

Streets Ahead

Our seasonal wrap-up of what's been happening in your community



An end-of-year message from our CEO

Welcome to the last edition of Streets Ahead for 2023!



Thank you to everyone who took part in our tenant groups, events and programs this year and to those who gave feedback through our Tenant Satisfaction Survey. We are very proud of the work our tenant groups do in their communities.

I hope you have a happy holiday season but I also understand it can be a tough time of the year for many, particularly with loneliness, financial stress and relationships. We are here to support you, so please call us on 1800 573 370 if you need help connecting to services. Wishing you a safe and happy holidays, and all the best for 2024.

Scott Langford, CEO, SGCH

Keeping kitchens safe and clean

Regularly cleaning your rangehood filters is not just about keeping your kitchen looking fresh, it's about ensuring the longevity of your appliances. By keeping the filters clean, you're extending the life of this vital kitchen component. Also, a clean stove not only looks better but it functions better. Food residue and spills left on burners can lead to rusting and even fire hazards. Grease and residue can ignite under certain conditions,

potentially causing a dangerous situation. Regular maintenance and cleaning are essential to keeping your kitchen safe.

Customer Care Hub queue

At SGCH we aim to improve our services to give our customers a better experience. We have recently changed the options when you call us on 1800 573 370 to make it easier to understand if English is not your first language. We now offer a translator for Arabic, Vietnamese, Mandarin and

Cantonese for the entire phone call, so you can understand everything that is said to you.

SGCH holiday office hours

SGCH offices will have different opening and closing arrangements over the holiday period. You can still call us for urgent matters on 1800 573 370.

Hurstville:

St Leonards:

Redfern:

Bonnyrigg:



Our Year in Review As well as our more detailed Annual Report, this year we've produced a Customer Year in Review report that focuses on information relevant to you. Please visit <https://www.sgch.com.au/news/customer-year-in-review-2023/> to view the full Customer Year in Review.

Your Metro North East Communities, Place and Partnership Team



Zach Gregory



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Community News



Our Communities, Places and Partnership team plan regular events and activities. Check out what's been happening lately below and contact getinvolved@sgch.com.au to find out more.



Sculpture by the Sea tour group

Customers from Milsons Point and Cammeray enjoyed a day trip to Sculpture by the Sea in October. This was part of the Access and Inclusion Program, which provides an inclusive experience for all people despite differing levels of mobility, disabilities, and language background. One customer remarked: "I had such a good time today, thank you so much for caring and giving those of us who can't afford it a wonderful day out!"



Going strong at Greenway

A new mahjong table, a mid-autumn festival, and an onsite interpreter has created a new sense of belonging and acceptance at Greenway! The Greenway community program that runs every Tuesday has been a great way for customers to express and appreciate their cultural heritage. With the program running every week, we look forward to more feedback and participation from our Greenway group.



Trick or treat!

We celebrated the spooky season with our Halloween event at Riverwood, supported by Club Grants and Club Rivers. More than 200 community members dressed up in their most frightening attire, with balloon twisters, face painting and a jumping castle to get everyone in the spirit. A mother spoke about how thrilled her daughter was to come to the event: "She was so excited, she woke up this morning and put her costume on straight away!"

What's on next year?

Pride of Place 2024

Be on the lookout next year as we look for tenants who take pride in their homes and receive a \$100 gift card or e-voucher.

Lane Cove "Meet Your Neighbours"

SGCH will be collaborating with Lane Cove Council to organise a series of events in late January 2024 to increase connectedness among customers and identify resilience issues.

Mobile Eyes 2024 Fairfield & Bonnyrigg

We are looking forward to holding two more clinics in our SGCH Bonnyrigg and Fairfield offices in February 2024.

Strive Tertiary Scholarships 2024

Strive Tertiary Scholarship applications open on 1 March 2024 and will close on 31 March 2024. \$1500 can be put towards education expenses.