

Housing Trust News

Issue 13, July 2019 Newsletter

CEO Update

It has been a busy couple of months for Housing Trust with the relocation and official opening of our new office at 5 Bridge Street, Coniston.

Whilst moving we made a conscious effort to minimise our environmental footprint. We have reused furniture and fittings from the previous tenant in Coniston. We also reached out to other local charities in an effort to 'pay it forward', donating items that we couldn't take or didn't need in the new office. This included glass panels that will be reused to build rooms for Kidzwish who support children who are sick, disadvantaged or have a disability. We donated work desks to Wollongong Homeless Hub for their staff and couches to CareWays Community.

With the move behind us we look forward to the new financial year. We're planning to double our portfolio of affordable homes by the year 2024. With a shortage of vacant land in the Illawarra, we have started looking outside the box to create more tech-smart, safe and affordable housing.

On 20th June I slept rough to support our friends at Vinnies in the CEO Sleepout. The event raises awareness and funds for their crisis services. With thousands of Australians experiencing homelessness and thousands more in housing stress, this cause is close to my heart and to the core business of our organisation. I feel so incredibly humbled by the support from my wonderful staff, Housing Trust partners, suppliers and friends who helped raise funds of \$7,915 for Vinnies local services.

We would like to extend a warm welcome to Ted Hansen who has joined the Housing Trust Board.



Ted has over 30 years real estate experience and is a former Chair of Estate Agents Co-Operative (EAC), and Real Estate Institute of NSW (REINSW). Ted's expertise in asset management and the property sector are welcomed additions to Housing Trust and we look forward to his input.

On the staff front, I am delighted to announce the appointment of Mark Reader as Executive Manager, Property Services & Assets. He has responsibility for strengthening the partnerships and systems required to deliver an effective and efficient maintenance service for our tenants and the home owners who entrust their property management to us.

Finally I am pleased to confirm we are on track to deliver another five new homes in August at Eager Street, Corrimal. The homes are a mixture of social and affordable housing, with four townhouses and one villa. Work is also well underway on seven new homes at Willinga Road, Flinders. We expect these to be finished early next year.

We look forward to working with you from our new office.

Michele Adair, CEO

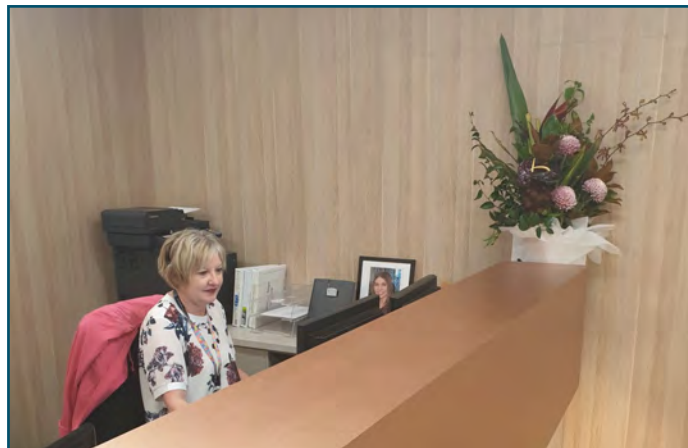
Our New Home

Housing Trust has moved into it's new home at Level 7, 5 Bridge Street Coniston NSW 2500.

Our new mailing address is PO Box 1, Coniston NSW 2500. All other contact details remain the same.

Please note that due to the requirements of our new building, only assistance animals are permitted on the premises.

Please use the map below to help guide you to our new office.



Tylah West Garden

Housing Trust has relocated the Tylah West garden to its new home at Central Gardens, Shellharbour. The garden was planted at Housing Trust office on Smith Street in honour of Housing Trust trainee Tylah West who sadly passed away in 2015.

As part of our relocation we simply couldn't leave the garden behind. We know it will be loved and maintained at Central Gardens.



Policies

Housing Trust reviews its policies on a regular basis. We value the input of our Tenant Advisory Group (TAG) as part of this process. All policies are available by visiting www.housingtrust.org.au.

Recently updated policies include:

- Anti-social Behaviour
- Arrears Management
- Tenant Damage
- Review of Rent Subsidies - Affordable/Social Housing

Lawns & Gardens Program

Our lawns and gardens team have been busy beautifying one of our sites in Terry Street.

A lovely space has been created that allows the residents to enjoy flowers all year round.

Josh who heads up the team is very pro-active in ensuring that the plants we use compliment the space and our climate.

You will often see Josh around the Illawarra taking care of over 20 of our sites making sure that the grounds are looking good.

Josh is excited and full of plans for creating spaces at several of our properties. We look forward to keeping you updated when these projects get under way.



Lawns & Gardens Maintenance Cycle

Did you know that our lawns and gardens program runs from **low season** to **high season** maintaining the lawns and gardens in common areas at many Housing Trust properties.

In low season the lawns and gardens are maintained on a three week cycle and in the high season a two week cycle.



Repairs & Maintenance Feedback Card

Housing Trust is always trying to improve the repairs service that we provide to our tenants. Getting your feedback on how we are doing is really important. Some tenants have already received text messages from us asking if you were satisfied with the last repair we did for you. If someone tells us that they weren't happy, we will call you to have a chat and find out why. This really helps us to provide our contractors with feedback about their performance.

We know that many people don't have mobile phones so we want to test whether a Feedback Card system would work. Two of our contractors and Glen, Housing Trust Handyman, have agreed to trial the Feedback Card system for us. Once a job has been finished, you will be given a Card similar to the one shown here. Just tick one of the boxes to tell us whether you were satisfied with the work. Then just pop it into the post box - there's no need for a stamp. Again, this information will be used to track our performance and make sure we provide you with a good repairs service.



If undeliverable, return to:
Housing Trust
Level 7, 5 Bridge Street
CONISTON NSW 2500
CM 15301434

POSTAGE PAID AUSTRALIA

Work Order No: _____

Were you happy with the repair service you received today?

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| YES | NO |

Thank you for your feedback.
Please pop this service card in your nearest mail box.

Maintenance & Repairs

Contact Housing Trust Maintenance Team as soon as a maintenance or repair issue arises at your home.

You can do this by calling our friendly maintenance team direct on 02 4254 1115 or email maintenance@housingtrust.org.au.

Green Group Update

Some members of Housing Trust team have come together to form a Green Group.

The Group's purpose is to reduce waste, recycle more and reuse items where we can around the office.

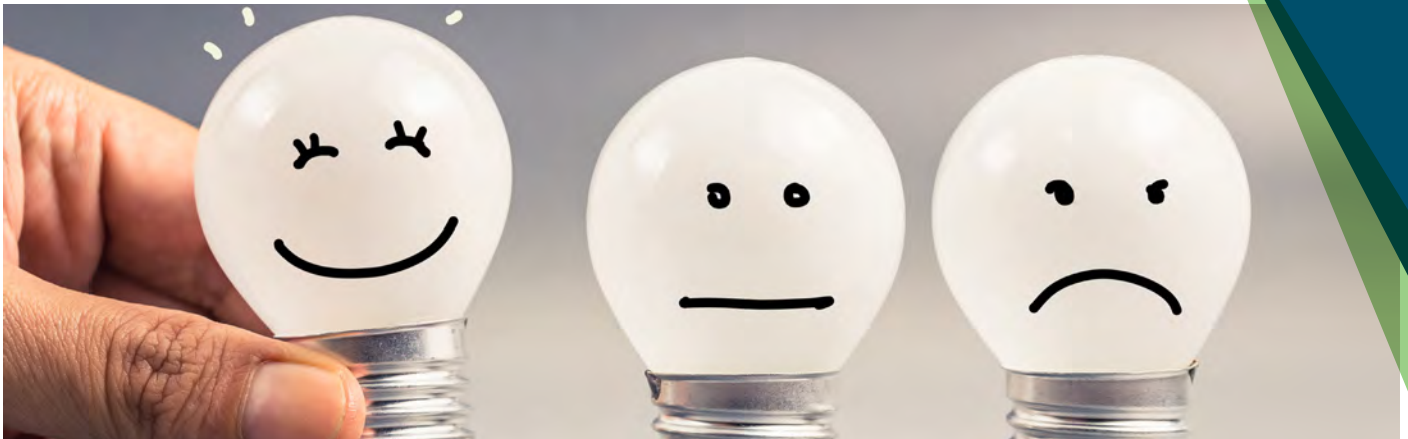
The Group's first initiative was to reduce waste at Housing Trust events.

In June we stopped using disposable plates, cups and cutlery. Instead, we have purchased a good, economical alternative from IKEA at just \$0.69c a piece for reusable plates and bowls!

We are reducing our carbon footprint by reducing the amount of plastic ending up in landfill.

Did you know – less than one fifth of all plastic is recycled globally!

It's Good to Hear from You



Your feedback, including complaints and appeals, is valuable feedback Housing Trust can use to:

- Give you, our customers, a voice that we listen to
- Enable us to deliver effective and efficient services to you
- Improve how we deliver our services to you
- Review the decisions we make
- Helps us resolve problems you may be experiencing

You can do this by:



Calling our office to speak to one of our experienced staff on 02 4254 1166



Attending Tenant Consultation Meetings that are held for tenants living in Housing Trust complexes



Visiting our office and speaking to our staff. You can also talk to our staff when you see them at home visits



Attending our Tenant Advisory Group (TAG) Meetings. If you would like to be involved, please contact Joanne on 4254 1166 or Joanne.Reed@housingtrust.org.au



Completing a Complaint Form or Appeals Form available by visiting our website www.housingtrust.org.

2019 Tenant Satisfaction Survey is on its way!

Keep an eye out for the 2019 Housing Trust Tenant Satisfaction Survey which will be sent out in August. Housing Trust conducts a tenant survey each year. It is administered and assessed independently by Community Housing Industry Association NSW (CHIA). Housing Trust uses the survey findings to help us get to know our tenants, improve our service and make sure we're working with the right local partners to deliver the services and support that our tenants need. The results are also closely reviewed by the National Regulatory System for Community Housing (NRSCH).

Opportunities & Events



If you live in a housing complex of eight units or less and have recyclables or waste items you would like removed from your home, Wollongong LGA residents are eligible for two free clean ups per financial year.

To schedule a clean up, or to learn more about your options, call Remondis Harbour Cities on 1300 362 360 or visit www.wollongongwaste.com.au.

Australian Unity is a health, wealth and living organisation working to create a brighter future by delivering services that help more than a million Australians thrive.

If you would like to get in contact with Australian Unity please call 13 29 39 or visit www.australianunity.com.au.

Alternatively, Housing Trust can put you in touch.

Recent Events

Dont forget to tag us in your pics!



Beverly & Kate at Market St Tenant Consultation Meeting



Sharon enjoying a cuppa at the Farrell Gardens Tenant Consultation Meeting



Pat & John snapped at our Flinders Sod Turning event

Community Transport

Wollongong and Shellharbour Councils run a community transport service supported by a team of dedicated volunteer drivers. Eligible individuals, including older people and people with disabilities, may be transported to recreation activities, shopping and medical appointments for a small fee. Registration is through MyAged Care.

If you are looking to give back to your community, why not register to become a volunteer driver or carer with Community Transport? For more information phone 1300 987 422 or go to shellharbourconnect.com.au.

Next Issue:

Look out for the next issue in late 2019! To stay up-to-date, check our website or Facebook page. If you would like to see any items in Housing Trust News, please contact us. We would love to hear from you!

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