



Housing Trust News

October 2022

Meet John

At 80 years of age, Housing Trust tenant John tells stories of a life well lived, right here in the Illawarra. Raised by his paternal grandmother, 'a tough old one from Braidwood' as John describes her, he was working on the Port Kembla wharves by age 16 as a gear boy.

"I'd splice the ropes to load and unload ships at Port Kembla, I was there about 10 years. I loved it and met a bunch of really interesting people, servicemen from other countries and locals alike. The work scheduled took me away from my wife Yvonne and two young sons a lot. After not getting to spend much time with my old man when I was little, I decided that wasn't for me, so found new work."

John, like so many men of his era, went into coalmining. "It was a big part of the fabric of the region in those days. I was at Nebo and Huntley as a deputy for most of my working life". John describes the most memorable day of working in the pit as the day he was sitting miles underground on a loco and suddenly the tracks started lifting and waving around. The entire roof swayed but was held in place with timber. "It was an earthquake in about '64, it didn't last long. As soon as it was over we started cutting coal again. No high vis back then!" John says with a smile.

John is of Scottish heritage of which he is very proud. "One of my ancestors came out in 1810 on a convict



ship as a sergeant in the 80th regiment of the foot. I can trace my ancestry back to Gunn the Great. I have my clan's mottos tattooed on my body".

Swimming wasn't a big part of John's family's life, even though he spent his childhood on the coast. "I never learnt to swim as a kid. It wasn't until my boys came along I learnt." John then joined Surf Life Saving as a radio officer, working behind the scenes to help save lives. He still volunteers to this day.

An avid collector of memorabilia, John's collection is impressive. Coal lamps, gas barometers, zippo's, dynamite detonators, pocket watches, keyrings, snuff boxes and coins. "These are just some of the things that were gifted to me throughout my working life. I developed a real interest in these collectables. They help us to remember the past in a positive way, and brings me joy every day."



Events are Back!

**SAVE THE DATE:
TENANT CHRISTMAS PARTY
THURSDAY 15TH DECEMBER 2022
DOORS OPEN 11:30AM**

CEO Report



I recently celebrated my 5 year anniversary as CEO of Housing Trust. It has been an incredible 5 years, we've shared many happy and challenging times together and I'm so grateful to everyone for your support and generosity. I am very much looking forward to seeing you all in person at our Tenant Christmas Party after two years of cancellations due to COVID. It will be a great opportunity to let our hair down and celebrate the holiday season together.

I'd like to thank all of you who participated in our recent tenant survey. The survey results are vital to helping us continually improve our service and re-evaluate our processes and procedures. The results show HT sits well above national benchmarks for customer satisfaction. But more importantly we are glad to see so many of you are able to live comfortably and securely in your homes.

It has been a big couple of months of celebrations and recognition for Housing Trust with Correa Gardens and the Urban Taskforce Award.

We've also been named finalists once again in three categories of the 2022 Business Illawarra Awards.

Our head of Community Engagement Rachel Foster was named Third Sector Awards 2022 Marketing Executive of the Year. Rach is the face behind Housing Trust's Homes4LocalHeroes Campaign and a true advocate for affordable rental housing in our region. I am also honoured to be shortlisted a finalist for UDIA NSW and Strata Group + Women in Leadership Excellence Awards 2022.

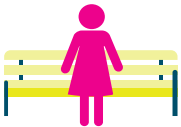
Without a doubt my favourite day of the year is seeing the happy faces of our Tylah West Education Scholarship recipients. If you haven't already, I strongly encourage you to apply for our 2023 scholarship. This is a wonderful opportunity to prioritise your study, job or training needs.

I hope to see more of you soon as we continue to get back to life as normal.

Michele Adair



Maintenance Performance



7 seconds
September 2022

Average time calls answered by Housing Trust Maintenance Team.

79%
September 2022



Average overall satisfaction % with delivery of Housing Trust Responsive Maintenance Program. Results from CHIA NSW Repair Transaction Survey.

2022 Tenant Satisfaction Survey

Thank you to our wonderful tenants who completed our annual Tenant Satisfaction Survey. Your feedback helps us improve our services. Once again we received great results above NRSCH threshold as shown below.

TAG Update

Have your say!



The August Tenant Advisory Group meeting was held at The Shellharbour Club this quarter, thanks to the generosity of ClubsGRANTS funding waiving the room hire fee's. Members enjoyed the excellent facilities and it was a nice change to be down south for our meetings again.

The TAG provided valuable feedback into the new draft of the Customer Engagement Strategy for 2022-2025. If you have any thoughts on how Housing Trust can better engage with tenants so you feel heard and a part of an inclusive community, please reach out to Joanne on 4254 1166.

Urban Taskforce Australia

Housing Trust and partners proudly won the Affordable Residential Development prize for Correa Gardens at the Urban Taskforce Australia 2022 Development Excellence Awards.

Correa Gardens is the first partnership between Housing Trust, Traders and Purple and NSW Land and Housing Corporation funded under NSW Government's Communities Plus initiative. The \$22m project completed in October 2021 is now home to 34 local families ensuring them safe, secure and affordable rental housing.

For more visit www.housingtrust.org.au/urban-task-force-australia-award/



TWES 2023

Applications for TWES 2023 are now open!

The Tylah West Education Scholarship (TWES) was established in 2016 in memory of our trainee Tylah. To date, the scholarship has assisted 92 tenants with nearly \$100,000 towards the costs of their education, training or joining the workforce.

Scholarships are limited so make sure you apply as soon as practical. Applications can be submitted via the Housing Trust website www.housingtrust.org.au/tylah-west-scholarship-2023/ or by calling Joanne or Natalie on 42541166.

Applications close November 4.





Community Support

Housing Trust tenant Margaret was so happy to receive some much needed equipment to help her manage her medical conditions thanks to Dignam Real Estate Communities Before Commissions Grants.

Community Before Commission is a charity initiative founded by a team of compassionate Real Estate Agents in the Northern Suburbs of the Illawarra. This wonderful initiative provides support to locals who are experiencing significant hardship and shows great compassion to those facing tough times.

Cadetship Program

Get paid to study and work with us!

Applications are now open for Round 3 of CHIA NSW Cadetship Program.

The program provides an opportunity for cadets to commence studying the Certificate IV in Housing and undertake paid employment for 12 months in a variety of roles across Housing Trust.

Roxanne commenced her Cadetship with Housing Trust in 2021. She recently graduated her Cadetship and was joined by her mentor Claire at the presentation. Roxanne has secured a permanent full-time position with Housing Trust as a Property Services Officer and is a fantastic asset to our team.

Applications close 28 October 2022.

For more information

www.housingtrust.org.au/work-with-us/employment-opportunities/



You can read more about this on our website

www.housingtrust.org.au/2022-business-illawarra-awards/

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