

Housing Trust News

Issue 03, November 2016 Newsletter

Welcome & Hello

Spring is here and Christmas is soon approaching. September and October have been busy months with our project team working on 3 submissions, Social and Affordable housing fund and Communities Plus. These bids are opportunities for the Housing Trust to provide more homes in the Illawarra and to concentrate on outcomes for our tenants and the community.

The Market Street Lift upgrade project is now complete and our lovely Market Street residents are back in their homes with a brand new lift. I want to thank the amazing tenants for their patience and feedback, and also our staff who have worked extremely hard to assist our customers during this major project.

The Housing Trust's new internal maintenance program has been implemented for some time now. We welcome our field technician, Glen, who is doing a fabulous job with Braeden, our construction trainee.

Glen and Braeden assist our tenants with general maintenance issues around the home. If you have any feedback on this new program, please let HT staff know.

Last but definitely not least, as you may know our Customers and Communities team have been undertaking an income assessment subsidy review for all our customers. This program occurs every six months at the Housing Trust. This is a statutory reporting requirement for our organisation and we would like to say a big THANK YOU to all our customers for completing the forms, enclosing the required documents and assisting our staff with the right information. It is greatly appreciated.

On that note, keep reading this newsletter to find out more about our latest projects and updates.

Best wishes
Joan Ferguson
CEO

Customer Satisfaction Survey 2016

Thank you to all our tenants who completed our Customer Satisfaction Survey! Approximately 50% of our tenants completed the survey, which is a great result.

We are absolutely passionate about delivering great service to our tenants and their families, and part of that commitment involves ensuring that we listen to tenants' views and act on them. The survey allows tenants to give us feedback and tell us how we are going. In 2015, more than 90% of tenants were satisfied with our overall service delivery.

We can't wait to review your feedback and see what you had to say about our service and organisation.

If you missed out on completing the survey this year, we always welcome your positive and negative feedback. We also conduct customer surveys every year!



Customer
Feedback

Important Changes to your Privacy at the Housing Trust

Privacy matters to us and we know it matters to you.

At the Housing Trust, we're committed to protecting your privacy, keeping your personal information safe and ensuring the security of your data.

To help you manage your account and services, we've established processes which give the primary tenant the option to authorise others to act on their behalf, or access account information if required.

The process of accessing your information at the Housing Trust is as follows:

When you call our office - HT staff will now ask for information about your tenancy such as your Name, DOB, Centrelink CRN, Contact ID, Organisation ID or Address to verify you are an authorised contact.

If you would like to add someone to act as an authority on your HT account - the primary tenant (the name/s of persons that appear on the original lease) can authorise other household members to act on their behalf at various levels.

If you would like to add a person outside of your household as an authorised contact, please contact the Housing Trust on **(02) 4254 1166** or go to our website **housingtrust.org.au** to arrange for the forms to be sent to you.

Annual General Meeting (AGM)

The AGM is a meeting held once a year in order to give members a report on the Housing Trust's activities and finances for the previous year. Members can also ask questions and elect directors for the board (the organisation's governing body).

All members are invited to attend the AGM as well as any tenants who would like to sign up for free to be a member.

The Housing Trust's AGM is on Monday 28th November 2016. The meeting is held at the Housing Trust office - 120 Smith Street, Wollongong.

A letter will be sent out inviting all Housing Trust tenants to our AGM with more information about the meeting.

If you have any queries, please contact our office on 4254 1166.

Updates

Celebrating the festive season!

The Housing Trust will be celebrating the festive season with HT tenants by hosting a Christmas Concert!

The HT Christmas Concert will have live music, lunch provided, lucky door prizes, fun games and activities for the kids and of course a visit from Santa with lolly bags.

This free event for HT tenants will be held at the Fraternity Club. Free tickets are limited, so please book by Tuesday 22nd November 2016.

Book by calling HT reception on 4254 1166 or email joanne.reed@housingtrust.org.au



Date: Tuesday 6th Dec
Time: 12:00-2:30pm
Venue: Fraternity Club,
Fairy Meadow

Our next issue will be out in January 2017, to stay up-to-date please check our website or facebook page. If you have any items that you would like us to address in our Housing Trust News, contact us on 4254 1166