

MYPLACE

NEWSLETTER FOR TENANTS AND RESIDENTS OF HOME IN PLACE
ISSUE EIGHT

Home
in Place



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**CHIEF OPERATING OFFICER
HOME IN PLACE AUSTRALIA**



Hello everyone, welcome to Issue 8 of the MYPLACE Newsletter.

As a quick introduction, my name is Emma O'Hara and I am the new Chief Operating Officer for Home in Place. I have worked at Home in Place since 2014 and have over 15 years of experience working in the social and affordable housing sector.

I am wholeheartedly committed to the vision and mission of Home in Place and the sector, and I am humbled and excited by the opportunity to be a leader in such an important mission.

You may have noticed recent changes to how your tenancy is managed.

For the last nine years, Home in Place has managed tenancies with a focus on managing separate areas of the tenancy separately. Based on feedback from our tenants and our teams, we have returned to a 1:1 'portfolio' approach.

You will now have one main point of contact in Home in Place that manages all aspects of your tenancy. This means that we will get to know you and your tenancy better and be able to provide a more customised and supportive approach to maintaining your tenancy.

In the coming weeks, you will receive a letter that provides more detail about this, including who your allocated Tenancy Relations Officer is and the best way to contact them.

Home in Place has recently concluded the 2023 Tenant Satisfaction Survey, and a big thank you to all of you

that were able to participate in the survey.

We had over 3,000 responses which is amazing and goes a long way to helping Home in Place to make meaningful improvements to how we operate. Keep an eye on our social media channels and future newsletters for the results and survey feedback.

I would also like to take this opportunity to highlight our Tenant Incentive Scheme (TIS) – which recognises the achievements and successes of our tenants. There are five categories for nomination:

1. Excellence in rent payment and property care
2. Most improved tenant
3. Community and sustainability contribution
4. Personal achievement
5. Learner and employment

We encourage your participation and welcome nominations for these awards. You can nominate a tenant by emailing your local branch or emailing getinvolved@homeinplace.org.

Thank you for being a part of the Home in Place community.

We're here to support you every step of the way.

We've moved!

Central Coast tenants, we have packed up the office at Tuggerah and moved to North Gosford.

CONTACT DETAILS

The new address is 357-359 Mann St North Gosford (PO Box 38, Gosford NSW 2250)

All other contact details remain the same.

PHONE **1300 333 733** EMAIL centralcoast@homeinplace.org.

GETTING THERE

Getting to the new office is easy! It is an 11 minute walk from Gosford Transit Station, 15 minute walk from the Imperial Centre and major bus routes 32, 33, 34, 36, 37, 38, 40, 41 and 43 have stops very close by.





TRG and OVP Update

The Home in Place Tenant Reference Groups (TRGs) provide a local forum for Home in Place tenants and staff to discuss key aspects of the services provided by Home in Place. Members of this group meet quarterly to discuss a range of issues that affect their lives and provide feedback from other Home in Place tenants. The TRGs feed into the Our Voice Panel (OVP) which links to the Home in Place Board.

Christmas and the New Year has flown by and Easter is upon us. The TRG and OVP Groups have had their first meetings of 2024 with interesting input from tenant members, who continue to support these groups.

TRG MEETINGS

BRISBANE, BROKEN HILL, EAST MAITLAND, NEWCASTLE, CENTRAL COAST, TAREE, UPPER HUNTER

Some of the key points discussed at the January TRG meetings were issues involving:

- Maintenance
- Tenant Handbook
- Tenant Expos for 2024
- Christmas party feedback
- The MyPlace Tenant Portal
- Rent Review process
- Water charges to Home in Place Tenants
- Changing 1300 number to 1800 prefix
- Waste management education for tenants
- Planned website for TRG and OVP

OVP MEETING

Following the completion of all TRG meetings, Our Voice Panel members held their quarterly meeting on the 1st of February.

Update and discussion on maintenance was provided by Veli Sedev, (Home in Place Executive Manager Strategic Assets and Development) who outlined a program to bring maintenance into a more structured level to complete jobs.

The OVP offered input on the *Pets Policy* and *Management of Anti-social Behaviour Policy*, currently under review. The input was well received.

The Tenant Handbook is still under review and the Tenant Portal is up and running with new features to be added this year.

Elisse Preston, Home in Place Revenue Coordinator attended the meeting and advised that rent reviews are conducted every 6 months and rent is calculated as a percentage of income for all social housing tenants. The Commonwealth Rent Assistance (CRA) component of income is assessable at 100% in line with the *Community Housing Rent Policy* and the *Home in Place Rent Policy*. All other assessable income is assessed between 15% and 25%.

Other issues/suggestions discussed at the meeting include:

- Planned maintenance for older properties.
- The feasibility of changing the 1300 number to a toll free 1800 number. Costings are being assessed to see if the change is feasible.
- Waste management education will be incorporated in a community development strategy. The OVP will provide input once developed.
- A 'Good Neighbour Guide' was briefly discussed. A proposal is being drafted and will be distributed to OVP members for review once completed.

NOTE

The TRGs are working on developing an easy communication channel for all Home in Place tenants to contact your local TRG and provide valuable feedback on Home in Place services and initiatives. Stay tuned!

PHOTO GALLERY

Taree Clean-Up Days

Thank you to everyone who participated in the Taree clean-up days!

The clean-up days saw Taree tenants join forces with various housing, council and support services to clean up the Bushland Estate and Frances Street areas.

One local said *"Can I just say how proud I am of our community so many people out helping each other without judgement. It's been amazing to witness".*

Another replied *"I second that! Great to see. The younger ones did the community proud, good stuff".*





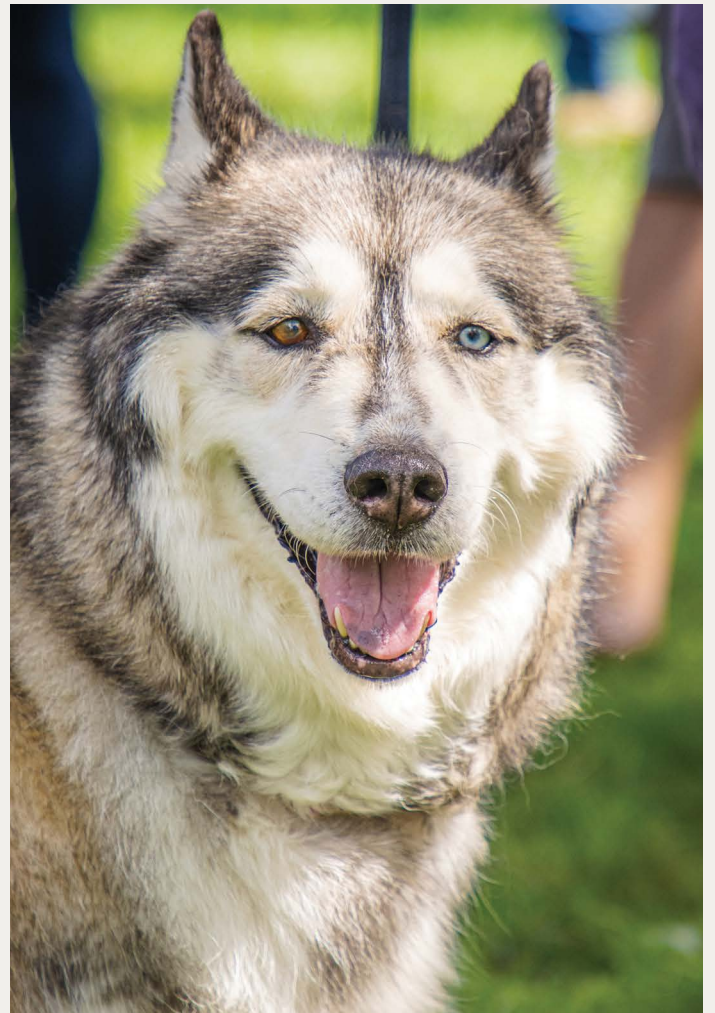
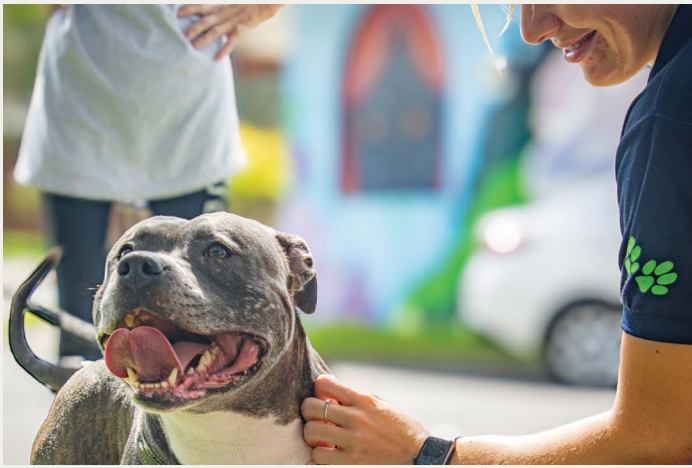


PHOTO GALLERY

RSPCA NSW Healthy Pet Day

We loved attending the RSPCA NSW's Healthy Pet Day held in Newcastle recently.

The day saw dozens of people, including Home in Place tenants, bring their furry friends along for a check-up and vaccinations and to get health and nutrition advice.

The Animal Rescue Cooperative and Petbarn were on hand with free treats.

The Animal Rescue Cooperative are always looking for volunteers and donations.

Find out more at <https://arcsupport.org.au>





Kristy's story

Kristy's story of escaping violence, seeking treatment for addiction and gaining a traineeship is impressive and inspiring.

Kristy says she was gobsmacked when Home in Place Community Participation Officer Kim told her she won a quarterly Tenant Incentive Scheme Award, but to her fellow tenants, who chose her for the award, Kristy is a very worthy recipient.

The mum of five's story of escaping violence, seeking treatment for addiction, and gaining a traineeship is impressive and inspiring.

Kristy has just started an aged care traineeship, her first job since having children. As well as working three days a week at a local aged care facility, she will complete a Certificate III in Individual Support.

"On the first day I was nervous and excited. The facility has a holistic, independence focused approach to resident care. I am really enjoying it," Kristy says.

"I've already got to know some of the residents. Some have a glass memory box with interesting photos inside which helps to start a conversation. One lady has photos of her riding motorbikes in your youth with her dad, who was a speedway driver."

Kristy's aged care traineeship will give her valuable experience in studying and working in a community services area and her long-term career goal is to become a drug and alcohol counsellor.

After years in a violent relationship, Kristy says she was stuck in a cycle of addiction. She has been clean for 12 months after both drug and alcohol counselling and months of detoxification rehabilitation.

"My own counsellor is my inspiration. She is amazing. I think I can really help other people in a counselling role because I have lived experience. I can look at things from an addict's point of view."

"The opposite of addiction is connection."

"I am meeting challenges head on and attend a relapse prevention program. Rehab teaches you to ask for help before things become too overwhelming. The opposite of addiction is connection."

You can read Kristy's story, and other tenant stories at www.homeinplace.org/story

NEW WEBSITE ADDITION

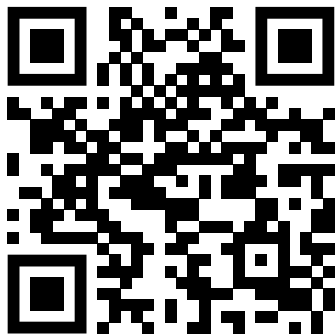
Tenant Event Calendar

Every year, Home in Place hosts hundreds of tenant and community events in our areas of operation.

Up until now we have relied on texts and social media posts to let you know about them.

Thanks to a new Tenant Event Calendar on the Home in Place website, you can now see all of the confirmed events in one place!

You can find a link to the calendar under the **Tenants** tab at homeinplace.org. The direct link is <https://homeinplace.org/events> or scan the QR code.



Stay tuned...

HOME IN PLACE ROADSHOWS

Coming up in June will be a series of **Home in Place Roadshows** which we will invite you to attend.

You might recall that in the past these events have been called "lunches", "forums" and "expos" but, based on your feedback, the format this year will be more of a Home in Place tour where Home in Place staff from all departments come to you to answer your questions on your tenancies, the Tenant Portal, volunteering, support services available to you and much more!

The roadshows won't just be a talkfest though! Home in Place will be providing food, drinks and giveaways!

Keep an eye on our Facebook page [@homeinplace](https://www.facebook.com/homeinplace) and on the new Tenant Event Calendar (see above) for dates as they are confirmed.

THE PANTRY IS COMING!

Tenants on the Central Coast and in Broken Hill, keep your eye out for the Pantry. In the coming months we will be launching the Pantry at the 123 Community Hub and The Meeting Place at Tumby Umbi.

The Pantry is an initiative of Home in Place aimed at relieving day to day financial pressures by providing affordable groceries to tenants and their community.

The Pantry will offer a variety of free or low-cost bakery items, fruit and vegetables, staples and frozen goods.

The Pantry will be open at the 123 Community Hub on Thursdays 10am-2pm commencing 11 April 2024. We are still confirming the launch date for The Meeting Place... stay tuned.

If you'd like to volunteer at either of the community hubs, we'd love to hear from you. Please email volunteerwithus@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](https://www.homeinplace.org) E CONTACTUS@HOMEINPLACE.ORG



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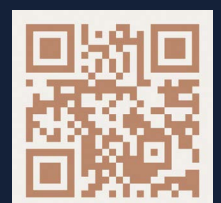
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