



*Pictured: SGCH CEO Scott Langford with SGCH Chair Annette Gallard, Melinda Pavey MP, Lord Mayor Clover Moore and Alister Henskens MP*

## CEO Message

### Home Safe

A few weeks ago, Louisa was the first customer to move into our Gibbons Street, Redfern project. Now in the third week of lockdown, the importance of a safe, affordable place to call home is once again paramount.

Louisa is one of the 12,000 SGCH customers who have an affordable home in which they can stay safe during this latest COVID outbreak. But we know that the current COVID situation is causing significant challenges for many people, including our customers. There will be mental health impacts, increasing loneliness and isolation, financial stress and domestic violence. There will be thousands of people who are told to stay home, but are unsure if they can find a safe place to call home. There will be social and economic impacts that will last beyond the lifting of restrictions.

Together with our partners, our team are committed to supporting our customers today whilst also continuing to invest in the future.

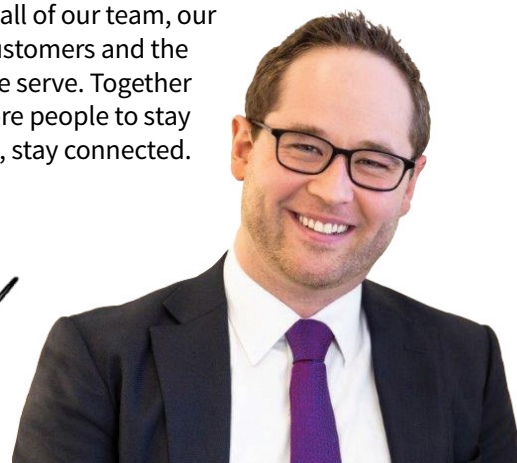
Earlier this month, we launched our new free call number making contacting us even easier. We have also increased the customer service team responding to calls, a welcome boost as we have transitioned our northern region customers to our repairs and maintenance service and gone live with our new Multi trade Contractor arrangements with SR Constructions and Asset Group.

In June, SGCH delivered 201 new homes across two sites in Liverpool and Redfern. Both developments had a huge enquiry response from prospective customers. During the 2020/21, with great partners we delivered a total of 355 new homes. We continue to work with partners to bring capital and capability together to deliver more homes to meet the demand!

For the past few months, we have been working on an organisational review to ensure how we work is aligned to deliver on our purpose. As part of this review, we are implementing changes to our team.

In our Executive team we have established two new roles. Alison Cunningham has been appointed as our Chief Operating Officer and Claudia Certoma has been appointed as Group Executive, Governance, Legal and Risk in a role where she will also serve as General Counsel and Company Secretary. It is great to have them onboard and I know they are looking forward to meeting more of our stakeholders.

I am grateful to all of our team, our partners, our customers and the communities we serve. Together we can help more people to stay home, stay safe, stay connected.







*Pictured: 11 Gibbons Street, Redfern*

# Flagship development in Redfern

11 Gibbons Street, Redfern is a landmark social and affordable housing build in the heart of the city. SGCH transformed a former City of Sydney depot to deliver an outstanding urban renewal project, completed in June.

With 162 apartments over 18-storeys, we are welcoming customers into 42 new social and 120 affordable homes. Of these new homes, 27 are fully adaptable for customers with disability. The development also includes a new SGCH office, community spaces, playground and commercial spaces.

In line with our commitment to develop improved housing opportunities for Aboriginal people in the City of Sydney, Gibbons Street has a target of a minimum 25 per cent allocation to Aboriginal households.

The building meets an average 8-star rating under the Nationwide House Energy Rating Scheme (NaHERS) bringing optimal comfort and amenity to our customers and reducing the building's operating costs. This is a fantastic result for communities and for SGCH, represents progress against our SAHF pipeline and, in another organisational milestone, completes our leveraging commitments made under the Nation Building Economic Stimulus Program.

For more information, please see the [video](#) from our official opening on Monday 7 June and [media release](#).

The team at Redfern are still taking applications for the affordable homes and can be reached at [gibbons@sgch.com.au](mailto:gibbons@sgch.com.au)



*Pictured: Interior of apartment at Gibbons Street, Redfern*



*Pictured: Official opening event at Gibbons Street, Redfern*





*Pictured: SGCH Customer - Tevita Fonua*

## Tevita's Story

We're looking forward to welcoming 162 households to Redfern over the coming weeks, including Tevita.

Tevita Fonua was born in Redfern, where he lived during his primary school years along with his eight siblings.

When Tevita was a teenager, the family moved to larger accommodation in Mt Druitt but for Tevita, Redfern has always been home.

Thirty-two-year-old Tevita, which means 'Of David' or 'Beloved' in Polynesian has a father from Tonga and a mother from Taree, the Biripi or Saltwater people from the Mid North Coast. Tevita now works full-time as a career mentor at the Aboriginal Employment Service.

Tevita has found it difficult to find affordable, secure accommodation in Redfern and has been staying with family and friends to be close to work.

His office overlooks the Gibbons St site and Tevita applied as soon as he could, becoming the first person to be accepted into affordable housing at Gibbons. Tevita is excited about moving into his new home, being able to live in a community he loves, close to work and with rent he can afford.

*"I have watched Gibbons Street being built from the ground up and from the start of construction, it's been really heart-warming knowing this building is for social and affordable housing, and that people from my community will live there."*

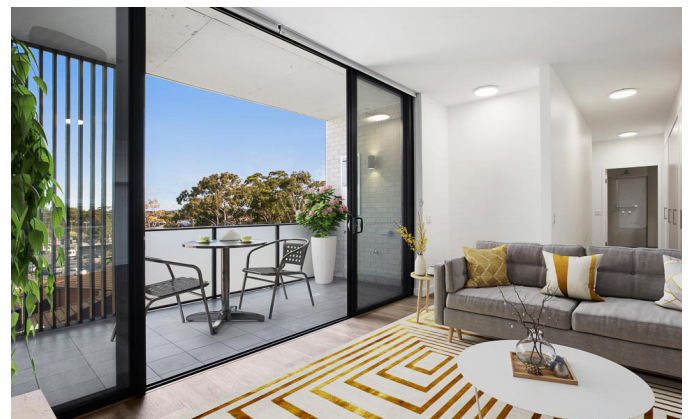
## New social and affordable housing for Liverpool community

In May we delivered another new development in our southwest Sydney Brickmakers portfolio - Flowerdale Road, Liverpool.

The site was selected for its excellent proximity to shops and schools, and is a short bus ride to Liverpool Hospital and other employment hubs, offering customers secure and affordable housing in a highly accessible area.

Flowerdale Road, Liverpool is part of SGCH's Social and Affordable Housing Fund (SAHF) program. As part of the SAHF program, our 39 new households are offered access to a tailored support program, with links to opportunities and services, focused on improving wellbeing and independence.

The development includes 27 two-bedroom apartments and 12 one-bedroom apartments with an average 7 star NatHERS rating. This environmental focus delivers increased amenity for customers as well as reducing the operating costs of the building.



*Pictured: Interior of apartment at Flowerdale Road, Liverpool*



*Pictured: Exterior of Flowerdale Road, Liverpool*



## Welcome Chief Operating Officer, Alison Cunningham

Alison Cunningham, our newly appointed Chief Operating Officer (COO) commenced her role with SGCH in June.

Alison brings almost twenty years' experience in NSW Government senior executive roles in the housing and transport portfolios, where she led a broad range of strategy, planning, people, integrity and corporate service functions. Her success in these roles was underpinned by her early career in the non-government sector, where she held frontline, management and leadership roles in community housing and HIV/AIDS organisations in the UK and Australia.

Alison has a strong track record leading complex transformations, applying a combination of strategy execution and people leadership skills to make a difference. She leads with purpose and engages teams to drive high performance, harness technology and craft partnerships to create customer solutions.

A strategic change agent, the COO role is a key partner driving the conversion of strategy into actions that make an impact. Alison will lead the following teams:

- Corporate Affairs, Impact and Communications
- People, Capability and Performance
- Technology and Cyber Security
- Planning and Resource
- Business Insight

## Stimulus funding fast tracks improvement works

SGCH recently received \$5.6 million in stimulus funding from the Land and Housing Corporation to complete upgrades to four of our managed properties, making some great improvements for our customers.

This funding enabled us to fast-track our planned works and ensure a broader range of improvements were made.

The works were focused on improving the look and feel of common areas as well as addressing safety concerns and included:

- Fresh paint in common areas and external facades
- Fixing concrete/trip hazards
- Trimming of trees
- Fixing fences
- Replacing damaged drains/gutters



*Pictured: Works in progress at GyMEA.*



*Pictured: Completed works at GyMEA.*





*Pictured: SGCH customer, Shirley and her neighbour.*

## Official Opening of Bonnyrigg Sensory Garden

On 25 May, SGCH hosted the official opening of the Bonnyrigg Sensory Garden with more than 50 guests in attendance. The Sensory Garden was started by Bonnyrigg residents and then received a \$50,000 grant from the NSW Government's *My Community Project* initiative after securing 649 votes from the local community.

SGCH customers and staff were joined by members from the Royal Botanic Gardens Community Greening team, Member for Cabramatta Nick Lalich, MP and Fairfield City Council representatives including Mayor Frank Carbone.

Our customer Shirley spoke at the event about the positive impact the garden has had for both herself and daughter Jyemeka.

*"We spend a lot of time watering and smelling the rosemary, which has a calming effect".*

Shirley also says the garden has helped Jyemeka, who is autistic to connect with others in the community:

*"It's a space where everyone is comfortable to interact and friendships develop. Apart from being neighbours, we now have the common bond of this garden."*

Along with the NSW Government *My Community Project* grant, Bonnyrigg Sensory Garden is also supported by SGCH with contributions from the NSW Land and Housing Corporation and our maintenance service provider, SR Construction.

The garden is now central to the community in Bonnyrigg which is being renewed and reinvigorated to provide social and private homes as part of Newleaf Communities.



*Pictured - Shirley (centre) flanked by Mr Nick Lalich MP (R) and Mayor Frank Carbone (L) cuts the ribbon with other residents*





Pictured: SGCH staff member, Francis (L) with Mike Bottari (R)

## Meet our new Tenant Coordination Panel Chair - Mike Bottari

Mike Bottari has a long history of advocating for his community and hopes to continue this in his role as chair of the Tenant Coordination Panel.

Mike moved into the Land Cove Bushland community more than 10 years ago and is looking forward to creating a sense of community through the Tenant Coordination Panel and representing each community and getting to know them better.

"This is an important joint effort. I have already made friends from different communities and I know each one has different priorities", shares Mr Bottari.

"We have a good team and we can really try and bring about improvements." Mike is passionate about increasing tenant participation in meetings and events and ways of working together.

"The staff at SGCH have been responsive since we transitioned under their management and the new focus on building our community has been fantastic", says Mr Bottari.

*"Getting more tenants involved is important to me and so is how we work together with SGCH to build trust. I also want to tap into the broader community resources."*

When asked about his thoughts on the panel and priorities for the year ahead, Mr Bottari's answer is simple.

*"I have a range of ideas that I want to explore. My main idea is to see more neighbours helping neighbours and I'd like to be the guinea pig of that".*

## Our number has changed!

To serve our customers better, SGCH has recently launched a Customer Care Hub and a centralised phone number for all customer enquiries.

# 1800 573 370

