

Great places, thriving people,
connected communities.



St George
Community
Housing

Streets Ahead

Winter 2025



Win \$1,000 for taking our survey!

COMplete the Customer Satisfaction Survey before 27 June and you will be in the draw to win gift cards valued from \$100 up to \$1000! The 10-minute survey is a questionnaire for all SGCH customers that's conducted independently every two years by the Community Housing Industry Association (NSW).

We are keen to hear from all customers, so we can act on your views and improve our services.

In 2023 you told us repairs were an issue, so we now deliver 'fix and mix' events. You said we could make it easier for you to get help, so we arranged more tenant block meetings, expanded our call centre queue with multilingual options and



got a new outbound number (9001 4490 means it's SGCH calling).

Your survey login details were sent to you via SMS and post. Please call us on **1800 573 370** if you need assistance or find out more at **sgch.com.au**.

Safety tip: lithium-ion batteries

Lithium-ion batteries are the fastest growing fire risk in New South Wales. They can explode, releasing toxic, flammable gases that ignite quickly and make fires hard to extinguish.

Protect yourself and your neighbours:

- Always buy lithium-ion products from a trusted source
- Don't overcharge, modify or take risks with faulty cables and
- Always dispose of old batteries at your local recycling point.

Shop, charge and recycle safely:
fire.nsw.gov.au/chargesafe

Monday is your new billing day

From Monday 18 August, we will begin charging all customers on Mondays for rent and shared water. Currently, we charge you on different days of the week.

The new Monday billing day will happen automatically, so there's nothing you need to do. It will not

affect the amount we charge you for weekly rent or shared water, or your Centrepay cycle. If you check your bills regularly, you may notice your balance is slightly higher or lower, for the week starting Monday 18 August. We're making these changes so it's easier to track your account and plan payments.

Learn more at an upcoming information session at a community room near you. Look out for a letter



or email with session details.
Visit **sgch.com.au** for more.



Seeking more info?

You can find out more about any of the items in this newsletter by visiting **sgch.com.au** or calling us on **1800 573 370**.



Locals lead the way in designing Gladesville's newest garden

Around 40 Gladesville customers gathered for the official opening of a new community garden, designed and inspired by the aspirations of local community housing tenants. This wonderful garden is the collective vision of residents – accessibility and inclusion are a big focus, with hip-height garden beds and level ground making gardening an opportunity for everyone. The gardens will serve as a place to rest, relax and grow food, benefitting an estimated 330 tenants who live in adjacent and nearby apartment buildings, managed by SGCH.

Empowering seniors: healthy ageing sessions at Greenway

Customers from northern Sydney recently came together to learn how to stay independent and healthy as they get older. The event connected them with experts from services and resources to help support their needs.



Winners celebrate with hampers and Easter Show tickets

Customers of all ages in our South West Sydney region took part in an SGCH Easter colouring-in competition, where the prizes were hampers full of chocolate treats and family passes to the Royal Easter Show. One winner from Liverpool, a single mum of four, said this was the only way she could take her kids. Their joy was infectious! Thanks to all 125 entrants for your beautiful work!

Get involved

SGCH offers free events and programs you can join.

Check out our What's On calendar or contact your local Connecting Communities team at **1800 573 370** or getinvolved@sgch.com.au.

Marrickville Craft and Chat

- Fridays until 27 June
- 10:30am–12:30pm
- Fortnightly catch-up for craft lovers to share tips and passion for knitting, crochet, embroidery, drawing and more.
- Materials and light refreshments provided.

SGCH Marrickville Community Room – 438 Illawarra Rd, Marrickville

Turrella Breakfast Club

- Fridays on 6 June and 4 July
- 10:00am–11:00am
- Come meet your neighbours and Tenancy Manager for a chat, along with some breakfast.

SGCH Turrella Community Room – 1a Victoria St, Turrella

Gladesville Games and Good Times

- Mondays on 2 June, 16 June and 30 June
- 10:00am–12:00pm
- Catch up with your neighbours or meet someone new over morning tea and a

game of your choice.

SGCH Gladesville Community Room – 101-103 Victoria Rd, Gladesville

EORA NAIDOC Inner City Family Fun Day

- Thursday 10 July
 - 10:00am–3:00pm
 - Join a free community event including musical performances and a BBQ lunch, organised by the Eora NAIDOC Community Group. SGCH will be there!
 - Visit www.eoranaidoc.com
- Carriageworks, 245 Wilson Street, Eveleigh**

Riverwood NAIDOC Week event

- Thursday 10 July
- 10:00am–12:00pm
- Join our annual NAIDOC event recognising the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

SGCH Riverwood Community Room – 9B Washington Ave Riverwood

Strength, Stretch and Relax in Riverwood and Bonnyrigg

- Every Tuesday until 1 July (Bonnyrigg) and every Thursday until 3 July (Riverwood)
- 10:00am–11:00am Riverwood and 12:00pm–1:00pm Bonnyrigg
- Gentle exercise classes for individuals 50 years plus, to improve muscle strength, balance and range of movement.
- RSVP essential

SGCH Riverwood Community Room and The Hub@Bonnyrigg Dhanawi Community Centre

Western Sydney Job Application Skills Workshop

- Thursday 24–Friday 25 July 2025
- 9:00am–4:00pm
- Looking for work or a career boost? This free two-day workshop will help you stand out. Call Housing Plus Manager Carrie on 0402 659 900 to register.

Location to be confirmed