

The Tenant's Voice

CEO Message

Welcome to the Summer Edition of the Tenants Voice Newsletter, It is almost the end of the year and thoughts change to holidays and spending time with friends and family.

We have had a fantastic year at Hume and achieved many significant milestones, which are the result of a lot of hard work by the entire team as well as support and involvement from our valued customers.

In November we entered into a new area for us in the Specialist Disability Accommodation sector. In partnership with Northcott Disability Service, we are now providing high level customer service to 407 new customers, residing in 103 group homes throughout NSW.

This year we have opened two new developments in Guildford and Warwick Farm, providing safe and affordable housing to a lot of new families. As part of the Warwick Farm development we built a 'platinum level' home, which allows customers with a disability to live in a home that meets their needs. Recently our first customers moved in and it was a huge milestone both for them and us. The world of Specialist Disability Accommodation is a significantly complex one and presented us with a range of challenges to provide these customers with a new home. Our commitment to our customers, our vision and our values has allowed us to work through the challenges and deliver an outstanding home.

Early next year we will see the completion of our Hamilton Road development. Not only will this provide us with a new and much needed office space, but it will also provide homes to many people in the Fairfield area. Fairfield has one of the longest waiting time for affordable housing and the completion of this build will assist in meeting this demand.

Lastly, I wish to thank all of the customers who have volunteered their time and energy to a range of events held throughout the year. Your enthusiasm and opinions are crucial in ensuring that we understand what our customers want and need from us. On behalf of the Hume team I would like to wish everyone a happy and safe holiday season and a happy New Year.



Sincerely,

Nicola Lemon
CEO
Hume Housing

End Of Year Celebration In Fairfield



Fairfield Adventure Park was the location for a Fairfield end of year celebration for 68 children their parents and carers on Friday the 1st December.

Special guests included the Fairfield Local Area Command Community Liaison Officer who challenged some kids to a game of giant Jenga, a magician who created fantastic balloon animals and a face painter that transformed the children into butterflies and fairies.

In addition to the team from Hume, we were thrilled to have six members of Tenants Voice volunteer on the day to help out. They were a massive help with the BBQ, putting up and packing up tables and boxes, taking things to and from the Hume bus and making sure everyone was well fed and looked after.

If you would like to join us for any of our future events and celebrations then contact get.involved@humecha.com.au or come and see us at one of our offices.

Holiday Season Office Closure

Hume will be closed from Saturday the 23rd December for the holidays and will re-open on the 2nd January 2018.



HAPPY HOLIDAYS



We may be closed but it is important you keep up to date with your rent payments. You can transfer funds online if you have internet banking or go to your local branch and provide our account details.

Don't forget to put your tenant code on the deposit – so we know who it belongs to.

National Australia Bank

Acct Name: **Hume Community Housing**
BSB Number: **082 343**
Account Number: **627 952 830**

If you have an urgent maintenance request during this time you can call **02 9727 0688**.

What's Inside

Awards and Recognition	2	Lierpool Discovery Bus Tours	3
Hamilton Road Development Update	2	Getting In Touch Just Became a Lot Easier	3
Hume Opens New Campbelltown Office	2	Fire Safety And Evacuation Drills	4

Awards and Recognition

Statewide recognition for our Youth Housing Options Program (YHOP)



NSW Premier Gladys Berejiklian, Hume CEO Nicola Lemon, Hume Community Cohesion team members Rodrigo Gutierrez, Alison Ora, Lara Hook & Graeme Riddell from CORE Community Services.

Our Youth Housing Options Program was the winner in the Reducing Youth Homelessness category at the 2017 NSW Premier's Awards for Excellence in Public Service and a finalist in the partnership category of the 2017 Youth Action Awards.

The awards are recognition of the pilot program's impact to reduce young people's dependence on social housing.

YHOP provides young people with links to housing knowledge, education and employment support and community engagement activities, via a combination of direct support and workshops.

The workshops encourage young people to openly discuss their housing experiences, identify their strengths and limitations and set their own housing goals.

The two year YHOP pilot finishes in December 2017. We'll be sharing some of the program outcomes captured by the evaluation done by Western Sydney University and our plans for the project post pilot in the New Year.

2017 Australasian Housing Industry Awards



Following on from a recent win at the NSW Housing Awards our Coordinator of Neighbourhood Programs Julie Davenport has won the National award for Inspirational Team Member at the 2017 Australasian Housing Industry Awards held on the 29th November.

This award recognises and celebrates Julie's capacity for innovation, collaboration and the ability to coach others to success, leading to a significant impact on Hume, our customers and on the community.

Hamilton Road Development Update



Our new office and Affordable Housing units on Hamilton Road are nearly complete.

Glass windows have been installed downstairs on the ground floor office spaces and most of the units just need a few finishing touches.

We are currently creating a waiting list of anyone wishing to call these spacious, modern units in the heart of Fairfield home from March 2018.

Income and eligibility conditions apply – e.g.

- Single Adults must earn close to **\$49,547** per year
- Two Adults must earn close to **\$68,501** per year
- Two Adults and one child must earn close to **\$84,936** per year
- You must also be a permanent resident or Australian Citizen.

If you or someone you know is interested in moving into one of the 60 studio, 1 or 2 bedroom units contact our Housing Options Team on **02 9722 4300** and select Option 2 or email us at hamilton.road@humecha.com.au

Hume opens new Campbelltown office!



In October we opened up Hume's Campbelltown office, known fondly as 'Glenroy Cottage' in Claymore. The cottage is a heritage building located at the same site as our existing Claymore office and has recently been restored thanks to funding received as part of the NSW Government's Social Housing Community Improvement Fund (SCHIF).

To get the office ready, Hume team members rolled up their sleeves to assemble furniture decorate the cottage and perform minor works. The site is used as an office from which we run our crisis housing programs and in the future, the rest of the complex will also be used as a community space.

Our Campbelltown office is located at 2 Glenroy Drive (formerly Lot 2 Dobell Road), Claymore.

Opening hours are from 9:30am to 11:30am Monday, Thursday and Friday.

To speak to someone in the Housing Independence or Temporary Accommodation Team call **02 9722 4300** and select Option 1.

Liverpool Discovery Bus Tours



Muru Mittigar Aboriginal Cultural & Education Centre Tour



Are you interested in learning more about the Aboriginal culture and many wonderful things about the oldest living culture in the world?

If you are, join us for a FREE bus tour of Muru Mittigar Aboriginal Cultural & Education Centre Tour, Rouse Hill in 2018. Hume will organise two separate tours to this centre – one during April 2018 school holiday for families, and the other in late May 2018 during the Reconciliation Week.

As part of the tour you will:

- + Attend a cultural talk
- + Take a guided bush walk
- + Participate in boomerang throwing
- + Participate in Aboriginal art workshops

To register your interest, contact Sarithya on **0438 095 950** or at sarithya.tuy@humecha.com.au

Bents Basin State Recreation Area

In November as part of the Liverpool Bus Discovery Program funded by the Liverpool City Council around 30 of our Seniors customers enjoyed a trip to the Bents State Recreation Area located in Wallacia. Bents Basin is a deep waterhole that forms part of a gorge on the Nepean River between Camden and Penrith.

Participants brought their favourite food to share, made new friends and reconnected with familiar faces. They sang, danced, enjoyed the calmness and breathtaking view of the area, and challenged their fitness by climbing up many steep steps to the lookout.



Tour of Carnes Hill Precinct

Liverpool customers and their families got active and creative in Carnes Hill Precinct during the September/October school holiday.

On Friday, 6 October, our Liverpool-based customers and their families toured Carnes Hill Library and Recreation Precinct. Library staff showed parents and guardians how to access resources while their children enjoyed arts and craft activities such as mindful colouring and bookmark and badge making.

After the arts and craft session, children got a chance to face off in futsal and dodgeball games, cheered on by their parents. The referee picked two captains to choose their

team members, but he made sure each team had different team members throughout the activities.

The tour ended with a lunch at a picnic area where everyone shared the food they had brought.

Everyone who came had a wonderful time, and the children, in particular, enjoyed the social, creative and physical aspects of the day!

This activity is part of the Liverpool Bus Discovery Program funded by Liverpool City Council.



Getting In Touch Just Became A Lot Easier

We know that it can be hard to contact us sometimes and we want to make it as easy as possible.

On the 20th November we implemented a new telephone system, which allows us to assign multiple staff members to phone lines in order to take your calls.

You may have noticed that the options available when you call **02 9722 4300** have changed as well.

We have tried to simplify the selection provided making it easier for you to reach the right person or department.

When you call our number you will be asked to select Option 1 if you are a current Hume customer or Option 2 if you are looking for a home.

Option 1 allows you to select:

- Maintenance – to report a repair
- Housing Officers – to speak to the officer that looks after your home
- Income Recovery – if you are having problems paying your rent or
- you want to change your payments
- Income Co-ordination – should you need to discuss your rent subsidy calculation



Option 2 will transfer you to a Housing Option Officer who can discuss what type of housing would be the best for you and your family.

For alternative contact options have a look at our website www.humecha.com.au

Fire Safety And Evacuation Drills

As part of our commitment to ensuring customer safety, we will be scheduling a series of fire evacuation drills in the coming weeks for our customers that live in apartment buildings.

It is really important that you are aware of what to do in an emergency and these simple steps should be followed:

- Have you discussed with your family a home escape plan from your apartment, and practised it in the case of emergency?
- Do you know where the fire hose reels and portable fire extinguishers are on your building level?
- Exit points should be clearly identifiable by an illuminated green and white exit sign.
- Make sure you know where the exit points are in your building and where they lead to.
- Do you have working smoke alarms installed – if not then please contact us on 02 9727 0688
- Never use a lift in the case of a fire. Lifts are not smoke or fire resistant.
- Fire stairs provide a safe environment that will lead you to a safe place away from the building.
- Fire stair doors and external apartment doors are designed to self close every time. If your fire door is being left open report it to us immediately on 02 9727 0688
- Never leave anything in a fire stair well at anytime!
- Never place burning or hot materials, flammable liquids or oily rags into garbage chutes.
- Don't touch sprinkler heads in your unit and don't hang anything (coat hangers included) off sprinkler heads.

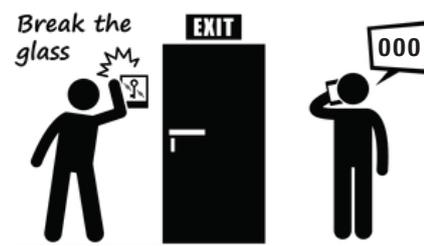
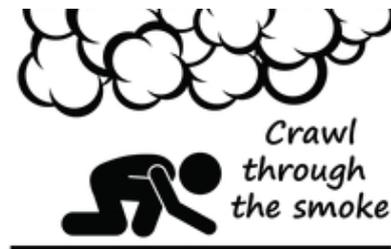
If you cannot escape by the fire stairs, do the following:
Close all windows and doors to stop the smoke entering your apartment.

Call the fire services on Triple Zero (000) and tell them there is a fire in your apartment block. Tell them your apartment number and that you are unable to get out of your apartment safely, and then follow any advice given to you by the fire service.

In an Emergency Call Triple Zero (000)

* Referenced from Fire & Rescue NSW, NSW Rural Fire Service, ACT Fire Brigade and ACT Rural Fire Service

In Case of Fire



Get the fire extinguisher

