



## *Welcome*

It has been an exciting six months of learning for me at St Kilda Community Housing (SCH). I am grateful to the board, staff and tenants for sharing their knowledge with me so generously. Our major project for the year is the renovation of the Beach House that is progressing well with fifty per cent of works now completed.

I hope that most of you will participate in the Tenant Satisfaction Survey. We are really interested in your views and how we can improve our services. You can get even more involved with the running of SCH through the Resident Advisory Group we are going to establish in early 2020.

I would like to wish everyone of you a Merry Christmas and a Happy New Year. I hope you have a safe and enjoyable festive season. See you in 2020!

**Elena Mogilevski, CEO**

## **We want to hear from you!**

*It's Tenant Satisfaction Survey time again!*



### **As part of our commitment to tenant participation, we want to hear from you!**

We value your thoughts and opinions on the service that we provide to you and seek your feedback about the following; our service, maintenance, your house, support services, communication and employment. We ask that you complete the Tenant Satisfaction Survey, as it is important for our organisation to receive residents' feedback to continually improve our service.

We are required by the Victorian Housing Registrar to conduct a Survey every two years.

We are lucky to have Hunter (photo), a Master of Social Work student, on placement

with our organisation. Hunter will be door knocking every resident over December, asking residents to complete the survey. The survey is anonymous, confidential and voluntary, but we hope to get as many resident's as possible to complete the survey and provide feedback.

Please watch out for Hunter, who will be visiting you soon to drop off the survey for you to complete. The Housing Managers will also distribute the survey and collect the surveys or you can drop it in the manager's letter box. Any queries about the survey, please contact the office on 9534 1809.

# Annual General Meeting

SCH held its Annual General Meeting (AGM) in November at Cricket Victoria.

The guest speaker was Jeanette Large, CEO of Women's Property Initiatives (WPI). WPI provides long-term housing for women. WPI currently houses and supports over 200 women and children with housing across Melbourne.

Jeanette spoke about WPI Older Women's Project in Beaconsfield, an initiative to build houses for older women with modest assets to invest in safe, secure and affordable housing.



Faith, Maggie, Cecilia, Grace and Cecilia

The AGM was closed by a very special dance group of Papua New Guinea (PNG) women (see photo), consisting of either current or former residents. More than half of the women are our employees. The group meets together on a monthly

basis and have performed at many different events such as Moomba. The group treated us to a traditional dance from the coast of PNG and it was fantastic. It was a very colourful and exciting end to the AGM.

## Resident Advisory Group

To ensure our residents are at the heart of everything we do, SCH will set up a Resident Advisory Group (RAG). The RAG will be a formal group of up to eight residents who provide feedback and advice to us about how to improve the organisation and best meet the needs of residents.

The objectives of the RAG are:

- To facilitate communication between residents and SCH
- To represent residents' diverse needs and interests
- To enhance community development and the engagement of all residents in their communities.

### What does the RAG do?

The RAG can influence the bi-annual Tenant Satisfaction Survey, contribute to the quarterly Newsletter, provide ideas for community development projects, get involved in applying for community grants for projects and provide specific feedback to improve tenancy policies and practices.

### How can you join?

We want to encourage all residents to join the RAG. Any resident who has been at SCH for at least one year, is eligible to apply to become

a member of the Group.

The RAG will aim to have a variety of residents; a mix of males and females, different ages and residents' living in our different properties.

We will be calling for nominations and any interested or nominated resident will need to complete an application form which can be picked up from the office.

The first meeting of RAG will be early next year. Please let us know if you are interested in joining the RAG!



# Social Meals December

The Social Meals dates for December are listed below. Social Meals will take a break over January and start again in the first week of February 2020.



Fiora from PPCG cooking on the new BBQ at social meals with one of the residents

DECEMBER	PROPERTY
Wednesday 4th December	Greeves Street
Thursday 5th December	Carlisle
Friday 6th December	Wellington Street
Wednesday 11th December	Seaside
Thursday 12th December	Avoncourt
Friday 13th December	Princes Street

## Beach House Renovation Update



**The redevelopment of the beach house is well on the way.**

The property will be reinvigorated through a substantial renovation project resulting in 22 high quality self-contained units. The original façade of the building will remain, with the substantive work completed within the envelope of the current building. The conversion of the rooms into self-contained units will bring the percentage of self-contained rooms in our whole portfolio to greater than seventy-five per cent.

The refurbished property will be targeted to women and we look forward to its completion in March 2020.

## Tenant Xmas party



*You are all invited to the Tenant Xmas Party to be held on Tuesday 17th December at Avoncourt 55 Alma Rd from 4.00 pm onwards.*

*All are welcome to come along and enjoy a BBQ!*



# Go-to Guide

The Go-to Guide, formally the Rooming House Survival Guide, provides an updated directory of services and programs that operate in the City of Port Phillip. The guide features over ninety services focusing on: women, accommodation, LGBTQI, health, wellbeing, legal, financial, training and development programs in the area.



city of port phillip  
go-to guide

The Guide was developed in partnership with HousingFirst and Port Phillip Community Group and was produced after extensive resident feedback. The Guide was made possible through the City of Port Phillip Community Strengthening Grant. The Guide is available to all residents and can be picked up at the office. All new residents will receive this guide at 'sign-up' when they move into our accommodation.



## Photography group

The new look photography group is up and running with a new teacher and a new venue. All camera equipment is provided. The group runs every Monday at Elenara from 12.30 to 2.30pm. All residents are welcome!

The classes will continue over Xmas and the new year then will take a short break, resuming on Monday 27th January.

## Locked out after business hours?



If you are locked out after business hours, please contact the Emergency Maintenance After Hours Call Centre on **1300 311 342**.

Please note that there will be a cost to you for the after-hours call out and replacement of the key.

## Be part of our resident newsletter

We would love you to contribute to our newsletter, either by writing something, providing artwork, telling us your story or photography such as the photo taken by Linda Graham (left).

Please email: [admin@stkch.org.au](mailto:admin@stkch.org.au) or speak with your housing manager for more information.

## Vale

Jo Fox-Sullivan Holstein  
from 41 Jackson Street

Martin Herrmann  
from Seaside

## Survive the heat

- Extreme heat can affect anybody.
- Heat can cause illnesses such as heat cramps and heat exhaustion which can lead to the life-threatening condition, heatstroke. Heatstroke is fatal in up to 80% of cases.
- Those most at risk are older people, young children and people with a medical condition.

### Survive the heat this summer with these five simple tips:

-  Drink plenty of water
-  Never leave anyone in a car
-  Stay somewhere cool
-  Plan ahead
-  Look after yourself and others