



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

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Chatswood  
Katoomba  
Lithgow  
Penrith  
West Ryde  
Windsor

Dear resident

Flooding and storm activity has impacted many communities in Greater Sydney and NSW. We would like to remind you what services are available and that we are here to support you.

If you have been impacted by floods or storms, you can contact us to ask questions, request repairs, or get additional support. See our contact details on the right and read on for more information.

### Our services and additional support

We encourage residents to report any flood or storm damage, along with any other repairs. For urgent repairs, such as all water leaks, you should call your local office as soon as possible.

Please note, our contractors can't conduct repairs during weather events. NSW SES can assist during the event before the repair takes place.

**For general help in a flood or storm, call 132 500 for the NSW SES. If you are in a life-threatening emergency, call 000.**

We are always here to help and can provide additional support to residents, including access to:

- physical and mental health support through our Specialist Support Team
- food items
- temporary housing if your home is no longer safe to live in.

If you require any support, please talk to your Tenancy Manager or call your local office during business hours.

### Flood recovery

If you live in a flood-affected area, your local council will have up-to-date information about local recovery centres, clean up services, and how to access support through other services. Call your local council or visit their Facebook page or website.

Through Services Australia you can access lump sum disaster payments of \$1,000 per adult and \$400 for each child younger than 16 if you were seriously injured, you're the immediate family member of an Australian citizen or resident who died or is missing, or the flood caused major damage to your home, vehicle, caravan, or water tank.

The eligible LGAs in Greater Sydney are currently Bayside, Blacktown, Blue Mountains, Camden, Campbelltown, Canterbury Bankstown, Central Coast, Fairfield, Georges River, Hawkesbury, Hornsby, Inner West, Ku-ring-gai, Liverpool, Northern Beaches, Parramatta, Penrith, Ryde, Sutherland and The Hills.



Call 180 22 66 or visit the Services Australia website: [www.servicesaustralia.gov.au/natural-disaster](http://www.servicesaustralia.gov.au/natural-disaster).

Service NSW can be contacted to seek essential items if you are isolated by flood waters or are in one of the impacted areas listed above. Call 13 77 88.

Service NSW also has an online form that you can complete to get a list of all available assistance in NSW: <https://disasterassistance.service.nsw.gov.au>

### Local food and essentials

The below organisations serve parts of Sydney that were impacted by floods and storms and can be accessed by anyone.

- One Meal Northern Beaches: [www.onemeal.org.au/northern-beaches](http://www.onemeal.org.au/northern-beaches) / 0409 302 717
- Salvation Army Chatswood: [www.salvationarmy.org.au/locations/new-south-wales/ecwf/chatswood-family-store](http://www.salvationarmy.org.au/locations/new-south-wales/ecwf/chatswood-family-store) / (02) 9412 4520
- Hawkesbury Helping Hands: [www.hawkesburyshelpinghands.org.au](http://www.hawkesburyshelpinghands.org.au) / (02) 4577 7077

For other organisations near you, please contact your local council or visit their website. You can also access the below websites where you put in your location and receive a list of nearby services.

<https://askizzy.org.au> / <https://www.givit.org.au/need-help/individuals>

### Tips and help to manage mould

After heavy rain or flooding you may find mould in your home. Mould can make you sick, particularly if you have asthma or other breathing conditions.

Below are some helpful tips to prevent and treat mould. Please be reminded that your Residential Tenancy Agreement notes that you need to report any damage to us. We also encourage you to contact us if you need help treating mould, especially if the mould has become severe due to the recent weather or you are unable to clean the mould. Our aim is to provide homes which are fit to live in.

1. Ventilate your home – open windows when safe to do so and use exhaust fans when showering, cooking, or doing laundry.
2. Reduce humidity – do not dry clothes in front of a heater. This increases air moisture and is also a fire hazard. If using a clothes dryer, ensure the house is well ventilated.
3. Control moisture or dampness – regularly wipe surfaces that get damp.

If you see mould in your home, please try to remove it as soon as it appears, we appreciate that it may take some effort. Use either a mild detergent, vinegar diluted in water (4-parts vinegar to a 1-part water) or 1 teaspoon of tea tree oil per cup of water. If the mould is hard to remove, use a diluted bleach solution (250mls of bleach in 4 litres of water). Always refer to the user instructions, ventilate the area and protect your skin, eyes, and clothes.

Tenant's Union of NSW has information about your rights and responsibilities when damage occurs due to floods and other disasters: [www.tenants.org.au/factsheet-22-disaster-damage](http://www.tenants.org.au/factsheet-22-disaster-damage). You can also call the Tenants' Advice Line on 1800 251 101, which operates on Mondays 10 am–1 pm and Thursdays 2–5 pm.

Please remember to contact us to report damage and if you need help.



### Look after your wellbeing

We understand this may be a stressful time. If you need to, please contact Lifeline on 13 11 14 or the Mental Health Line on 1800 011 511.

Stay safe and contact us if you need any assistance. Call your local office or email [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au). If you need a translator, call 13 14 50.

Also keep up to date and connected by 'liking' our Facebook page and visiting our website. [www.facebook.com/linkwentworthhousing](https://www.facebook.com/linkwentworthhousing) / [www.linkwentworth.org.au](http://www.linkwentworth.org.au)

Yours sincerely

**Margaret Maljkovic**  
Chief Customer Officer