



Val lives in one of Housing Trusts' over 55's Affordable Housing units at the beautiful Central Gardens at Shellharbour. Val was one of our original Central Gardens residents. In her own words she describes Central Gardens as "perfectly located close to the beach, shops and services".

Val has lived in the Illawarra for 30 years. After retirement Val found paying market rent a financial burden that was affecting her ability to have a good quality of life. 'The biggest bonus for me though, was the newfound housing security I now had at Central Gardens. I would not have to move again because my rental property was being sold, or the owners wanted to move back in, or the rent went up every six months. I feel safe and settled'.

An avid gardener, Val propagates most of her amazing array of plants. She says the benefits of propagating are many. 'You can create many new plants from one and save money and you can grow plants for friends and

family. Sometimes specific plants are hard to come by in nurseries, so growing from a cutting, you know you are getting exactly the plant you were after'.

Val loves the Community Garden at the complex. 'The fresh air and sunshine is beneficial to our health, as is the physical exercise we get when gardening. It is also a chance to bump into friends and neighbours and have a chat. We share the fresh fruit, vegetables and herbs. It reduces stress and makes us happy'.

One of Val's favourite pastimes is walking every morning with friends and her dog Roxy. 'I had some surgery a little while back. While the surgery was successful, I really didn't start to feel better until I started regular exercise again. I highly recommend it for everyone, especially as you age. We all need to be proactive in creating good lives for ourselves, and I am very content in where I live and the life I have made'.

HOUSING TRUST WOULD LIKE TO WISH YOU A VERY MERRY CHRISTMAS.

Our office will be closed from 12pm on 24th December and our team will be back on Monday 4th January.

For any emergency repairs during that time please call our office on 4254 1166 to be diverted to our after-hours service.



CEO Report

This has been an incredible year in so many ways but despite the enormous challenges we have all faced there is still much to celebrate.

Most importantly, we are pleased to report that to date we have had no reported cases of COVID-19 amongst our tenants, staff or contractors.

I'd like to thank you all for your cooperation as we've adjusted our operations over the year and implemented extra precautions to keep each other safe. Our office remains closed to the public but our team is still available during office hours.

Over the year we have welcomed more than 100 new tenants to Housing Trust so a very warm welcome to you all. I hope to meet some of you in the New Year as COVID restrictions ease and we hopefully see more events take place.

Thank you to all of you who have contributed to our annual customer satisfaction survey. We've had a great response this year and your feedback is really important to ensure we continue to improve our service and respond to your needs.

There are exciting times ahead for Housing Trust as we bring more new homes to our community. Our new development is underway at Corrimal and we expect to be moving the first tenants in by the end of 2021. We are making progress on our Crown Street Wollongong and Byamee Street Dapto developments and hope to share more detail about those in the New Year.

I wish you all a very happy and safe Christmas and look forward to a bright and healthy New Year.

Michele Adair CEO

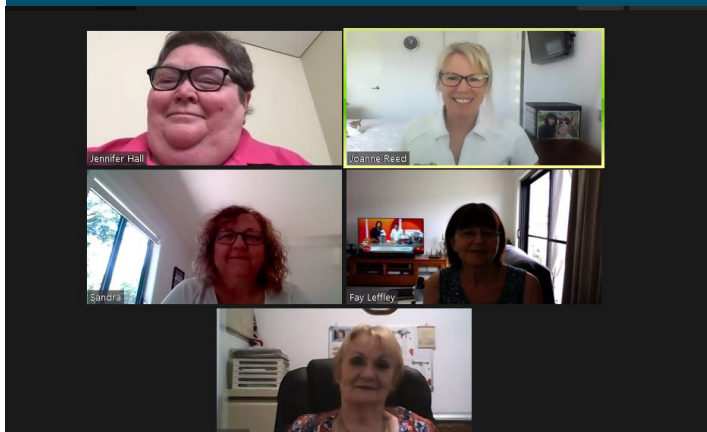


ZOOM TAG Meetings

The Tenant Advisory Group (TAG) is a group of tenants who meet quarterly to discuss ideas, share information and provide feedback to Housing Trust. It allows us to collaborate directly with tenants on issues that are important to them.

The meetings are now being held via zoom and TAG members are able to join us from their smart phones, tablets and laptops, in the comfort of their own home.

Some TAG members are old hands with the technology, while others were provided with lessons by Housing Trust staff prior to the meeting. If you would like to be involved, or have any questions, please email info@housingtrust.org.au or call Joanne on 4254 1166.



Policy Updates

Housing Trust has updated a number of policies due to a changes in legislation and feedback from the Tenant Advisory Group. Recent updates were made to the following policies:

- Abandoned Premises and Uncollected Goods
- Affordable Housing
- Allocations (Social Housing)
- Death of a Tenant
- Financial Hardship – COVID-19
- Occupancy
- Succession of Tenancy
- Maintenance

To read the updates see the highlighted policies on our website.



Christmas Party

Unfortunately due to ongoing concerns around COVID19, Housing Trust made the difficult decision not to host a Tenant Christmas Party for 2020.

All tenants have been sent a text about our FREE Santa Photos which will be taking place the week prior to Christmas. Bookings will be essential. Call Joanne for more information on 4254 1166.

Appliance Replacement Offer

Did you know people on low incomes can get a discount when upgrading an old television or fridge to a new energy efficient model? You could get 40% off the cost of a fridge and 50% off the cost of a television. Some eligibility criteria have recently changed.

For more information go to <https://energysaver.nsw.gov.au/households/rebates-and-discounts/appliance-replacement-offer>



SCAM Watch

There has been a marked increase of scamming with more than \$90 million lost by Australians in 2020.

You can learn how to better protect yourself by going to the Australian Competition and Consumer Commission website below. If you think you may have been scammed, warn your friends and family and report it immediately.

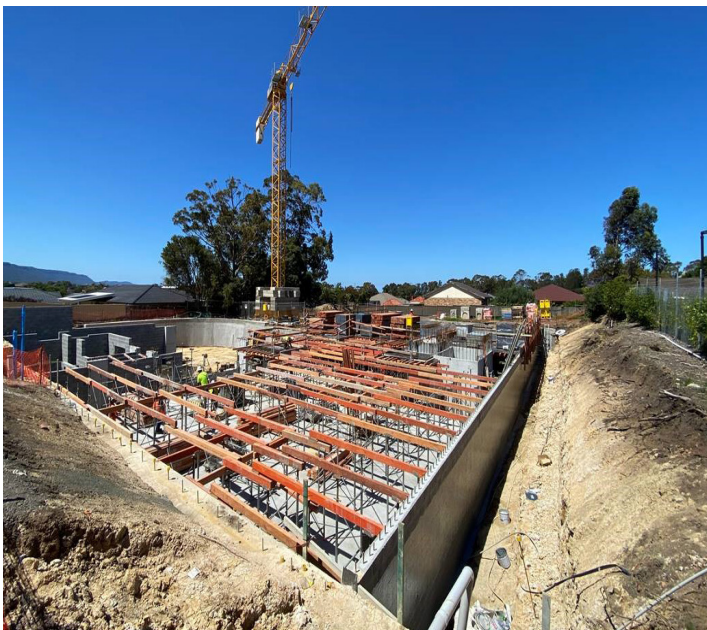
Go to <https://www.scamwatch.gov.au/> or call 1800 941 126.

Tenant Handbook

What would have been helpful to know when you first moved in to your Housing Trust property? Have you ever had to call the office to ask a question that could have been included in a handbook? We would love to hear from you if you have any ideas.

We are putting together a new Tenant Handbook. Our Tenant Advisory Group have come up with some wonderful ideas of what it should include, as well as other innovative ways of sharing information about tenancies.

Please email your ideas to info@housingtrust.org.au or call Joanne on 4254 1166.



Corrimal Project

The \$22 million Correa Gardens Development at Robert Street Corrimal is progressing with construction well underway. The crane has been positioned and concrete has been poured for the residential apartments and townhouses.

Our development partners, Traders in Purple, have set up a community notice board at the site as well as a monthly newsletter so local residents are kept informed and know what to expect in the coming weeks. It's early stages yet but we are excited that by the end of next year, so many more people will be housed in safe, affordable, lovely homes.

Births deaths and marriages

The NSW Registry of Births, Deaths and Marriages have developed the Australian Death Notification Service. This enables people with a single online location to notify multiple organisations that someone has passed away.

This is an important improvement to assist people with the necessary, but burdensome practicalities when someone they love has died. Please go to <https://deathnotification.gov.au/> for more information.



Together Home



Housing Trust is playing its role in delivering the NSW Governments \$36 million Together Home Program. This is part of the Premiers goal of halving street sleeping by 2025 and

providing immediate support to people who have vulnerable housing during the COVID19 pandemic.

Housing Trust is working closely with partners NEAMI and Wollongong Emergency Family Housing to ensure some of our most vulnerable community members have all the help they need to maintain a tenancy and improve their lives. So far 17 people have found homes through the program. For some of our new tenants, this is the first time in many years that they have had a place to call home. Welcome to all of our new tenants.

Tenant Satisfaction Survey

A huge thank you to everyone who participated in our annual customer satisfaction survey. The survey provides us with vital information and ideas to continually improve our service to tenants.

This year 440 tenants participated in the survey with 10 lucky people being awarded \$100 gift cards from the random draw. We will report details of the survey results early in 2021.

Feedback

We value all feedback from our tenants. If you have a suggestion, compliment or complaint we would love to hear from you. You can contact us in the following ways:

Email: info@housingtrust.org.au

Mail: PO Box 1, Coniston NSW 2500

Phone: 02 4254 1166

Or by completing Housing Trust's [Complaint Form](#) on our website.



FOGO (Food Organics Garden Organics)

Wollongong City Council has begun to roll-out FOGO to residents across the LGA. Some residents will have already received a kitchen caddy, compostable bag liners and a FOGO user guide. Once you get your FOGO kit, you can start. The roll-out will continue in 2021.

Green lidded council bins will now be for all food waste and garden organics, which will be reprocessed into quality compost. This will help the environment by sending less waste to landfill and reducing harmful greenhouse gas emissions.

If you haven't received your FOGO bin or green lidded bin please continue to use your red lidded bin for all food waste.

For more information about FOGO go to the council website: <https://wollongong.nsw.gov.au/book-and-apply/waste/accordions/fogo>



For up to date information on the things that matter most to you visit housingtrust.org.au

Level 7, 5 Bridge Street (PO Box 1) Coniston NSW 2500

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