

# New Repairs And Maintenance Service

From 1 July 2021 a new contract for the delivery of repairs and maintenance will be in place for all Women's Housing Company properties. Assett Group Services has been selected to deliver the new contract following a rigorous tender process.

The new arrangements offer a number of benefits including a stronger focus on customer needs such as resolving maintenance queries, quality checks, and speedier customer service. It also includes access to social outcomes opportunities such as community gardens.

There are also some changes to repairs priorities under the new arrangements:

- **Emergency repairs** (where there is a significant threat to health and safety) will be made safe within 4 hours
- **Priority repairs** (where there is a risk to health and safety) will be secured within 24 hours
- **Routine repairs** (where critical elements have failed) will be attended within 5 days
- **Routine repairs** (where there are minor faults) will be attended within 21 days



Under the new repairs & maintenance contract more tenants can set up community gardens

(Please note there is no change to arrangements for Leasehold properties or to existing cleaning and grounds maintenance in most cases)

All tenants can now request repairs and maintenance by emailing [repairs@womenshousingcompany.org](mailto:repairs@womenshousingcompany.org), phoning us on 9281 1764 during business hours or 1300 556 057 for after hours emergencies. You can also complete the online form: <https://www.womenshousingcompany.org.au/tenants/maintenance>

For more information see the new Repairs and Maintenance Factsheet: <https://www.womenshousingcompany.org.au/uploads/tenants/housing-services/Repairs-and-Maintenance-Factsheet---July-2021-031250.pdf>

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Please contact Fiona on **8202 9312** or **Fiona@womenshousingcompany.org** if you'd like more information about any of the articles in this newsletter.

### BUSINESS HOURS:

9.00am – 4.30pm  
Monday – Friday

### REPAIRS AND MAINTENANCE

**Phone:** 02 8202 9313  
**Email:** [repairs@womenshousingcompany.org](mailto:repairs@womenshousingcompany.org)

**Website Form:** <http://www.womenshousingcompany.org.au/tenants/maintenance>

**After hours emergency repairs:** 1300 556 057

**Translations and Interpreter:** 131 450

Offices closed  
due to COVID-19  
restrictions

### Women's Housing Company

Suite 901, Level 9, 418A Elizabeth St, Surry Hills NSW 2010

**T:** 02 9281 1764 or 1300 942 111 (outside Sydney)

**E:** [contact@womenshousingcompany.org](mailto:contact@womenshousingcompany.org)

**www.womenshousingcompany.org**

# CEO Message



This newsletter is one of the ways we can keep in touch during the second COVID-19 lockdown for Greater Sydney. It's a challenging time for everyone as we try our best to follow the Public Health Orders and stay at home to prevent the spread of the virus. While we have closed our offices and stopped most of our face-to-face contact, our services continue.

The most important thing for everyone is that we try and stay safe and well during this time, and socially connected even though we are physically isolated. In this regard, Women's Housing Company staff have been calling our tenants and have had over 400 conversations so far about how you are and what you need. Please don't hesitate to contact us if you have any questions, concerns or need assistance.

At our end, we are continuing to focus on delivering our essential services and working closely with other organisations and the

NSW Government on meeting immediate needs.

Some highlights from the last few months include:

- Completing almost \$1.2 million in upgrades to 162 properties across Sydney, funded through the NSW Government's Stimulus Program.
- Establishing housing and support for women who were homeless through the Together Home Program. 20 new packages on top of the 10 we established last year – and possibly more to come.

- Establishing a new contract for our maintenance services, which will lead to improved service delivery.
- Advocacy on the need for more housing for women through media (ABC Life Matters), new research (Nowhere to Go) and presentations during Homelessness Week.

Please keep well and I hope you enjoy the Winter Newsletter.

Best regards,  
**Debbie Georgopoulos**  
CEO WHC

## WHC COVID-19 Update

Following the NSW Government's latest COVID-19 health advice, we have temporarily closed our offices to protect tenants, contractors and staff.

Home visits, face-to-face tenant engagement activities and property inspections (including pest inspections, preventative plumbing, gutter cleaning and smoke alarm testing) are also

suspended, but you can still contact us by phone or email, and our business hours remain 9.00am to 4.30pm, Monday to Friday.

Please continue to report any property repairs or maintenance issues. Only emergency and urgent property repairs (where there is an immediate risk to health and safety) will continue to be completed while the NSW Health Orders remain in place. All other

repairs and maintenance will be logged and prioritised.

Common area cleaning continues, whereas common area gardening is suspended while the NSW Health Orders remain in place.

We will continue to monitor advice from the Australian and NSW Governments and resume face-to-face activities as soon as it is safe to do so.



## Staff Updates

### Ana Campbell, Case Manager, Together Home Program

Ana joined us as Case Manager for the Together Home Program in June. Ana has experience in case management and leadership roles in both government and non-government agencies. Her goal is to provide support and access to the services women need, in order to maintain their tenancy and to improve their health and wellbeing.

## Annual Tenant Survey Results

Thank you to everyone who completed our Annual Tenant Survey 2021. After such a tough year, we're pleased to have met or exceeded all targets set by the National Regulatory System for Community Housing:

NRSCH Area	Target	WHC Satisfaction
Overall Satisfaction	75%	85%
Repairs and Maintenance	75%	75%
Property condition	75%	80%

As well as these important areas, we're pleased to see improvements in complaints handling, quality of life, satisfaction with neighbourhood and tenant involvement. However, we still have work to do in providing information and listening to tenants' views. We believe the new repairs and maintenance contract will have a positive impact on the quality of repairs.



Detailed results will be reviewed by the Tenant Advisory Group and shared with the Board for business planning. We will report back to you on service improvements.

Thank you again to everyone who took part, and congratulations to our five \$100 voucher winners!

## Good Reasons To Get Vaccinated

- COVID-19 vaccines will help protect our community from getting very sick from the virus.
- Early evidence shows COVID-19 vaccines help reduce the spread of the virus.
- We need the vaccine to help end the pandemic, reduce the number of cases, and stop the virus from changing.
- COVID-19 vaccines can help us get back to doing the things we enjoy.
- Everyone in Australia can get the free vaccination when it's their turn.
- You do not need a Medicare card if you get your vaccination at government vaccination clinics.
- Access to the AstraZeneca vaccine is being expanded to adults under 40, with informed consent. While the Pfizer vaccine is still the preferred vaccine for adults under 60, adults under 40 can now access the AstraZeneca vaccine if they choose, after consulting with their GP.

Source: [www.health.gov.au](http://www.health.gov.au).



## Don't Forget Your Keys!

Just a reminder that we don't hold spare keys. This means if you're locked out, you will need to get a locksmith to change the locks and gain entry.

If you contact us, we may charge up to \$250 for our locksmith to change the locks. You will be able

to pay this amount in instalments, but it's likely to be cheaper to get a local locksmith to do it yourself.

It's a good idea to keep a spare set of keys with a friend or trusted neighbour to avoid any costly visits from the locksmith.



## Unseen

The UNSEEN arts project continues to gather momentum with pre-lockdown installations across Sydney CBD.

UNSEEN is a collaboration by the Women's Electoral Lobby NSW and Blur Projects, featuring powerful artworks and first-person stories by Women's Housing Company tenants and others, which help illuminate the hidden narratives of homelessness and housing insecurity amongst women.

The exhibition will be installed at NSW Parliament once COVID 19 restrictions lift and will feature the installation 'Walk a mile in my shoes,' by Women's Housing Company tenant, Fiona A. Fiona invited women to bring their shoes and their stories to the UNSEEN Arts Hub for inclusion. She said, "The shoes are a snap-shot of portraits of women's lives and written stories. They represent different intersections of life, some confronting homelessness, abuse, addiction, mental illness, disability, poverty, sexuality, ageing, racism, domestic violence, loss, unemployment and seeking asylum. The shoes represent the women in our communities who fight so hard advocating for change, human rights, and social justice. These stories are often not heard and go unseen. The visual impact of 'Walk



Fiona A, Unseen Exhibition

'a mile in my shoes' enables the inclusion of many women's stories to be told and collectively seen."

If you are interested in sharing your story for UNSEEN, please contact [Fiona@womenshousingcompany.org](mailto:Fiona@womenshousingcompany.org).

## Useful COVID-19 Information

National Coronavirus Helpline - **1800 020 080**

COVID-19 vaccine program information in your language online - [www.health.gov.au/covid19-vaccines-languages](http://www.health.gov.au/covid19-vaccines-languages)

COVID-19 latest advice in your language online - Multicultural NSW YouTube Channel

Relationships Australia COVID-19 support line - **1300 364 277**

If you are experiencing hardship, need assistance, or would like to speak to someone in confidence, please contact us on **9281 1684** or [contact@womenshousingcompany.org](mailto:contact@womenshousingcompany.org)

**Don't forget, face masks are mandatory in common areas.**



## TAG News

The Tenant Advisory Group (TAG) is your platform to share information and experiences about WHC services. It's also a great way of upskilling and gaining confidence.

Time	Dates	Location
2.00pm to 4.00pm	Tuesday 10 August	Online
10.00am to 12.00pm	Wednesday 13 October	Parramatta
10.00am to 12.00pm	Wednesday 15 December	Surry Hills

The next TAG meeting will take place at 2pm on Tuesday 10 August online. Please contact Fiona on 8202 9312 or [Fiona@womenshousingcompany.org](mailto:Fiona@womenshousingcompany.org) if you would like to attend any event or activity.