

NEWS LETTER

ST GEORGE COMMUNITY HOUSING LTD



JUNE 2010

WINNER OF 2008 NSW AWARDS IN COMMUNITY HOUSING FOR OVERALL EXCELLENCE

Matraville NBESP Opening

SGCH was delighted to have Minister for Housing, the Hon Tanya Plibersek and Member for Kingsford Smith, Peter Garrett attend the recent opening of the new property in O'Connell Avenue, Matraville.

The new property is 13 units and villas and is SGCH's first property to be handed over as part of Stage 1 of the Nation Building Economic Stimulus Plan. Residents of O'Connell Avenue have already formed friendships and support networks together.



Residents, SGCH staff and special guests.

The highlight of the opening was Les De Jong's smoking ceremony, where residents and guests joined together to celebrate in a traditional welcoming.

Khmer New Year 16–18 April 2010



Bonnyrigg's Khmer Temple was a hive of activity during the recent celebrations for Khmer New Year. Local resident Krisania Heang attended the celebration.

"There were lots of people and a lot of food stalls. My favourite part was the live band where we all danced to traditional music. There were long queues of people waiting to give donations to the monks such as rice and gold coins."

During Khmer New Year families celebrate their elders. Krisania told us that children pay gratitude by buying cakes and fruit for their parents and elders.



Krisania Heang celebrates Khmer New Year

Events Review



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White Goods Loan Scheme

The scheme has now closed. Successful applicants will be advised of the outcome in July and the next round will open in October 2010.

Please keep your eye out as we will be advertising the scheme in future newsletters.

TAG Meeting

The next SGCH Tenant Advisory Group (TAG) meeting will be held on 8 June 2010 at the Kanyana Room, Hurstville Civic Theatre, MacMahon Street, Hurstville. New TAG members are always welcome.

Please contact James Kim on 9585 1499 if you would like to attend.



TAG Chair: Kim Sowter

The Drop-In Services

Central Sydney South Regional Tenants Resource Service provides by monthly drop-in service for Chinese tenants who want help with any housing issue in the St George area.

Come along and have a chat with your tenant neighbors, discuss any issue with TRS representative in a friendly environment.

Interested tenants should drop-in during the hours listed below.

No appointment is necessary. Coffee and tea will be served.

When: Tuesday 22 June 2010 — 10.00am to 12.00pm

Thursday 15 July 2010 — 10.00am to 12.00pm

Where: Hurstville City Library
The Miles Franklin Room
Corner Queens Road and Dora Street
Hurstville NSW 2220

For more information, please call Halina Cheung at TRS on 9584 8473.

华人租客关于租房事宜讨论会

悉尼南部住房资源服务部提供每月一次的住房事宜讨论会，住客如有时间可以顺便来访讨论一切关于房子的事宜。

请光临和我们住房资源服务部接待人员和你的租客邻居讨论一切有关于房子的和你所关心的任何问题。我们的服务是友好热情的。

有兴趣的房客可以在以下时间出席，不用提前预约，还有咖啡茶水提供。

时间：

6月22日(星期二) - 上午10时至12时

7月15日(星期四) - 上午10时至12时

地点：

Hurstville City Library
The Miles Franklin Room
Cnr Queens Road & Dora St,
Hurstville NSW 2220

如果有更多询问。请致电Halina Cheung : 95848473

Telecross

Telecross is a service that provides elderly and housebound tenants with a reassuring phone call to ensure that they are safe and well. This is a free service offered by the Australian Red Cross and is provided 365 days of the year to people who have no regular services checking on them.

The phone calls are made by trained volunteers at an agreed time that suits the recipient of the call. If this call goes

unanswered, an agreed emergency procedure will be activated and help arranged if necessary. This service allows the elderly and housebound tenants to maintain their independence for as long as possible.

It also has the added benefit of providing a degree of companionship and contributes to a decrease in the sense of isolation.

If you are interested in receiving this service, please contact James Kim or Rowa Omari on 9585 1499 for more information.

Property Transfer Program

In 2010, SGCH will enter its fifth year for the Property Transfer Program (PTP). This program has been introduced to provide current HNSW tenants in particular locations the option of transferring the management of their property to SGCH. The tenants are able to benefit from the personalised service that we offer which includes the Housing Plus services and a specialised PTP Housing Manager.

We are proud to report that we have over 130 new tenants who have signed over to SGCH from the Menai area. SGCH welcomes these tenants.

SGCH's next PTP area of focus is the suburb of Riverwood, where we currently manage over 100 properties. We are working closely with HNSW to ensure a smooth transition for all the tenants who wish to transfer to SGCH.

Registration

In July 2009, SGCH was required to submit an application for Registration due to changes in the Housing Act. This means the organisation needs to demonstrate its capacity to own, build and manage social housing.

Registration places increased accountability on our organisation in areas such as tenancy management, tenant participation, finance and asset management and SGCH expects to be awarded a Class 1 registration in the coming months. We will keep you advised of progress on the web site and in our Newsletters.

If you would like further information on the Registration process, follow this link to the Registrar of Community Housing's web site www.rch.nsw.gov.au.

Easter Show

SGCH offered TAG members Easter Show tickets in appreciation of their continuous work and involvement in the TAG.

Luckily the weather held up and everyone had a great day. Thank you to our TAG for all your hard work!



Newleaf Communities (Bonnyrigg) Stage 1 Opens

After many months of planning and building, June is an exciting time for Newleaf Communities and the residents of Bonnyrigg as 56 new home owners and 39 SGCH tenants begin moving into their new homes.

In addition to the new homes, the new streets and upgrades to the Tarlington

Reserve have started the process of making Newleaf an open, safe and friendly place to live.

Michele Curry said her family were very pleased to be moving, "I am looking forward to it; it's been a long wait. I'm really pleased with how the houses turned out."



A Newleaf property

From the CEO



You may remember in my September 2009 report I advised you about the announcement of new Community Housing properties being delivered under the Nation Building

Economic Stimulus Plan (NBESP). In February this year SGCH submitted a tender to become owners and managers of some of these properties.

I am delighted to announce that our tender was very successful and SGCH has been awarded 1,103 new properties in our "heartland" St George and Sutherland areas, parts of the inner city and eastern suburbs and west towards Campbelltown and Fairfield. This success, together with the continued Property Transfer Program from Housing NSW means that our organisation will grow by at least 30 percent over the coming twelve to eighteen months.

Managing properties and tenancies is core business for SGCH. We want to look at how we deliver services to tenants to make sure that our customer service and the products we offer are of a very high quality.

Over the coming months, the senior management team will be reviewing our strategic plan and we want to hear from

you to help us to decide our priorities and focus for the coming years.

The next newsletter will contain details of a tenant forum where you will be invited to share your ideas with us. Alternatively, you may submit ideas at any time via our website www.sgch.com.au

Tenants will have received a welcome letter from Housing Managers last month. The purpose of this letter was to introduce some new Managers. As some Housing Managers have changed, I encourage you to come to the next TAG Meeting to be held on 8 June 2010 to meet your new Managers. Please RSVP to James Kim on 9585 1499 for catering purposes and so we can make sure your Housing Manager is attending on the day.

SGCH has received the first 38 properties under NBESP. These properties have been very well received by applicants. I would like to welcome our new tenants to these properties. Some of the new tenants are people returning to the site after being relocated while the new property was being built whereas others were leaving our short term programs such as the Port Jackson Supported Housing Program (PJSHP). Some of the PJSHP tenants have never had permanent housing and we are very pleased to see these people enjoying the safety and security of stable accommodation.

SGCH has been successful in obtaining a Class 1 Registration. This means that we have satisfied the Registrar that we are compliant with the Regulatory Code for community housing providers. The Code has eight performance areas that must be met. Being registered means that we have demonstrated our capacity to own, manage and develop social housing.

Many of you will know that NSW Housing Pathways commenced on 27 April 2010. SGCH welcomes this streamlined system as it offers applicants a "one stop shop" for accessing housing and housing related products. Under Pathways, an application for housing can be made either with Community Housing or Housing NSW and this reduces the need for applicants to keep multiple applications up to date. For SGCH, this means that our Access and Demand Team is up and running and we have some new faces at reception.

Since the start of 2010, SGCH has continued to welcome new tenants from Housing NSW who have come to us through the Property Transfer Program. We are continuing to work in Menai and in Riverwood this year and look forward to meeting with prospective new tenants over the coming months.

Warmest wishes

Nazha Saad

Chief Executive Officer



Entry Steps into Employment and Training

St George Community Housing and MTC Work Solutions are working on social enterprise models that will create employment and training opportunities for our tenants.

To register your interest in upcoming employment and training positions email entrysteps@mtcwork.com.au or phone 9558 3444.



After Hours Emergency Repairs and Maintenance

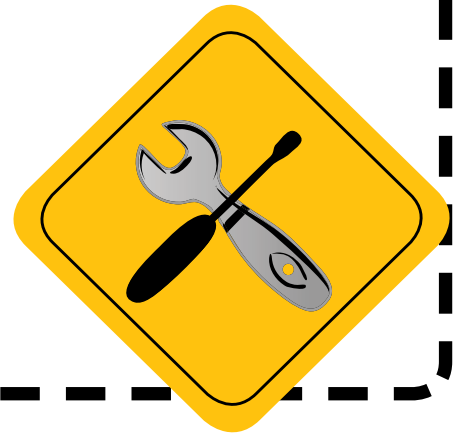


Emergency services are services provided for the failure or breakdown of any essential services on your premises, such as broken windows, the hot water system, oven, electric hot plates or gas burners, heating or laundry facilities, or any fault or damage that could cause the premises to be unsafe or not secure.

If you need After Hours Emergency service, please call 0419 406 126.

During office hours — 9.00am and 5.00pm Monday to Friday (except Public Holidays)

Please call our office on 9585 1499 to report emergency repairs and maintenance service calls. For non-urgent repairs, please contact our office during office hours.



Are you a 'Hidden' Carer?

Who are carers?

- Carers are usually family members who provide support to children or adults who have a disability, mental illness, drug and alcohol problem dependencies, chronic condition, terminal illness or who are frail aged.
- Carers can be parents, partners, brothers, sisters, friends or children of any age.
- Carers may care for a few hours a week or all day, every day.
- Carers provide emotional support day in, day out for some of the most vulnerable, isolated members of our community.

Who are 'hidden' carers?

- Are you receiving Centrelink benefits for being a carer?

- Are you receiving assistance from any Government funded service?
- Are you aware of the Government funded services available to you in your area?
- Do you identify yourself as a carer?

If you answered NO to any of the above questions, YOU are a HIDDEN CARER!

The Tenant Participation Resource Service is running a project to find 'hidden' carers living in Public and Community Housing and provide them with much needed support and information

There will be two FREE information workshops coming to St George, Inner West & Eastern Suburb areas throughout this year.

For further information and registration please call Elizabeth on 9584 8473.

SGCH Rent Incentive Scheme Winner

WIN \$100

Congratulations!!

Maureen from Kirrawee and Melinda from Oatley were the winners of the March 2010 draw. Robert from Drummoyne and Habiba from Yagoona were the winners for April 2010.

Remember, every tenant with their rent paid two weeks in advance, go into the draw to win a \$100 shopping voucher every month.