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Read more about some of the property upgrades for tenants. 12 upgrades have been made possible since the Victorian government handed over the title transfer of properties to AHV in July 2016.

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AHV tenants in the City of Whittlesea area came along and enjoyed themselves at the Koori Christmas BBQ and the AHV gathering in December, 2016.

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Read more about the AHV Christmas toy appeal that provided toys for over 400 children. Find out who were the Spring Garden competition winners.

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AHV Chair Tim Chatfield with Jenny Samms



Jenny Samms with new CEO, Darren Smith

## *AHV CEO Jenny Samms steps down*

DARREN SMITH APPOINTED AS NEW CEO

There were many mixed emotions when AHV's tenacious CEO, Jenny Samms, announced she would be stepping down at the end of February.

Jenny skillfully steered AHV through the uncharted waters of preparing for title transfer.

AHV Chair Tim Chatfield said: "Jenny has been a warrior and a champion for property ownership and self determination. Her steady hand and leadership has helped the organisation deliver on our 30 year vision. Quite simply, she made it happen."

"We are very happy that Jenny will now be able to take a well earned break and move onto new challenges, but she will be greatly missed."

Jenny wishes to express her sincere thanks to the Board, staff and especially AHV tenants and the Aboriginal community for their support and commitment to AHV's self determination. "It has been a privilege to lead AHV at this

time and I wish it all the best for a bright future", she said.

Tim Chatfield and Jenny Samms congratulated Darren Smith on his appointment as CEO and said that they look forward to him leading AHV to its next stage of development.

*"We are very happy that Jenny will now be able to take a well earned break and move onto new challenges, but she will be greatly missed."*

In our next newsletter Darren Smith will talk more about his plans for AHV.

# Upgrade report: Turning ownership of properties into results for our tenants.

## Aunty Pam and the art of patience

Yorta Yorta woman Pamela Jackson has fostered 72 kids over the last 48 years and knows a thing or two about patience.

Aunty Pam recently moved into a property in Dandenong to be closer to her children.

As part of the agreement to transfer ownership of houses managed by AHV, DHHS upgraded a selected number of properties, including the major upgrade before



Kim Walkden (Pam's daughter), the Minister of Housing Martin Foley MP, Pamela Jackson, local member for Dandenong, Gabrielle Williams MP and Glenn Pellegrin (Aboriginal Housing Victoria Southern Region Housing Officer)

“  
Glenn said he is “thrilled  
that Aunty Pam is happy in  
her new house.”

Aunty Pam moved in.

Recently, Aunty Pam shared her story with the Minister of Housing, Ageing and Disability Martin Foley MP and local member for Dandenong, Gabrielle Williams MP when they visited her at her new home.

When the Minister asked Aunty Pam the secret of raising so many kids, she said it was “patience”.

The visit and Aunty Pam's story were featured in The Age newspaper. Read the article here: <https://goo.gl/oqfoFw>



With the Victorian Government transferring ownership of 1448 properties to Aboriginal Housing Victoria, AHV will have total responsibility for the housing, and not just for collecting rents.

Glenn Pellegrin, AHV Housing Officer for the Southern Region sees the benefits of title transfer in helping to give tenants like Pam the opportunity to live comfortably and independently at home.

Since the Victorian government handed over the title transfer of properties in July 2016, DHHS has completed 12 upgrades.



Lesley out the front of her home in Shepparton.

## Closer to her mob

LESLEY BAMBLETT

A recent upgrade to a property in Shepparton has enabled Lesley Bamblett to move from a DHHS house in Benalla to an AHV property in Shepparton.

Lesley's children were already attending school in Shepparton and the daily travel was putting a strain on health and finances. Being in Shepparton also means Lesley can rely on her extended family for support.

“The kids love the new house, it is a really nice place and it is so much easier to get to and from school,” Lesley said.

AHV has also commenced redevelopment projects to build more housing for tenants. Two property developments in Roxburgh Park are already underway and work will begin soon on properties in Bendigo, Warrnambool and Werribee.



## More Than A Landlord

– RECENT COMMUNITY EVENTS IN THOMASTOWN AND EPPING

A project in partnership with the University of Melbourne and funded by DHHS, “More than a Landlord” is helping AHV to understand what our tenants in the City of Whittlesea area want for their future.

The project was launched at AHV’s Christmas gathering at Creeds Farm in Epping in December.

AHV also joined the City of Whittlesea at the Koori Christmas BBQ at the Thomastown Recreation Aquatic Centre on 8 December.

It was great to see so many of our tenants come along to these events, have a yarn and some healthy tucker, and pick up some toys, show bags, and free seedlings!

AHV will be hosting more health promotion activities in the outer northern area as part of “More than a Landlord”. If you live in the City of Whittlesea and want to get involved, please give us a call on 9403 2100.



Tenants making new year affirmations



AHV tenants enjoyed making Christmas wreaths at the AHV Christmas gathering



Koori Christmas BBQ



Christmas fresh fruit plate recipe cards



Tenants enjoyed star weaving

## Want to make your voice heard?

THE 2017 TENANT SATISFACTION SURVEY IS COMING

### WHAT IS IT?

Every two years, our tenants have the opportunity to give us feedback about their housing through the Tenant Satisfaction Survey.

### DOES IT MAKE A DIFFERENCE?

Yes, AHV uses the information to improve what we do. For example results from the 2015 survey showed we were taking too long to respond to complaints. We reviewed our complaints processes and response times have improved.

### PRIVACY

The NSW Federation of Housing Associations conducts the survey and analyses the results on our behalf. This means you can be assured of confidentiality.

### HOW WILL I BE ABLE TO COMPLETE IT?

The survey can be done on paper or online. If you need assistance to complete the survey please call your Housing Officer.

The survey has been mailed to tenants on 23 February, 2017

## Christmas toy appeal brings joy to families

Through the generosity of the local community, volunteers, schools and businesses, AHV was able to provide toys at Christmas time for over 125 families and over 400 children.

In its second Christmas Toy appeal, AHV Housing Officers and other staff distributed toys to AHV tenants from metropolitan and regional Victoria. Gift hampers of toys were also provided to Aboriginal Co-Operatives.

### AHV THANKS ITS 2016 CHRISTMAS TOYSUPPORTERS:

North Fitzroy Primary School, Curves Fitzroy North, Best Street Store, Melbourne Health Rooms, Share the Dignity, Melbourne Design Studios, VicHealth, Clifton Hill Pharmacy, Fitzroy North Eye Centre, OUTSIDEINSIDE Building Elements, Southern Cross Care (Vic), Francis Maurice Design, Tiggy Cafe, The Froebel's School, Management Advantage Inc., Key



Anthony at reception loved saying thank you to all the donors who dropped off toys, here with Wayne from Southern Cross Care

Distributions, Northern Design Studio, Cancer Clinical Trials at the ONJ Cancer Centre and staff from Darebin Council.

Thanks to our local volunteers Jan McIntyre, Lily Hart, Toni McSweeney, Sarah Derum, Jenny Martin, Taryn Tornello, Ned Thompson, Rena Pritchard and Heather McDonald who helped make the toy drive happen. We couldn't have done it without you!



Jerara was happy with the giant teddy bear he was given at the AHV Christmas gathering

## Congratulations to our Spring Garden winners!

Thanks to all the tenants who took part in our Spring Garden competition. It's clear that many of our tenants take great pride in their gardens and really enjoy the time they spend in planting, caring for and creating their beautiful gardens.

### OUR WINNERS WERE:

Daniel Fergusson from Shepparton  
Shirley Firebrace from Reservoir  
Olivia Lee from Lalor  
Jason Kerr & Rebecca Di Nazzi from North Bendigo

All winners received a \$100 Bunnings Gift Vouchers

Daniel Fergusson was rapt with the donation of soil and mulch from Bunnings in Shepparton and used it to build planter boxes for tomatoes, strawberries, capsicums and herbs. "It has been great to get my daughter involved in gardening from the start and to help her understand the responsibility of watering to help the garden grow."

Shirley Firebrace from Reservoir loves to

spend time in the garden, where she feels the connection to the land. "I love how flowers attract bees that will make honey and I love to plant herbs that I can eat like basil, rosemary and saffron. I also enjoy admiring my pond."

To encourage more tenants to plant edible herbs and vegetables in their gardens, AHV gave out seedlings to all the tenants who came along to the Koori Christmas BBQ as well.



Daniel enjoying the fruits of his harvest



Olivia enjoying the spring colour in her front garden