



Tenant Talk

A quarterly newsletter for all Housing Trust tenants

January 2016

Happy New Year!



In this issue:

- Happy New Year |
Christmas Party
- Tenant Catch up 2
Balcony veggie
gardens
- Tenant 3
Satisfaction
survey
- Healthy Burger 3
Recipe
- Maintenance 4
Update

Happy New Year!

The Housing Trust would like to wish all tenants and their families a happy and safe 2016. The new year brings some exciting news for the Housing Trust, with the imminent opening of our new 71 unit development for seniors and disability housing at Shellharbour. This terrific new project helps secure one of our main strategic goals to grow our portfolio and service offer for a sustainable future.

Celebrating Christmas in Style

We'd like to thank everyone who attended our annual fun-filled tenant Christmas party at Macabe Park in early December. With over 250 children attending there were rides, live music, the fire brigade, and free show bags. Lucky for Santa he kept cool arriving in style in a local police car. Our Christmas party is one way we can help build community connections and say thank you to you, our tenants, for taking great care of your homes.

We would also like to acknowledge the many local organisations who supported the event including SAHSSI, St Vincent de Paul Society, The Illawarra Koori Men's Group, The Wollongong Homeless Hub, Illawarra TAFE, Big Fat Smile, Healthy Harold, and Horizon Credit Union.

Tenant catch up— John

How long have you been a Housing Trust tenant?

I'd say about three years.



How long have you been gardening?

For about 57 years, I literally started when I was three years of age. I followed my old man into the garden and dug his stuff up. He ended up roping off a bit of the garden and giving it to me, he gave me a few seeds and I've been growing my own food ever since. I come from New Zealand originally and everyone there has a veggie garden.

What is the key to success when growing vegetables in a small space?

Ultimately the key to success is in the soil. You need to spend time and have a little knowledge, but knowledge is easy to find.

How do you suggest you get started?

Get off face book, turn the TV off and get outside and get dirty.

Tell us about your garden.

The balcony garden is self-watering. It has a wicking bed, the principle is implied in its name, it has a reservoir of water in the bottom, a mix of material in the middle that wicks the water into the plant.

What do you enjoy most about where you live?

No children living with me anymore, no just kidding. It is a nice block and nice people.

Below: Johns balcony garden: if you would like to learn how to grow veggies in a small space please contact Claire in the Community Engagement team 4254 1121.



Tenant Satisfaction Survey (2015)

We are so pleased to share with you the results of our 2015 customer satisfaction survey. Almost 50% of Housing Trust tenants completed the survey to give feedback on our services and areas you think we can improve on.

Here are some of the key results:



92% of tenants said they were satisfied with our overall services.

95% of tenants said they would recommend our services

90% of tenants were satisfied with the condition of their home

86% of tenants said they were satisfied with maintenance

89% of tenants were satisfied that their rights are upheld

This year our survey was benchmarked against the whole community housing sector and in most areas the Housing Trust is performing better than most other housing providers.

We would like to express our appreciation to everyone who took the time to complete this year's survey, which will help us continue to deliver great services. The 10 lucky winners of a \$100 gift voucher for completing the survey were: Edward Keating, Michael Butson, Wendy Parish, Shantell Jones, Susan Watts, Glenn Savill, Dennis Collins, Tracey Barber, Beryl McGrath, and William Ad-

Healthy Beef Burgers

Ingredients for beef burger

Grated vegetables (zucchini, carrot, broccoli stems, sweet potato & onion)
 500g low fat beef mince
 2 eggs
 2 wheat-bix
 Splash of low salt soy sauce
 1 teaspoon Crushed garlic
 Flour to dust
 Small bread rolls



Method

Combine ingredients in a bowl
 Form patties
 Fry or BBQ until cooked
 Serve on wholemeal bread or rolls salad. (tomato, lettuce, grated carrot, cucumber, beetroot) plus grated cheese.



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Maintaining your home



New handyman service

At the Housing Trust we understand how important it is for maintenance and repairs to be done on-time and in a thorough manner. Although 86% of tenants recently said that they were satisfied with maintenance services, we recognise that improvements can always be made.

Late last year, we introduced a new way of completing minor repairs by creating an in-house maintenance team lead by Peter our new handyman. We are also in the process of employing a tenant trainee to assist him.

Peter has worked at the Housing Trust for several years, and is now out and about equipped with tools and parts to respond to your small maintenance issues. To report any maintenance issues, contact the office on 42541166.

Other services

For a small charge Peter is available to assist you with minor repairs that you are responsible for, such as tenants damages or replacing light globes.

In addition, if there is something you would like to learn how to do, such as changing a tap washer or how to tighten a cupboard hinge, Peter will be happy to teach you while he is attending to a repair at your property.



Housing Trust is now on Facebook!

We like to share events and photos with you when they happen. Sometimes we'll include different topics you might find interesting or helpful. You'll find us at www.facebook.com/thehousingtrust.