

Housing Trust News

Issue 02, August 2016, - Newsletter with the latest information

Welcome & Hello

As we approach the end of winter, I look back at what has been a really busy and exciting time at the Housing Trust. We have had many new projects implemented and are currently working through more to continue to improve our organisation.

Our CEO, Joan is currently on holiday enjoying a well deserved break. We are looking forward to Joan returning to the office on Monday 22nd August.

In this edition, you will find out more about our projects and the latest updates. Firstly, I would like to announce that we have implemented new business management software called Greentree for our organisation. Our Greentree project team has been working on this system for over 10 months and successfully met our deadline to go live on the 1st July.

Greentree is a customer relationship management system that also includes Human Resources and Financial management, an all in one system that works together. We are excited to have this new system onboard and look forward to the improved outcomes.

Secondly, we have implemented a portfolio based operation within our Customers and Communities team. Previously

these operations were task based. The difference in being a portfolio based operation means that each tenant has a dedicated Community Housing Worker to contact, therefore only communicating a story/issue once to the same person and building a solid relationship. In turn this gives our Community Housing Workers pride and ownership of their own portfolio.

Finally, the Housing Trust has been inundated with positive feedback and praise from our lovely Market Street residents who are currently having their lifts replaced. All honouring and celebrating the commitment of the Housing Trust staff to herald their exceptional customer service.

I want to thank both the amazing tenants for sharing your gratitude and also to our fabulous staff who have gone above and beyond to assist our customers during this project.

Keep reading this newsletter to find out more about our latest projects and updates.

Best wishes

Jim O'Shea
Acting CEO

Tylah West Education Scholarship

The Housing Trust is proud to announce the Tylah West Education Scholarship that was launched on 29th June 2016 at the Wollongong Indigenous Careers Kickstart Day (W.I.C.K.E.D). The Tylah West Education Scholarship will be an annual scholarship program aim to creating opportunities for a brighter future within our local community. This program is not only for school students but a student completing a trade, young mothers wanting to study and Aboriginal / Torres Strait Islanders.

We have 2 categories in the Tylah West Education Scholarship, therefore there will be 2 successful applicants receiving \$3000 each.

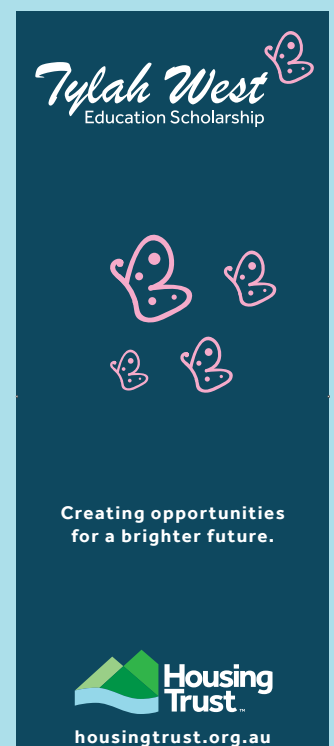
The 2 categories are:

- A student residing in a Housing Trust property
- A student of Aboriginal or Torres Strait Islander origin

For more information please download the guidelines and application form from our website, see link below or contact our office on 4254 1166 to receive an application form in the mail.

Application closing date is 31st August 2016, we hope you apply!

housingtrust.org.au/tylah-west-education-scholarship/

A vertical graphic for the Tylah West Education Scholarship. It features the text "Tylah West Education Scholarship" at the top, followed by four stylized butterfly icons. Below the icons is the text "Creating opportunities for a brighter future." and the Housing Trust logo at the bottom with the website "housingtrust.org.au".

Tylah West
Education Scholarship

Creating opportunities
for a brighter future.

Housing Trust
housingtrust.org.au

Vacating a Property

The Housing Trust would like to remind all tenants of their obligations under their Residential Tenancy Agreement when they intend to vacate the premises.

As the tenant, you are required to give written notice to the Housing Trust advising that you wish to terminate your tenancy. If you have a fixed term agreement you are required to give **14 days' written notice** or if the fixed term agreement has ended and you now have a periodic agreement you are required to give **21 days' written notice**.

By advising the Housing Trust as early as possible, it allows time to arrange a joint inspection at your property to ensure the property is being handed back in the same condition as it was given to you. At this point in time if there are no issues you will be able to hand the keys back to your Community Housing Worker.

Should there be any issues with the property you will be asked to rectify these before returning the keys, otherwise you will be charged and tribunal action will be taken. If you have any questions relating to this matter, please contact your Community Housing Worker to discuss further.

White Ribbon

Housing Trust is working towards a White Ribbon Workplace Accreditation and as an organisation we are committed to taking active steps to prevent and respond to violence against women.

We are currently Increasing our knowledge and skills in this area, which is one of the steps we can take.

Every new employee that starts working at the Housing Trust will complete a domestic violence training session, on how to identify and respond to domestic violence situations. We now have a dedicated Community Development Worker that will drive this project and continue to build strong relationships or partnerships with support services throughout our local community.

If you would like to know more on this topic, please contact our office.

Australia's campaign to
stop violence against women

White Ribbon



Updates!

TAG Meetings

Tenant Advisory Group Meetings (TAG) occur bimonthly at the Housing Trust. This is an opportunity for our tenants to have their say, be involved, and be updated on new or current projects together with the chance to meet our staff.

The meetings run from 10am - 1pm, with morning tea and lunch provided. If you would like to be a part of this meeting please contact Ann Green on 4254 1166.

Please note that the next TAG meeting is on Wednesday 28th September 2016 and to be held at the Housing Trust office.

Safety Audits

To all tenants please note that safety audits have commenced in all our complexes. This is to ensure safety and develop a sense of community.

Message from a tenant

"A very big thank you to the two women who faithfully put out the garbage bins at the units of 21 Robert St Corrimal every week, you are greatly appreciated".

From a very grateful neighbour

Our next issue will be out in October 2016 with 4 new topics or items. 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 or see below for other contact details.

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