

# Women's Housing Ltd

All women have the right to safe, secure, affordable housing choices.

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## Growing Housing for Women

As part of the Victorian State Government's "Big Housing Build", the first round of funding from Homes Victoria saw a total of \$738 million invested in 89 projects across the state. WHL was successful in winning funding for 309 new social housing dwellings spread over 13 projects, and work on the projects is progressing.

The dwellings are designed to house women and children in need of a safe place to call home and will target women and children escaping domestic violence and older women, with 10% of the new homes allocated to Aboriginal Victorians. It's anticipated that some very happy new tenants will be given the keys to their homes by the end of 2023 and 2024.

### WHAT'S NEW

GROWING HOUSING FOR WOMEN

TENANCY TEAM

MAINTENANCE

RECONCILIATION ACTION PLAN

KEYS/FOBS

HARDSHIP POLICY

RECEPTION

ADVOCACY

CUSTOMER SERVICE CHARTER

# Tenancy Team

The Tenancy Team is growing in readiness for the future growth of the organisation. Kate Ogilvie is the new Tenancy Services Manager. Kate has oversight of all Tenancy Officers.

A new Tenancy Officer Claire Nelson joined the team on the 14<sup>th</sup> of August. Claire will be managing some of the newly developed properties.

Tenancy Officers are often working on-site and may not be able to respond immediately, if your matter is urgent, you can email [housing@womenshousing.com.au](mailto:housing@womenshousing.com.au)



# Property Maintenance



Did you know that you can email the Maintenance Team directly by contacting [maintenance@womenshousing.com.au](mailto:maintenance@womenshousing.com.au)

Please attach photos of the issue where possible. This will assist in referring the job to the correct trades.

Any **urgent after-hours** requests should be directed to, If you live in:

Transitional Housing: 13 11 72

Long Term Housing including Rooming House Accommodation, phone: 9412 6816

# Reconciliation Action Plan

WHL are proud to announce the creation of the Innovate Reconciliation Action Plan (RAP). This RAP reaffirms our dedication to reconciliation and commitment to providing culturally safe services to Aboriginal and Torres Strait Islander Peoples. WHL undertook extensive collaboration and consultation in development of this document and are thankful to all persons that contributed along the way. The finalisation of the RAP begins the larger journey of implementing change that is tangible, transparent, and meaningful.



## Keys/Fobs

Keys are the responsibility of renters. All WHL renters are provided with two keys at the commencement of their tenancy.

Should you be locked out of your property, you may:

1. If during working hours, contact your tenancy officer who will advise where you can collect a replacement key/fob. If unable to attend the office, WHL can arrange for a locksmith to attend. The renter will be liable for all charges.
2. If locked out after business hours, you can ring the after-hours maintenance service. The after-hours service can arrange for a locksmith to attend. The renter will be liable for all charges.

## Hardship Policy

All renters are required to be up to date with their rent.

Should you find yourself experiencing hardship in paying rent, please have a look at WHL's Hardship policy which can be found on the WHL website.

The Hardship Policy has been designed to support renters who are experiencing financial distress.

If we are unable to reduce your rental, we may be able to refer you to other services for assistance with financial counselling.

## Reception

WHL's reception is now no longer answered by a person. Any calls to Reception are converted to a voice mail message and forwarded to the appropriate staff member.



## ADVOCACY

WHL staff with other services across Victoria gathered at the steps of Parliament on the 2<sup>nd</sup> of August 2023 to highlight the lack of housing across Victoria. Agencies had created origami houses to highlight the number of houses required across Victoria.

CEO, Judy Line also met with several ministers from the Western region of Victoria to discuss the need for more housing.

# Customer Services Charter

Did you know that WHL has a customer service charter. This is our promise to you about the services that you can expect from Women's Housing Ltd.

It also details how WHL staff expect to be treated.

Mutual respect and honesty are at the core of this document.

This document is now due to be reviewed. We want your input. Anyone interested in taking part in this review, please email Laura at [laurat@womenshousing.com.au](mailto:laurat@womenshousing.com.au)

WHL will let you know details about the date and time of this focus group.



## Good Neighbour

Many of WHL tenancies reside in apartments. Communities are diverse.

We would like to hear from you about what it means to be a good neighbour.

What are some of the tips that you implement to be a good neighbour?

WHL are keen to hear from you so that we can develop a Good Neighbour booklet that can be provided to all renters at sign up.

This booklet can also be added to documents saved on WHL website.

If you would like to take part in this, please contact Lindy at [lindyp@womenshousing.com.au](mailto:lindyp@womenshousing.com.au)

## Family Violence

WHL worked with family violence services to develop a best practice guideline on the interaction between tenancy management and incidents of family violence.

We would like to workshop this practice guideline with women who have experienced family violence whilst in a WHL property. Should you like to take part in this review, please contact Laura at [laurat@womenshousing.com.au](mailto:laurat@womenshousing.com.au) so that you can assist further with this review.