first step out of it with Wesley Mission. Call 1300 827 638 to speak to one of our gambling counsellors.

Wesley Financial Counselling: Free, independent and confidential face-to-face counselling to help you navigate financial stress and manage your money more effectively. Call 1300 827 638

Lifeline (24/7 crisis support)

13 11 14

GambleAware Helpline

1800 858 858

Emergency services (Police, Ambulance and Fire)

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MensLine Australia (24/7 telephone counselling support for men)

1300 78 99 78

Police (non-emergency)

131 444

Butterfly Foundation (Free, confidential counselling and referral for people with eating disorders and body image issues)

1800 334 673

1800 RESPECT (for people impacted by sexual assault, domestic violence or abuse)

1800 737 732

FriendLine (register your number to receive a call a few times a week for a friendly conversation)

www.friendline.org.au

Beyond Blue (for depression and anxiety)

1300 224 636