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Kutcha Edwards

Celebrating in Shepparton

AHV staff, tenants, partners and supporters gathered in Shepparton on 21 September, to celebrate the second round of title transfers of properties from the Victorian Government to AHV. The transfer of 474 property titles in the Hume Loddon region in July 2017 brings the total properties owned by AHV to 1,074, with the final tranche to take place in 2018.

The evening kicked off with a performance by the Bangerang Dance Group followed by a warm Welcome to Country by Bobby Nicholls. We were also very lucky to have Kutcha Edwards perform on the night, accompanied by Scott (guitar) and Tom (keyboard). Kutcha's rich and soulful voice was matched by his special ability to connect with an audience through music and storytelling – and it was clear that everyone thoroughly enjoyed the evening's performances.

AHV's CEO, Darren Smith, spoke about our journey towards self determination, saying "It is an achievement that is shared by many people stretching back 35 years.

It is the culmination of effort and hard work from many community members, Elders, Board members and staff, who have shared a common vision over an extended period."

The gathering was an opportunity to recognise this important step in AHV's journey towards self determination and to acknowledge and thank the many people who have worked tirelessly to make this a dream a reality.



Bangerang Dance Group

Celebrating in Shepparton

EVENT PHOTOS



Community Cook Up

- MORE THAN A LANDLORD PROJECT



In June and July, AHV tenants within the City of Whittlesea were invited to take part in AHV's Cook Book Competition and Community Cook Up, as part of the More Than A Landlord project.

A number of tenants submitted their favourite nutritious, quick to prepare and budget friendly recipes, including breakfast, lunch, dinner and snacks!

The winners of the competition were taken on a shopping trip with our Life Coaches, Sam and Alex, where they could purchase \$200 worth of fresh produce, meats and pantry items. In addition to this wonderful prize, their winning recipe will appear in AHV's Cook Book... which will be out very soon.

AHV's City of Whittlesea tenants were also invited to attend our Community Cook Up, held at the Galada Community Centre. One of the winning recipes, Barbara's pumpkin soup, was prepared along with some of our own favourite recipes and nutritious snacks.

Those in attendance received 'goodie bags' to take home, packed with fresh fruit and vegetables, bread, pantry items and gift vouchers. The winners of four lucky door prizes received baking items, cooking utensils, pots and pans and gift vouchers, each valued at over \$150.

AHV tenants who live in the City of Whittlesea have the opportunity to work with a Life Coach. Our coaches, Sam and Alex, have shared some amazing outcomes with participants. With some support and active encouragement, some participants have quickly progressed towards the achievement of personal goals.

If you live in the City of Whittlesea and would like to know more, please give our Life Coaches: Alex or Sam a call on [\(03\) 9403 2100](tel:0394032100) or email info@ahvic.org.au.



Understanding maintenance priorities

As a tenant, it is your responsibility to keep your home in a clean and safe condition, and to report any maintenance problems as soon as possible. The Maintenance Team and our contractors are working hard to respond to requests for repairs and maintenance as quickly and effectively as possible.

Given the volume of maintenance requests we receive, AHV must prioritise works to be actioned on the basis of relative urgency and in accordance with our responsibilities as a landlord under the *Residential Tenancies Act*. The information below provides further details on how we prioritise maintenance works:

URGENT MAINTENANCE

repairs required to protect tenant health and safety, or to maintain essential services are actioned within 24 hours.

Examples include:

- ⦿ burst water service
- ⦿ blocked or broken lavatory
- ⦿ serious roof leak
- ⦿ gas leak
- ⦿ dangerous electrical fault
- ⦿ flooding or serious flood, storm or fire damage
- ⦿ serious fault in lift or staircase
- ⦿ failure or breakdown of gas, electricity or water supply
- ⦿ any malfunctioning appliance, fitting or fixture provided by AHV that uses or supplies water that results (or will result) in a substantial amount of water being wasted
- ⦿ failure or breakdown of any essential service or appliance provided for hot water, water, cooking or heating

PRIORITY MAINTENANCE

repairs that do not pose an immediate safety threat but affect the proper functioning of an appliance, fitting or fixture are actioned within 7 days.

Examples include:

- ⦿ Minor plumbing leaks/defects
- ⦿ Defective cistern or overflow
- ⦿ Minor electrical or hot water faults
- ⦿ Minor roof leaks or blocked gutters
- ⦿ Severe dampness
- ⦿ Offensive or racist graffiti
- ⦿ Ceiling, wall or door damage
- ⦿ Partial appliance failure (eg: single hotplate)

NORMAL MAINTENANCE

repairs that are not urgent or priority in nature, and have no serious health and safety impact are actioned within 14 days.

Examples include:

- ⦿ Repairs to plasterwork or tiling
- ⦿ Repairs to internal doors, floors and windows
- ⦿ Repairs to walls, brickwork and slate/tiles
- ⦿ Repairs to gutters and downpipes
- ⦿ Minor plumbing repairs
- ⦿ Repairs to kitchen fittings
- ⦿ Broken fittings, such as blinds
- ⦿ Jammed windows

TENANTS RESPONSIBILITY MAINTENANCE

works that are the responsibility of the tenant during your tenancy.

Examples include:

- ⦿ Keep house in clean and in good repair
- ⦿ Changing of light globes
- ⦿ Regularly clean rangehood, air conditioning and internal heating filters (where fitted and accessible)
- ⦿ Ensure appliances not supplied by AHV are not faulty/dangerous and likely to cause an interruption to services, or cause damage to the property
- ⦿ Keep cooking appliances in a clean and functional state
- ⦿ Regular garden maintenance and upkeep including minor trimming or shrubs and trees

Tenants will not be charged for repairs that are due to fair wear and tear. Tenants will be charged, however, for the repair costs of any damage to your home caused by members of the household or visitors.

Examples include:

- ⦿ Blocked toilets where it is found the blockage is due to misuse or malicious damage
- ⦿ Faulty appliances that cause a circuit breaker to trip (eg: faulty electric heaters, kettles, toasters etc.)
- ⦿ Lost keys
- ⦿ Broken windows and damaged entry doors and plaster
- ⦿ Holes in doors and walls and damage to any fixture or fitting provided by AHV

If you would like more information on maintenance priorities, types of maintenance works or to report a maintenance issue, please call us on (03) 9403 2100 or email clientservices@ahvic.org.au.

Save water and reduce your water bills!

AHV is inviting tenants living in the Melbourne Metropolitan area who have concerns with high water bills and water inefficiency at their property to sign up to the Community Housing Retrofit Program.

South East Water, City West Water and Yarra Valley Water in partnership with Department of Environment, Land, Water and Planning are offering free water efficiency audits to assess properties for water leaks or inefficient appliances.

Each property is individually assessed to determine the highest priority of works required and what water saving opportunities could be achieved.

Some of the retrofit works available under this program are:

- ⊙ Showerhead replacement
- ⊙ Repair or replacement of single flush toilet suites
- ⊙ Leak detection
- ⊙ Leak repair, including underground pipes and internal appliances and fixtures
- ⊙ Hot water service adjustment repair and/or replacement
- ⊙ Water and energy efficient appliance replacement
- ⊙ Additional related plumbing works

For more information or to sign up to the program please contact Harriet at AHV on **9403 2100** or email harriet.sf@ahvic.org.au.

Latrobe Valley Home Energy Upgrade Program

A reminder to those tenants living in the Latrobe City, Wellington or Baw Baw council areas to sign up to the Latrobe Valley Home Energy Upgrade Program to receive a free home energy audit and \$4,500 worth of energy efficiency improvements.

The energy package will assist in reducing your electricity bill and increase your home's comfort level.

For more information and to sign up for the program contact Harriet at AHV on **9403 2100** or email harriet.sf@ahvic.org.au.

The deadline for signing up to this exciting opportunity is November 16th 2017.

Pathways to work

– AFL SPORTSREADY

AFL SportsReady could be the pathway for you or someone in your family to begin a new career.

AFL SportsReady offers exciting opportunities to help young people into careers through on the job training. They have both traineeships and direct employment opportunities including casual, part time and full time work.

AHV and AFL SportsReady may be able to assist you to;

- ⊙ find a job,
- ⊙ prepare for the workplace,
- ⊙ write applications and prepare for interviews, or
- ⊙ receive support from one of our experienced and dedicated Aboriginal mentors, after you have been successful in finding work.



Opportunities in the Melbourne Metro area are currently available, so if you or someone you know is interested, please call us on **9403 2100** and ask to speak to your housing officer, or call Lina on **9403 2114** or email lina.m@ahvic.org.au.

The results are in

TENANT SATISFACTION SURVEY 2017

AHV would like to send a big THANK YOU to the almost 400 tenants who took the time to complete the Tenant Satisfaction Survey during the first half of 2017. The confidential nature of the surveys means that we cannot identify who you are, but your efforts are very much appreciated.

We know that Aboriginal people are asked to complete surveys more often than the rest of the population, so we want to assure everyone who responded that your feedback is valuable to us and we will use the information to continue to improve our services into the future.

“
...(almost 90%) stated that it
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A very high proportion of respondents (almost 90%) stated that it was important to them that their housing service is delivered by an Aboriginal organisation.

This response gives a very strong and positive message that as an Aboriginal landlord, AHV remains the landlord of choice for the vast majority of our tenants. However, other survey results indicated that we need to continue to work to improve our services, particularly in relation to repairs and general condition of houses. In response to this feedback, AHV has initiated a range of actions to improve our overall services, with a strong emphasis on repairs and maintenance.

To comply with our registration requirements, AHV must undertake a tenant satisfaction survey every two years. However, we are keen to receive feedback about our services from our tenants at any time.

If you are particularly happy with a service we've provided, or you think we could do better, please let us know by contacting your Housing Officer, calling our head office on **(03) 9403 2100** or by emailing: clientservices@ahvic.org.au.

'Spring to Summer'

GARDENING COMPETITION



Spring has well and truly sprung, and Summer will be here before we know it! Last year, five tenants were awarded Bunnings Gift Vouchers for their amazing efforts in their gardens and this year we would like to again invite our tenants to register for the 'Spring to Summer' Gardening Competition.

A bit of hard yakka in the garden will certainly brighten up the look of your home; but this isn't the only reason to get your hands dirty! Did you know that just 30 minutes a day of gardening can reduce



stress levels and mental fatigue? AND, it's a great way to spend time with your family and friends.

There are no restrictions—you might be in to veggies, herbs, flowers or native plants...it's your choice.

Registrations are now open with participants being visited in January and winners announced in the first edition of Mia Mia in 2018.

Register your interest now by calling Anthony on **(03) 9403 2100** or email info@ahvic.org.au.