

HOUSING PLUS NEWS

December 2019



IMPROVING OUR HOUSING SERVICES

NEW HOMES ACROSS THE REGION

CHRISTMAS OPENING HOURS

PATHWAYS TO EMPLOYMENT

The latest news at Housing Plus www.housingplus.com.au



Christmas Opening Hours

Orange, Bathurst and Mudgee Housing Branches will be closed from 24th December - 2nd January 2020.

For urgent repairs please call our After Hours Repairs service on 1300 435 144

For regular updates on news and events
facebook.com/HousingPlusAU
[@HousingPlusAU](https://twitter.com/HousingPlusAU)

Hello, and welcome to the December 2019 edition of the Housing Plus News

Firstly, I would like to wish you all a Merry Christmas, and peaceful New Year from all of us at Housing Plus.

It has been an extremely busy and successful period for Housing Plus, as we are pleased to be now working across 9 regional locations in NSW delivering an expanding range of community and accommodation services.

These accommodation and community services are aimed at improving the social outcomes of our tenants, clients and the broader regional communities that we work within.

Our current development projects are progressing very well. We have seen ground broken at the Orchard, Domestic Violence Crisis Centre and have completed construction of the first 24 houses of 220 we will be building over the next three years.

Additionally, you may have noticed some new faces around our offices; Housing Plus has undertaken some changes which are designed to support a "Sustaining Tenancies" approach and we welcome new staff to our teams across the region. I would like to offer a huge congratulations to Housing Plus staff member - Kayla Murphy, who was recently awarded the Female of the Year at the NAIDOC Orange Community Awards Ball and who was nominated for her contribution to the community. What an

amazing achievement and well deserved by Kayla who works tirelessly for Housing Plus, and the community.

Congratulations also to Winona Gray, who was nominated for her work in the community with Headspace. Keep up the fantastic work Kayla and Winona.

David Fisher
CEO

SUPPORTING YOU TO SUSTAIN YOUR TENANCY



Orange Housing Officer - Breanne is here to help

Housing Plus recently made some changes to how we deliver Tenancy Management Services. These changes are designed to better support our customers to sustain their tenancies, while more effectively managing our properties and tenancies.

Housing Plus will now offer sustaining tenancies assistance to tenants who are at risk of eviction or have major difficulties in their current life circumstances. This service is in addition to the regular tenancy services that you receive such as tenancy inspections, rent management and complaint management.

The new Support Coordination Officer role is here to work with you and your family to work through any issues such as family issues, rent accounts, drug and alcohol issues, and mental health issues with a primary aim of keeping your tenancy sustained. These changes will improve the sustainability of our tenancies, reduce the number of households entering

homelessness and will reduce anti-social behaviour.

Another major change in how we deliver Housing Services relates to our new Tenancy Management Computer System - Greentree. This new system has many new features, such as text message surveys, mailing lists, text message reminders for inspections and allows us to have a better understanding of repair completion.

You may have already received a text message survey asking for your feedback in relation to a repair or a house inspection. These surveys assist us to pinpoint issues where a tenant is not satisfied by our service, and in many cases we have immediately resolve the issue. To this date we have received over 120 responses to the maintenance survey with 90% of tenants satisfied with the professionalism of the contractor.



NEW AFFORDABLE HOUSING

Housing Plus has commenced in significant investment to the Central West and Orana and will deliver 220 new affordable homes across the regions, with 86 of these homes expected to be built in Orange, and a further 87 and 47 expected to be built in Dubbo and Bathurst respectively. These new homes will target pensioners and young working families.

Housing Plus is delighted to welcome our first 24 families into their new homes which make up part of our commitment to build 220 homes across Bathurst, Orange and Dubbo over the next three years.

The first stage of our development consists of 22 new homes in Dubbo, and two new homes in Orange. All of these new homes now have tenants who have moved in! These new properties range from one to four bedroom dwellings and are built to be accessible for people who have mobility difficulties such as older people or people living with disabilities.

Above is a photo of one of our first homes in Dubbo. David Fisher (CEO), Member for Dubbo Dugald Saunders, and Minister Gareth Ward came along to welcome our first new tenants

Jessica and her family to their new home. If you look closely at the photo of the family, you'll see the Housing Plus Bear in the photo – Our CEO, saw an opportunity to get a photo of the jet-setting bear with the Minister and ran with it. Housing Plus would like to wish a very warm welcome to all our new families.



RECEIVE YOUR HOUSING PLUS NEWSLETTER BY EMAIL

In an effort to reduce the environmental impact and cost of printing, our Tenant Newsletter "Housing Plus News", we will begin emailing the newsletter directly to tenants.

If you have previously provided an email address to Housing Plus, you will receive a copy of this newsletter by email and an additional copy of this edition by mail. Future editions For households who have provided an email address, will only be provided by email. Don't worry though, if you do not have an email address you will continue to receive your newsletter by mail.

If you would like to update your email address or any of your contact details, please contact your local office on 1800 603 300.

MUDGEES TEAM RECOGNISED FOR EXCELLENCE

Housing Plus were announced as the winners of the Excellence in Community Services (more than 20 employees) at the 2018 Mudgee Clock Awards Gala Dinner, held Friday 17 August 2019 at Parklands Resort and Conference Centre. The Mudgee Clock Awards recognise outstanding business in Mudgee.

Congratulations to the entire Mudgee team - Anthony O'Toole, Erin Hudson, Heather Reynolds and Helen Franks!



Your Place - News from our Community

“

Community Spirit hard at work!
I was at Inala recently for an inspection and caught up with one of our tenants who was painting some new planter boxes. This picture shows an awesome new sign the tenants have made after receiving a mosaic lesson.
- Brooke (Vacants Officer)

”



“

Kayla Murphy (Housing Plus Domestic Violences) snapped up the award for the Female of the year at the 2019 Orange NAIDOC Awards. Congratulations Kayla, a well deserved award!

- David Fisher (CEO)

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“

Community Services Trainee Winona “Winnie” Gray takes out the 2019 Melbourne Cup Best Dressed with her Equine themed headwear

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A FANTASTIC MOVE TO SUPPORT EMPLOYMENT PATHWAYS

The Bathurst Opportunity Pathways team have moved and are now operating out of the Kelso Community Hub. The Kelso Hub is a great space that sits amongst one of the social housing estates in Bathurst making the site more accessible for a majority of our clients and has recently been refurbished to include a new large outdoor/play area to make the space more family friendly.

We recently celebrated the opening with an official ribbon-cutting ceremony that was attended by local MP Paul Toole

and Bathurst Council (photo right) and a community open day where local community members were invited to view the space, enjoy a BBQ and a face painting stall was set up for the kids to have some fun.

Opportunity Pathways supports social housing clients and their household members to access practical and financial assistance, training and work opportunities to help them prepare for employment, find a job, work more hours or improve their employment options.



OPPORTUNITY PATHWAYS

Would you like some 1 on 1 personal assistance in seeking employment?

Opportunity Pathways is available in Orange, Bathurst, Dubbo and Broken Hill. Places are limited.

JOINING THE PROGRAM
For more information: telephone 1800 940 409 or email op@housingplus.com.au