



The Tenant's Voice

CEO Message

Welcome to the Summer Edition of the Tenants Voice Newsletter.

The year may be coming to an end, but for the Hume team we are still going full steam ahead, as we have just had 51 new properties completed, which are now available for tenanting. We are hoping to have new families settled into their properties before the end of year, to celebrate the festive season in their new home.

Hume is an integral part of the Fairfield community and I am pleased to report that we have made great progress, with work underway on our new construction at Hamilton Road in Fairfield. This is a milestone for Hume as not only will it house our staff in brand new offices, but also provide modern, affordable, quality designed units to a new group of customers. We will share more information as the building develops, but I encourage you to check on the progress whenever you are passing Hamilton Road.

The launch of our Community Cohesion Strategy was held in Claymore on the 3rd November. The strategy's focus is to empower our customers to lead financially stable and independent lives through training, development and education, where opportunities are available to all and diversity is celebrated. Check our website for more information and see how you can become involved in the range of programs being delivered as part of the strategy.

On Thursday the 1st December our Customers End of Year Celebration was held at the Carnes Hill Community Centre and was attended by a large number of families and staff. The celebration was a huge success and I thank the volunteers and Tenant's Voice members who planned the event, delivered a great meal and entertainment on the night.

From all of the staff at Hume I would like to wish everyone a safe and happy holiday season and we look forward to working with you in 2017.



Nicola Lemon
CEO
Hume Housing

Hume Housings Exciting New Developments

With the shortage of affordable housing presenting one of the most significant social issues facing NSW today; Hume is delivering 112 additional affordable and social housing dwellings in Guildford, Bankstown, Warwick Farm and Fairfield valued at \$60 million in response to the growing housing affordability crisis.

On 31st October Hume completed their first design and construct development, providing 21 social housing units in Guildford.

We have almost completed a development in Warwick Farm consisting of 14 townhouses which will assist in housing women at risk and supported customers, in a mixture of social and affordable properties.

A further 16 social housing units are available in Bankstown for customers who are eligible under the NSW Pathways program.

Construction continues on our Hamilton Road development which will provide the Fairfield LGA with an additional 60 affordable units which is due for completion in late 2017. All of these developments will provide social and affordable housing located close to transport, shops, community facilities, education and employment opportunities.

If you would like to apply for a current vacancy, be placed on our wait-list for upcoming vacancies or are interested in learning more about Hume's developments, please contact our Housing Options team on **02 9722 4370** or **via email housing.options@humecha.com.au**



What's Inside

| | |
|-------------------------------|---|
| Teloopa Celebration | 2 |
| IPART | 2 |
| Rent Payments | 2 |
| Youth Housing Options Project | 3 |

| | |
|-------------------------------------|---|
| Dress for Success | 3 |
| Hume Home Energy Efficiency Project | 4 |
| Community Cohesion Launch | 4 |
| Claymore Family Fun Day | 4 |
| Seniors Living Active Lives | 4 |



Teloepa Celebration

Your Space

As you may know each year Hume Housing delivers an environmental upgrade program. Our Neighbourhood Officers consult with customers and identify areas for improvement.

We then review the wish lists and the approved works are carried out between our Neighbourhood and Assets teams and customers are consulted throughout the process.

In 2015-2016 our customers at our Teloepa site requested a meeting area. The works were approved and completed in November 2016. The works included landscaping the area between our two complexes on Shortland Street, installing double barbeque's and seating areas. In addition to this, Hume Housing enjoyed working alongside our customers and a local artist, to run an art competition to create art screens to enrich our surrounds in Shortland Street and Sturt Street. The winners of the art competition were announced at our on site celebration event in November.

We look forward to utilising the space for further celebrations and trust you will be able to use the space and connect with neighbours. We thank the customers who contributed to the works proposal and who entered their drawings in the competition.

If you would like to book time to use the barbeque's please call our office or drop in to Parramatta office. Our program for this year is now commencing, so if you have any ideas or suggestions you would like to propose to improve your space, please let your neighbourhood officer know.

a new officer started with Hume Housing. Amanda Maher has joined us as Tenancy Sustainment Coordinator.

This role has been introduced to provide further support should you have any problems that are impacting on your tenancy and causing your tenancy to be 'at risk'. Amanda will be working closely with your Neighbourhood Officer to ensure all options for accessing support and assistance are made available to you if you need it. Some examples of when Amanda may make contact with you would include if your neighbours are complaining about your tenancy, or if you need access to financial advice or mental health support.

If you have any concerns about your own tenancy or a neighbours please do contact your Neighbourhood Officer as first point of contact and they will endeavour to refer or link you to appropriate support/provide you with advice on services available.

 **Amanda Maher**
0438 626 736

Welcome to our new Tenancy Sustainment Co-ordinator

Our staff are passionate about supporting customers to enjoy their homes and having awareness of their rights and responsibilities in relation to their tenancy. On occasion we could all benefit from additional support. This month

IPART

As part of the NSW Governments Future Direction for Social Housing, the Independent Pricing and Regulatory Tribunal (IPART) is reviewing how future rents should be set and how the current eligibility criteria and wait-list for subsidised housing can be improved.

IPARTS recommendations to the NSW Government are due in June 2017

To follow the discussion visit the website: www.ipart.nsw.gov.au

Rent Payments During the Holiday Break

Hume Housing would like all our customers to enjoy the festive period and realise that it can be a difficult time when you are trying to balance your budget.

With the holidays just around the corner and the extra cost this brings, paying your bills is a worry that you can do without. However, paying your rent is the most important aspect of your tenancy with Hume Housing whatever the time of year. Ensuring that you pay it on time gives you one less problem to think about.

It is important that your rent is paid on time and that your arrears do not increase as a result of delayed or non-payment. We cannot make special allowances and it is important that you budget for your rent over the next few weeks.

Our offices will be closed from the 24th December to the 2nd January and will re-open on the 3rd January 2017. We may be closed but you can continue to pay your rent via Centrepay, at a local NAB bank, via internet banking or through BPAY.

Our account details are:
National Australia Bank – BSB 082 343
Account 627952830
and your Tenant Code as a reference.

If you are experiencing financial difficulties our team of Income Recovery Officers can help you. Please contact either:

 **Debbie**
02 9722 4309

 **Julian**
02 9722 4311

During office hours if you require assistance or advice.



Youth Housing Options Project (YHOP)

Hume Housing has been doing great work with young people who are looking to take on the responsibility of living independently!

Developed in partnership with CORE Community Services, Hume Housing has been running the Youth Housing Options Project (YHOP) workshops over the last six months, which focus teaching young people about the housing options available to them, acknowledging the challenges and developing strategies which assist young people to seek and sustain accommodation.

YHOP aims to recognise the knowledge and experiences that young people bring to the table, and in a relaxed environment, we develop knowledge and skills which build the capacity of young people to seek and maintain independent housing and share housing, as well as having energised and positive conversations which "reality-check" the expectations raised around housing options, budget, and living in a share house.

We believe our approach is a really effective way of talking and learning about housing, reality check their currently knowledge, and build capacity to successfully achieve their housing goals, and in a light-hearted and safe environment!

Here is what some recent YHOP participants had to say about YHOP:

"It was more insightful than I was expecting and offered great information about youth housing options. It was well thought out and very organised. It's definitely something helpful to those who aren't sure about their tenancy rights and their options for housing. And the pizza was great too!" - Naua age 17

"It was worth waking up early for the workshops as they were awesome. They are fun and serious all at the same time and fun activities to participate in... it was extremely helpful and wouldn't say no to going again." - Shantelle age 22

"It gives you the knowledge what to look for when you apply for a house, and make sure you do your research for when you inspect a house. I had so much fun with Alison, Colin and fellow class mates and I will do it again." - Jennifer age 21

If you are aged between 15 and 24 and are interested in participating in YHOP, please call YHOP Coordinator Alison Ora, on 0418 588 755 or email alison.ora@humecha.com.au to gain more information or to refer to the project.



Dress for Success

Dress for Success, Sydney is a registered charity that improves the employability of women in need in NSW by providing, free of charge, professional clothing, a network of support and the career development tools to help women achieve self-sufficiency.

Target groups

- Women experiencing long term unemployment
- Indigenous women
- Single mothers
- Women living in refuges, at risk of homelessness
- Women participating in detox and prison reintegration programs
- Women with disabilities
- Young women at risk of disengagement
- Women from CALD (cultural and linguistically diverse) communities

Free services include:

1) Preparing for job interview and the job

- Providing a high quality outfit that is appropriate to you and to the position you are seeking
- Offering a one-on-one styling session to ensure you look your best for the interview.
- Together with our trained volunteers, talking through the interview process.
- Providing several more outfits once you have secured a job.

2) Preparing for an important event

- Make court appearance
- Attend a funeral
- Visit the doctor
- Have some other significant appointment

Referral Process

All clients must be referred to Dress for Success Sydney by a job placement or similar agency, a charitable institution or community organisation, a government agency, Adult Migrant English Service (AMES) or other groups prepared to act formally as a referral agency for the client. This appointment must be made by a referral agency. For more information, visit: <https://sydney.dressforsuccess.org>



DRESS FOR SUCCESS®
SYDNEY

Hume Home Energy Efficiency Project

In the last issue we told you about Hume's Home Energy Efficiency Project. The project will be starting soon. Thank you, to the over 100 Hume customers who responded to a recent text message about the project. We are now seeking a core group of about half a dozen customers who can commit to ongoing customer involvement in the project, in the form of attending regular meetings and site visits throughout the next 13 months. If this is something that you feel able to commit to, please contact the Project Manager:

Paul Riordan

☎ 0418 921 659 or via email on

✉ paul.riordan@humecha.com.au

Community Cohesion Launch

With the help of over 40 partners, customers and staff; Hume officially launched their Community Cohesion Strategy at Glenroy Cottage, Claymore on the 3rd of November.

Hume's Community Cohesion Strategy has been developed to guide the achievement of vibrant, sustainable and cohesive communities. The strategy focuses on our customers social, recreational and economic needs, building independence and choice.

Central to the Community Cohesion Strategy is Hume's focus on learning and employment. Hume links the attainment of education with providing customers pathways for employment, enabling people to become financially stable and ultimately choosing their own destination in alignment with the NSW Governments Future Directions for Social Housing in NSW.

MP Greg Warren attended the ceremony and presented local residents with their Certificate of Achievement for completing the Mental Health First Aid Officer training.

Claymore Family Fun Day

Wednesday, 14 December 2016

Hume is organising a Family Fun Day for its customers in Claymore and surrounding suburbs on:

Wednesday, 14 December 2016
3:30pm-6:00pm, Lot 2, Dobell Rd, Claymore

There will be plenty of fun activities for both children and adults. Children will get to enjoy the popular jumping castle, face painting, craft activities, oversized Connect 4, Giant Jenga and Santa will be in attendance to hand out presents. As a treat for the parents you can enjoy professional hand massages and henna painting.

Sausage sizzles, hot coffee and drinks will also be available. **All these are provided for FREE!**

A Family Fun Day in Liverpool is being planned and will take place in early 2017. Customers from any of our properties are welcome to attend. For more information contact **Sarithya on 0438 095 950.**

Seniors Living Active Lives

Since July of this year, Humes Seniors' customers - and their friends and neighbours in Telopea and across the Parramatta LGA - have had the opportunity to get active, learn new skills, build confidence and make social connections.

With support of Family and Community Services, Hume has been hosting a series of events designed for seniors to overcome social isolation.

Community Gardening organisation, Seed Harvest Spoon facilitated regular gardening workshops at Hume's Sturt and Shortland Street complexes in Telopea. Customers learned about worm farming and composting, soil quality, balcony gardening and potting. They created and planted a sensory garden at 3 Shortland Street featuring a lush display of flowers and plants grown and cared for by customers.

Throughout the year, Seniors have had the opportunity to join a series of social outings; a Harbour Cruise, trips to Sydney Tower and Darling Harbour and in September, Hume hosted a lunch at Merrylands RSL for 50 seniors. Seniors have been building skills and confidence at weekly self-defence classes in Rydalmere and Dundas Community Centres and have had the opportunity to join monthly morning and afternoon teas at the Telopea Community rooms.

For those new to the neighbourhood or long term residents, the monthly morning teas and weekly gardening club meetings are a great way to meet and get to know your neighbours, make new friends, hear about upcoming activities and talk to Hume staff.

For more information or to get involved contact Jason on (02) 9722 4329.

Details

Monthly Morning and Afternoon Teas

Third Thursday of every month

Morning Tea

10am in the Community Room, 15 Sturt Street

Afternoon Tea

Telopea 3:30pm in Community Room

3 Shortland Street, Telopea

Gardening

15 Sturt Street, Wednesdays at 10:30am

