

## Walking for change

*"Supporting the walk was so important to me because of the lifestyle I had lived that I had survived a very toxic violent relationship myself, but the main reason was in the news every week I was seeing so many sad stories relating to domestic violence.*

*I'm very proud of myself. I had a target of \$500, and I managed to raise \$1680.*

*Being a part of this community made me feel like I was a part of something bigger, it really helped me push myself with my anxiety and by the end of it all I felt more fulfilled than I ever have.*

*I will now 100% be joining in every year to see if I can raise more money than this year."*



### Archibald visit

Tenants from WHC recently enjoyed a vibrant cultural outing to the Archibald Prize exhibition.

## Planning on heading away? Let WHC know

Planning a holiday or leaving your property for a while? If you intend to be away for more than 4 weeks, it's important to notify WHC at least 21 days before you leave.

It is easy and quick to apply – just contact your tenancy manager for the link to the online form or request a paper copy be posted out to you.

### Why is this important?

It helps WHC ensure homes are occupied by tenants with ongoing housing needs.

It ensures properties are well cared for while you're away.

**Remember:** Rent must continue to be paid during your absence.

Thank you for helping us keep our housing safe, fair, and well-managed.



# CEO Message



I hope everyone is staying warm this winter.

Thank you to everyone who took the time to participate in our recent tenant survey. Your feedback is invaluable and helps us shape the services and support we provide. We're pleased to see improvements in key areas such as quality of life, repairs and maintenance, and access to services. These positive changes reflect our

ongoing commitment to creating safe, comfortable, and supportive living environments. At the same time, we know there's more work to be done. We've heard your call for more opportunities to engage in decision-making and for improvements in how we handle complaints. These are priorities for us, and we're actively working on strategies to address them.

Last month, we farewelled our Chairperson of 11 years Alice Spizzo and thank her for her leadership and dedication. We're delighted to welcome our new Chair, Carmen Osborne whose experience and passion will be instrumental as we continue to grow and improve.



Over coming months, we will be purchasing and taking on the management of more properties so we can provide more safe and secure homes for women in need. One of these is a block of units in Merrylands which will house 7 older women.



I'm looking forward to WHC continuing to provide safe and quality homes for women and children.

**Nada Nasser**

## TSS Results

A big thank you to everyone who completed the 2025 Tenant Satisfaction Survey. Your voice truly matters, and your feedback plays a vital role in helping us improve the services we provide. Below, you'll find a breakdown of where we've made strong progress.

Indicator	2025 Result	Change
WHC provides info to access services	65%	+4%
Accessing services outside of WHC	76%	+3%
Quality of life	82%	+3%
Repairs and maintenance	79%	+3%
Overall satisfaction with WHC	82%	+2%
Satisfaction with most recent customer service contact	82%	+2%

While we have seen great areas of improvement, we will be focusing on areas you told needed to improve:

- Complaints handling
- Ability to influence decision-making
- Tenants' rights upheld

We are now in the process of developing an Action Plan in response to your feedback which will be sent out in coming months. The Action Plan will reflect how we will commit to improve these areas and make sure all tenants feel heard and supported.



## WHC Tenancy Advisory Group (TAG) Relaunches – Your Voice, Your Impact

We're excited to announce the relaunch of the WHC Tenancy Advisory Group (TAG) – a fresh, inclusive and structured way for tenants to have a voice in shaping WHC's services and activities.

### What is TAG?

TAG is a group of tenants who meet quarterly to provide feedback, share ideas, and collaborate with WHC staff to improve services. It's a chance to build leadership, connect with others, and make a real difference.

### What's New?

The renewed TAG will:

- Include ten tenant representatives
- Hold four structured meetings per year
- Include guest speakers, lunch and networking
- Recognition for participation, including vouchers and leadership opportunities



### Key Dates

Expressions of Interest open: 1 August 2025 (close 30 August)

First meeting of new TAG: 1 October 2025

### How to Get Involved

If you're passionate about making a difference and want to be part of a collaborative tenant voice.

If you have any questions, feel free to contact Frankie at [community@womenshousingcompany.org](mailto:community@womenshousingcompany.org) or call 0417488829

## Important Reminder: Smoke Alarm Testing

To meet safety and compliance standards, Women's Housing Company (WHC) is required to carry out annual smoke alarm inspections. These inspections are reported to Homes NSW and are a legal requirement.

### What you need to know

1. You will receive a written notice from WHC with the scheduled inspection date.
2. If you cannot be home, please notify our office immediately.
3. If access is denied a second time, WHC may act under Section 55 of the Residential Tenancies Act 2010, allowing entry with notice—even without tenant consent.

These inspections are essential to ensure your safety and the safety of your home. Thank you for your cooperation.

## Community Engagement Strategy

Tenants are at the heart of everything we do. That's why we're proud to launch our new Tenant and Community Engagement Strategy 2025-2030, designed to strengthen connection, purpose, leadership, and community across all WHC homes.



### What's the goal?

This strategy outlines how we'll partner with tenants, communities, and service providers to build stronger, more connected, and empowered communities, where every community member feels heard, supported, and included.

### Our pillars of action:

**Communication** - Improved communication and opportunities for feedback

**Proactivity** - Early support, and resources to help sustain your tenancy.

**Connection** - Community events, peer groups, digital inclusion, and outreach to reduce isolation.

**Empowerment** - Tailored pathways into work, study, volunteering, and advocacy.

**Partnerships** - Working with local councils, support services, and organisations to deliver even more opportunities and programs. These inspections are essential to ensure your safety and the safety of your home. Thank you for your cooperation.

# What's coming up?

To register for any of these events, please call Frankie on 0417 488 829

## AUGUST

- 13<sup>TH</sup>** 2025 Environmental Art & Design Prize  
Manly
- 19<sup>TH</sup>** City Keyrings of Kindness  
Surry Hills
- 19<sup>TH</sup>** Cherry Blossom Festival  
Auburn Botanical Gardens
- 26<sup>TH</sup>** Scam Awareness Event  
Woolloomooloo
- 27<sup>TH</sup>** Scam Awareness Event  
Western Sydney
- 29<sup>TH</sup>** Scam Awareness Event  
Narraweena

## SEPTEMBER

- 10<sup>TH</sup>** Australian Geographic Nature Photographer of the Year Exhibition  
Australian Museum
- 25<sup>TH</sup>** Tea and Tech  
Moorebank
- 29<sup>TH</sup>** City Movie Club  
Chippendale

## OCTOBER

- 1<sup>ST</sup>** Liverpool Mammograms for Breast Cancer Awareness Month  
Liverpool
- 8<sup>TH</sup>** City Mammograms for Breast Cancer Awareness Month  
City
- 13<sup>TH</sup>** Come and Get Techie  
Glebe
- 15<sup>TH</sup>** Come and Get Techie  
Green Square
- 22<sup>TH</sup>** Sculpture by the Sea  
Bondi



## New staff



**Megan**

Tenancy Manager  
(South West Sydney)



**Eliza**

Tenancy Manager  
(Metro Sydney)



**Lita**

Tenancy Manager  
(Western Sydney)



**Shanice**

Asset Officer



**Frankie**

Community Engagement  
Coordinator

**Business Hours:** 9.00am – 4.30pm Monday – Friday Wednesdays' we open at 1pm  
**Customer Service: Phone:** 02 9281 1764 **Email:** [contact@womenshousingcompany.org](mailto:contact@womenshousingcompany.org)  
**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