

Customer and Tenant Satisfaction Survey (CTSS)

Newleaf Communities undertakes an annual independent customer satisfaction survey. The CTSS is a key instrument by which our performance is measured and gives qualitative information about how residents experience our services. Residents are encouraged to participate so they can provide feedback on Newleaf Communities.

Longitudinal Study

The Longitudinal Study will monitor the experiences of residents over the next 15 years. The study will look at whether the community renewal process improves the lives of residents. Individuals who are part of the study will be revisited every 4 years and their experiences compared to previous years. This will be undertaken by the University of NSW.

Tenant Participation Study

University of Western Sydney PhD candidate Dallas Rogers is researching tenant participation in the Bonnyrigg redevelopment and is currently working closely with residents and Newleaf Communities. The research is supported by Bonnyrigg Partnerships and Dallas hopes his findings will be used to improve the delivery of services. Rogers' thesis will be completed by March 2010.



Newleaf Communities encourages residents to get involved and have a say in their community. Bonnyrigg has many forums for resident involvement.

Look inside to find out more...

Or call on 1300 137 265.



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Have Your Say



Have Your Say

Have your say in your community

Newleaf Communities encourages residents to get involved and have a say in their community. Bonnyrigg has a number of forums for resident involvement.

Bonnyrigg Public Tenants Group (BPTG)

The Bonnyrigg Public Tenants Group is where tenants discuss issues that affect them. Concerns raised by the group are discussed at the Bonnyrigg Community Reference Group.

The BPTG is convened by residents Hans Schokker and Enid Blair. The group meets on the last Friday of every month at Cabrogal Cottage, 1 Kennedy Way, Bonnyrigg, 10am to 12pm.

For more information: Hans – 9753 2836; Enid – 9610 1409

Bonnyrigg Private Owners Group (BPOG)

The Private Owners Group meets at Bonnyrigg Public School as issues arise. This is where private owners can air their concerns and issues about the redevelopment. Concerns raised by the group are discussed at the Bonnyrigg Community Reference Group.

For more information: Liz and Brian – 9610 2053.

Bonnyrigg Community Reference Group (CRG)

The Community Reference Group is a forum where Newleaf Communities, Housing NSW, Fairfield City Council and community service providers work hand in hand with the residents of the Bonnyrigg project area to make Bonnyrigg a safe and friendly neighbourhood with opportunities for all. The CRG is an opportunity for members of the Bonnyrigg community to influence the outcomes of the Bonnyrigg development, to ask questions and hold the project partners accountable for the outcomes of the project.

The Community Reference Group is the umbrella group where all the resident groups and partners in the project report to one another and exchange information. The Bonnyrigg Public Tenants Group, the Private Owners Group, Neighbourhood Watch, Newleaf Communities, Housing NSW, Fairfield City Council, Bonnyrigg Network and Bonnyrigg Independent Tenant Advocate all report their findings to the Community Reference Group.

For more information: Emily, Community Relations Manager, Newleaf Communities: 1300 137 265.

Cultural Groups

Newleaf Communities supports a number of cultural groups where residents who speak Vietnamese, Lao, Khmer, Spanish, Assyrian, Arabic, and English can meet to discuss issues in their own language. These groups meet every month to get information about local community services, discuss progress in the project and plan social activities. Feedback from these groups is passed on to Newleaf Communities so they can improve program delivery. All the groups meet at Cabrogal Cottage, 1 Kennedy Way, or at other venues in Bonnyrigg.

For more information: Kathryn – 9610 0275, Monday-Wednesday, 9.30am-3.30pm.

Feedback

If you have a complaint or compliment about any of Newleaf Communities' services, you can let us know in a number of ways.

Write to: Complaints Officer, Newleaf Communities, PO Box 151, Bonnyrigg LPO, NSW 2177,

Email: info@bonnyriggpartnerships.com.au

Phone: Jenni on 1300 137 265.

Suggestion Box

You can also write us a note in any language and drop it into our Suggestions Box on the counter at the Newleaf Communities office. This is available during office hours.

Bonnyrigg Independent Tenant Advocate

The Bonnyrigg Independent Tenant Advocate is run by Fairfield Migrant Resource Centre and based at Cabrogal Cottage, 1 Kennedy Way, Bonnyrigg. The Advocate can act on any tenant's behalf to help resolve any housing or tenancy issues.

Office hours are Mondays, Tuesdays and Wednesdays between 9.30am and 3pm. Phone: 9823 9550 or 0431 405 901.

If you don't speak English help is available in other languages. Call the interpreter on 1300 137 265. Say the language you speak, your name and phone number. We will call you back with an interpreter.

