

COVID UPDATE

With COVID-19 restrictions easing in NSW, the Women's Housing Company Surry Hills office is open.

Providing our services safely is essential to us. Therefore, we have several measures to keep our customers and staff safe:

- ✓ All staff and maintenance contractors are vaccinated against COVID-19
- ✓ Our staff will continue to use protective equipment and adopt physical distancing when visiting your home or meeting with you
- ✓ All visitors to our offices must wear a surgical mask

You can help us stay safe as well. Please do not visit our offices, request a meeting or attend an event if you, or someone in your household:

1. has been diagnosed with COVID -19 within the last 7 days.
2. has spent time with someone diagnosed with COVID-19 in the last 7 days.
3. are currently experiencing any COVID-19 symptoms.

Exclusive Movie Screening Invitation for Women's Housing Company Community



We are excited to invite you to a private screening of the latest Downton Abbey film: A new Era. This session will be exclusively

for our tenant community and is a free event. With only a select number of tickets available to ensure your safety, it is first in best dressed, and you must RSVP to secure your spot.

We are keeping safe by asking that everyone wears a mask in the cinema. Please do not attend if you, or someone in your household:

1. has been diagnosed with COVID -19 within the last 7 days.
2. has spent time with someone diagnosed with COVID-19 in the last 7 days.
3. are currently experiencing any COVID-19 symptoms.

Call Libby or scan QR code to register.

When: Monday, 27 June at 10am

Where: Palace Central Cinemas, Floor 3, Central Park Mall, Chippendale NSW 2008 (10-minute walk from Central Station).



Events Invitation to YOUR SAY DAY

Your Say Day is an opportunity for our tenant community to gather and discuss the recent Tenant Satisfaction Survey results while providing feedback to senior management about our services. It is also a great way to connect with us on how we can best work together to improve some areas of our operations highlighted by the survey.

When: Thursday 14 July 2022, 10am-2pm

Where: Redfern Community Centre, 29-53 Hugo St, Redfern (right near the Redfern Train Station)

We will follow the session with a social lunch thanks to Two Good.



NEWSLETTER AUTUMN 2022

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BUSINESS HOURS:

9.00am – 4.30pm
Monday – Friday

CUSTOMER SERVICE

Phone: 02 9281 1764

Email: contact@womenshousingcompany.org

REPAIRS AND MAINTENANCE

Phone: 02 8202 9313

Email: repairs@womenshousingcompany.org

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

After hours emergency repairs: 1300 556 057

Translations and Interpreter: 131 450

CEO Message



Women's homelessness has received quite a bit of media attention in recent months and the Women's Housing Company (WHC) has been involved in sharing experiences and proposing solutions. We were part of the ARE media campaign – Unhoused: Campaigning for safe homes for Australia's women. The campaign called for \$7.6 billion investment in 16,810 social houses for women over 4 years. An enormous thank you to all our tenants that generously shared their experiences with journalists – their input has informed coverage on SBS, Marie Claire, the Australian Women's Weekly and more. We look forward to the new Federal Government's initiatives to address domestic violence and homelessness, along with increased social housing for women.

- I am pleased to share that the WHC has been successful in several tenders from the NSW Government. We have received funding for new social and affordable housing, which

will also include a substantial contribution from our own funds. We have purchased the first block in Bankstown, which will be available in a few months to accommodate 7 women. We are in the market for more purchases so will keep you posted.

- We are also expecting new housing through the NSW Land and Housing Corporation, the first of which is in Peakhurst. This program is specifically for older women and the properties are brand new.
- The Older Women's Network NSW has been fundraising through their 'Buy a Brick' Campaign, to contribute to the WHC's purchase of new housing. An incredible \$13,800 has been raised so far and we were honored to receive a cheque at a recent celebration.
- The Phatt Duck team is also fundraising for the WHC whilst riding their bike over 10 days from Mittagong in NSW to Perth to raise awareness of domestic violence.

- Woollahra Council unanimously voted to extend our housing program for 3 years, providing housing for 10 women and their children.
- The Bondi Beach Babes generously donated proceeds from their International Women's Day Business Awards to the WHC.

My update highlights the enormous support we receive to do what we do best – provide housing and support for women who would otherwise have nowhere to call home. Our partnerships and collaborations allow us to expand our services and do more than what we would otherwise be able. A warm thank you to all our supporters in the year where we celebrate 40 Years of Service.

Best regards,
Debbie Georgopoulos
CEO WHC

Reconciliation Action Plan

We are beginning to form our Reconciliation Action Plan, a commitment to contribute to reconciliation with Aboriginal and Torres Strait Islander People. If you would like to be involved, please contact Libby on **0417 228 067** or email libby@womenshousingcompany.org.



Introduction to your new Community Engagement & Partnerships Manager

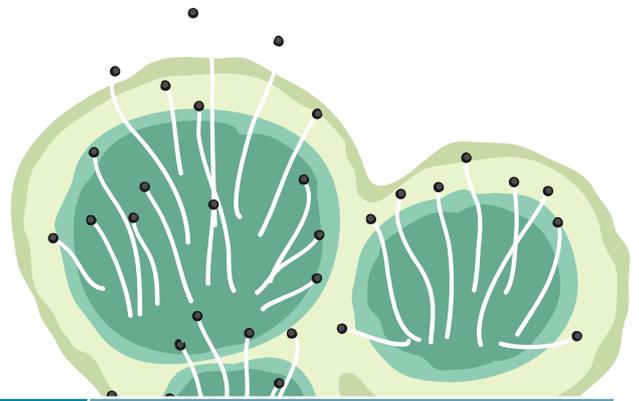
We welcome Libby Caskey to the team. Libby will lead community and tenant engagement for the WHC. This includes delivering on priorities from the Community and Tenant Engagement Strategy 2020-2024.

Some of you have already met Libby at the recent TAG meeting, where she heard from your representatives and discussed increasing pathways to building connections and digital literacy. Libby looks forward to meeting more tenants and working on a range of projects to support our work.

Mould Prevention

With ongoing wet and rainy conditions, preventing and treating mould is essential to ensure your home stays clean and comfortable.

Mould thrives in warm, humid conditions and its cousin mildew, is difficult to treat once it takes root inside your home, so prevention is the best way to tackle it.



Here are three easy steps to prevent mould:

STEP ONE	STEP TWO	STEP THREE
<p>Check your home</p> <ul style="list-style-type: none"> • Ventilate • Open curtains and blinds • Wipe away moisture and condensation • Contact 9281 1764 if you suspect a leak. 	<p>Keep areas dry whenever possible</p> <p>If you have just finished the washing up after a meal, make sure all surfaces are dry. And if there's been a spill on the carpet or a leak due to heavy rainfall, it's best to get them cleaned up straight away as mould can grow and spread very quickly.</p>	<p>Make sure you have the right products to combat mould</p> <p>Vinegar is a biodegradable natural mould growth inhibitor and can be used undiluted to clean most bathroom surfaces. However, if using harsher cleaning products, make sure not to ingest the chemical residue.</p>

TIP: Mouldy bathroom?
Spray the surfaces in vinegar only. Leave for an hour and then wipe it down with a damp cloth.

Voila! A mould free home during a year with lots of rain still to come.
 Source: <https://www.facs.nsw.gov.au/housing/living/health-safety-savings/mould>

Fire Hazards

With winter around the corner, we want to remind you to keep fire safe. Please take the time to review the below checklist recommended by NSW Fire & Rescue (please see full checklist document via <https://www.fire.nsw.gov.au/page.php?id=9284>)

HEATERS

- Check your electric and gas heaters before you use them. If you suspect a fault have the item checked by a qualified repairer or replaced. Check all cords for fraying and damage. Plug heaters directly into wall sockets only.
- Do not overload powerboards.
- Ensure everything is kept a metre from the heater.

ELECTRIC BLANKETS

- Electric blankets are not designed to be used while sleeping. Consider adding additional bedding to keep warm if needed.
- WHC carries out annual fire inspections across all units. Please be available when your unit's compulsory annual fire inspection is scheduled.



Staff Updates



Samantha Pantermarakis
 Tenancy Manager

Samantha commenced with WHC in May 2022 as a Tenancy Manager for the Inner West.



Katie Oats
 Case Manager

Katie commenced with the WHC in April 2022 as Case Manager for our Together Home Program.

Responding to Homelessness for Temporary Visa Holders

During the height of COVID, individuals without permanent residency (PR) were falling into a cycle of homelessness due to their ineligibility to access housing support, support services or Commonwealth assistance. As a result, the homelessness sector's advocacy and collaboration with the Department of Communities and Justice created a program to help individuals access temporary housing while waiting for PR.

The Women's Housing Company receive many referrals throughout the year for homeless women without PR, often due to domestic violence, job loss and financial difficulty.

Over the past couple of years, ten women escaping domestic violence while awaiting PR have received our support, including crisis accommodation, immigration support, and financial and material assistance. Today, these ten women have secured PR and integrated into a community where they are rebuilding their lives.

Did you know?

We are also part of the NSW Community of Practice for Women and LGBTIQ+ People on Temporary Visas Experiencing Violence, hoping to be a voice where it matters.

Recent TAG Meeting

Our recent Tenant Advisory Group (TAG) meeting in Woolloomooloo produced several ideas for increasing engagement amongst the Women's Housing Company community including more skill-building and leisurely socialising activities. Stay tuned!

Contact libby@womenshousingcompany.org or give her a call on **0417 228 067**.



TAG News

The Tenant Advisory Group (TAG) is your platform to share information and experiences about the Women's Housing Company services. It's also a great way to upskill and gain confidence. We meet every two months at different locations and new members are always welcome.

Time	Dates	Location
10.00am to 12.00pm	Thursday 23 June	Ashfield
10.00am to 12.00pm	Wednesday 17 August	Parramatta
10.00am to 12.00pm	Tuesday 11 October	Northern Beaches
10.00am to 12.00pm	Thursday 15 December	Surry Hills

The next TAG meeting will take place at 10am on Thursday 23 June at Ashfield. Please contact us on **9281 1764** or contact@womenshousingcompany.org if you would like to attend any event or activity.

INCREASED TENANT CONTRIBUTION

We want to hear your voice in our newsletter. Do you enjoy writing, have a great recipe to share or have ideas about what you would like to read more of in our newsletter? Contact Libby via phone **0417 228 067** or email libby@womenshousingcompany.org