

MYPLACE

NEWSLETTER FOR TENANTS AND RESIDENTS OF HOME IN PLACE
ISSUE SIX

Home
in Place



PHOTO GALLERIES

Tenant Expos

PLUS Men's Health Week,
Homelessness Week and
NAIDOC Week.

IN THIS ISSUE

A MESSAGE FROM LYNDALL
ALISON'S STORY
GROW A STAR TREK
TENANT PORTAL
AND MORE!

NEW HUTTON STREET POP-UP SHOP

A Message from Lyndall

LYNDALL ROBERTSHAW
CHIEF EXECUTIVE OFFICER AUSTRALIA
HOME IN PLACE



Hello everyone, I hope you are doing well and keeping safe. Winter is over and it is lovely to see the return of Spring and feel a little more motivated to get out of the house.

You may have noticed that we have increased the frequency of our tenant newsletters. We aim to send a newsletter to you four times per year to keep you updated on events, projects and opportunities and to highlight some of the initiatives we are working on. It would be great to have some input on what you would like to see in the newsletters. Do you have any great recipes, garden ideas, handy hints, or maybe some tips for Christmas we can include in upcoming newsletters? If you have any feedback or contributions, please contact getinvolved@homeinplace.org.

I want to thank all of our tenants who attended the recent Tenant Expos. Your attendance and feedback will help us make improvements to the services we provide to you.

Thank you to our Tenant Reference Group and Our Voice Panel members for leading the Tenant Expos and for continually volunteering their time to attend meetings and provide feedback on our services, policies, and other areas that help make a difference.

Thanks also to our volunteers who assist at the Home in Place community hubs and events. Your contribution is invaluable and very much appreciated.

I would like to highlight and thank all of our tenants who were awarded under the Home in Place Tenant Incentive Scheme in this past quarter. The Tenant Incentive Scheme recognises tenants who are excelling in five categories.

1. Excellence in Rent Payment and Property Care
2. Most Improved Tenant
3. Community and Sustainability Contribution
4. Personal Achievement
5. Learner and Employment

Nominations for this award can come from Home in Place staff and from you! Do you know a Home in Place tenant that should be recognised under the Tenant Incentive Scheme? Maybe a neighbour, family member or friend? If so, please contact us at getinvolved@homeinplace.org.

You may have noticed a change to our call centre. Your calls to 1300 333 733 are now answered locally and the feedback has been great! Response times have been lowered and we are working towards further improvements in this and other areas of service delivery.

With Christmas in sight, our teams are busily planning the end of year picnics and events which will be advertised in the next newsletter and on our social media platforms. We hope to see you there!

Hutton Street Hub

2 HUTTON STREET CESSNOCK

Cessnock tenants, keep an eye on the Home in Place Facebook page for information on the pop-up shop at the Hutton Street complex.

Luke and the team have reached out to Hunter Food Relief, Second Bite, Kurri Kurri Coles and Cessnock CWA and others for donations of grocery items which they hope to distribute to tenants out of the pop-up shop most Wednesdays.

Alison's Story

When Alison received notice that she had to leave her home in Metford, near Maitland, she was devastated and frightened at the prospect of she and her 15-year-old son Jake being homeless.

She began searching for a new place to live but with low availability and rising rent prices the search was daunting. "I applied for more than 15 properties but didn't get a look in," Alison said.

"We thought we'd have to surrender our two cats to increase the chances of getting a rental place," she said.

Just days before being out on the street, Alison was linked to Home in Place. Two days later, East Maitland Tenancy Relations Officer Kathryn phoned Alison to say she had a new social housing duplex in Gillieston Heights available.

Alison is an NDIS participant and experiences anxiety and other conditions. She said searching for a new home really took its toll on her mental health.

"I just didn't know what to do and some days I struggled to get out of bed. I cried a lot and although I am not a religious person, I prayed and prayed that we would find somewhere to live."

Alison has been homeless before, and had to live in a refuge, without her son, for several months around five years ago.

I never want to be homeless again. It is the worst feeling in the whole wide world. You wake up and don't know what the day will bring. And every day is like that until you can find a new house."

She and Jake have now settled in into their new home.

She said her home is in a great neighbourhood and close to local shops. Jake hasn't had to change schools. He catches the bus to and from school from the stop up the road.

"We love living here. This home is a god-send. We are truly blessed."

"Having a safe and secure home has improved my mental health. Jake is a much happier boy too."



You can read more of Alison's story, and other tenant stories, on the Home in Place website at homeinplace.org/stories/tenant/

We love hearing and sharing your stories! If you have one to tell, please email us at getinvolved@homeinplace.org

Grow a Star

You have probably heard about our youth charity Grow a Star. Through it we support the academic, artistic, musical, and sporting dreams of disadvantaged kids.

You can learn more at <https://growastar.org/> or by scanning the QR code.

There are many ways you can support Grow a Star. One way is to help us promote a fundraising trek to New Zealand in April next year.

Do you know anyone who would like to join the Grow a Star team on a 6-day New Zealand trek?

The fundraising trek will take in some of New Zealand's most spectacular sights including Lake Tekapo, Mount Cook, Wanaka and the famous Tasman Glacier.

All profits will directly support young people who want to reach for the stars.

Learn more at <https://growastar.org/trek-for-the-stars-1>

trek
for the stars
SOUTHERN ALPS 2024



PHOTO GALLERY

TRG Tenant Expos

Did you attend one of the Tenant Expos held in May and June this year?

We have held mid-year forums and lunches in the past, but this year your local Tenant Reference Groups (TRGs) partnered with Home in Place to deliver the inaugural TRG Tenant Expos.

Feedback from the expos has been very positive. Each expo was slightly different but all included lunch, access to services, access to information and lots of fun activities!





Our Voice Panel

The TRGs provide a local forum for tenants and Home in Place staff to discuss key aspects of our service. TRG members meet quarterly to discuss a range of issues that impact their lives. TRG members can also nominate to be part of the **Our Voice Panel**, which reports directly to the Home in Place Board.

The newly appointed Our Voice Panel members are Mr Ronald Healey, Ms Taccara Hearn and Ms Michelle Robinson.

Ms Anne Page, Mr Leonard Steele, Ms Elaina Skilling and Mr Thomas Hall (OVP Chair) have been re-elected.

HAVE YOUR SAY!

If you have some ideas, feedback or suggestions for improvement, you can contact your local TRG and OVP members by emailing getinvolved@homeinplace.org



PICTURED (L-R) NEWLY APPOINTED OUR VOICE PANEL MEMBER MICHELLE ROBINSON WITH NEWCASTLE COMMUNITY PARTICIPATION OFFICER MEAGHAN.



PHOTO GALLERY

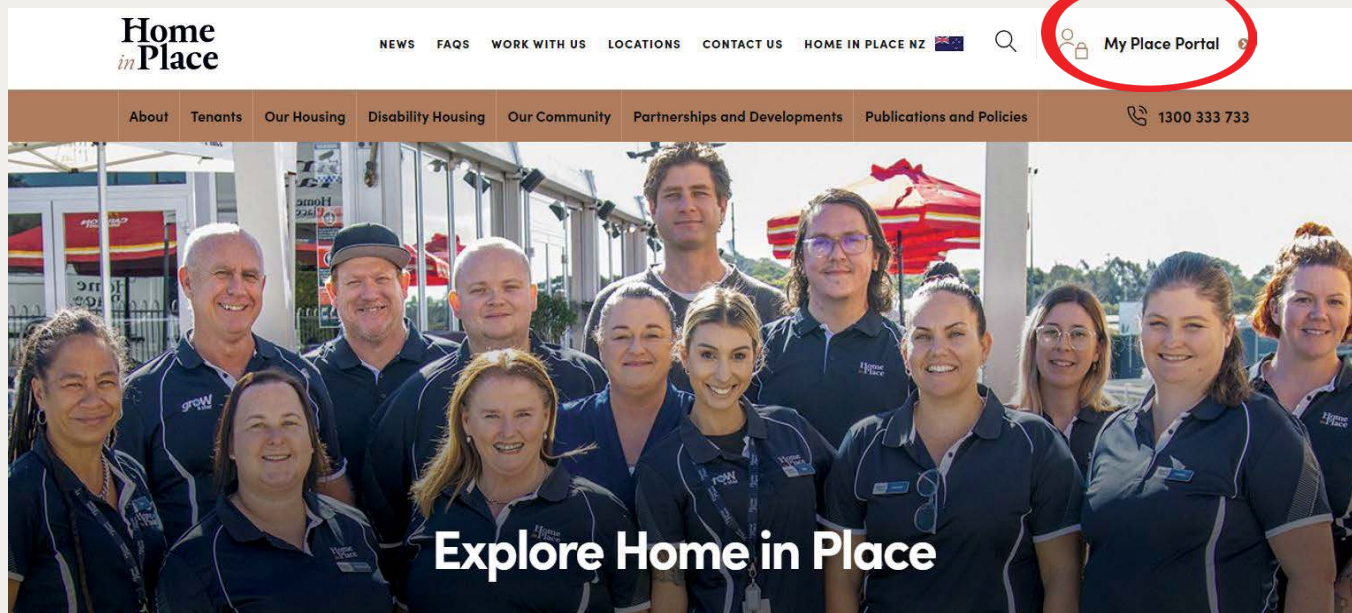
Men's Health Week, Hutton Street, First Aid Training, Homelessness Week and NAIDOC Week.





My Place Portal

We have been receiving some great feedback on the My Place tenant portal. The My Place Portal allows Home in Place tenants and residents to view tenancy details, rent balances and utilities balances. More features are being added and soon tenants will be able to view maintenance requests.



If we have a valid personal email address on file for you, you will be invited to set up a My Place Portal account but if you would like to get to the front of the line, you can request access now!

How do I get an invitation to the Tenant Portal now?

1. First, make sure you have provided Home in Place with a valid email address.
2. Go to the My Place Portal home page <https://myplaceportal.homeinplace.org> and enter the same email address on the **Invite Me** form (bottom left of home page) then press the **Invite Me** button.
3. If there are no problems, an invitation will be sent to your pre-registered email address. Please give it 10 minutes to arrive and don't forget to check your Junk mail folder. We recommend that you add myplaceportal@homeinplace.org as a contact to avoid emails going to junk.
4. Click the **Redeem Invitation** link inside the email, which will prompt you to set a password.
5. Once your password is set you can logon to the portal by visiting the My Place Portal home page and clicking **Sign-in top right**
6. During sign-in, a 6 digit Multi-Factor Authentication (MFA) code will be sent to your email.

Please note: If an error message occurs when you submit the Invite Me form, follow the instructions provided. If you do not receive the invitation email after 1 hour please contact Home in Place for assistance.

A link to the My Place Portal can be found at the top right of the Home in Place website (pictured above) www.homeinplace.org.

Stay in Touch

HOME IN PLACE CUSTOMER CALL CENTRE 1300 333 733

Business hours for all general tenancy enquiries or 24/7 for emergency tenancy and maintenance issues.

W WWW.HOMEINPLACE.ORG **E** CONTACTUS@HOMEINPLACE.ORG



@homeinplace



@homeinplace



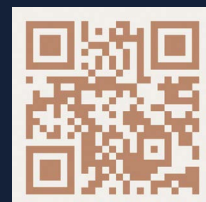
@homeinplace



youtube.com/c/HomeinPlace



@home_in_place



HOMEINPLACE.ORG