



Communique

Aboriginal Housing Victoria Board Meeting

Friday 26 July 2019

The Board of Directors of Aboriginal Housing Victoria (AHV) held their seventh Board meeting for the calendar year on Friday 26 July 2019 in Melbourne.

AHV temporary office accommodation

The Board met in AHV's temporary head office at Level 1, 252-254 St George's Road, North Fitzroy, as AHV's Head Office has now been vacated, in preparation for upgrading works.

The temporary office is nearby to our head office at Scotchmer Street. Although the address is St George's Road, the entrance is in Scotchmer Street, next to the North Fitzroy Post Office.

During the temporary relocation period, AHV's main phone number will remain the same **(03 9403 2100)**. Tenants intending to visit the temporary office are advised to contact us in advance to make arrangements to meet with the relevant staff member, wherever possible. Tenants should also note that we are on the first level and there is no lift, so anyone visiting the office who cannot use stairs should contact us in advance so that we can make arrangements to meet in an accessible location.

NAIDOC Family Day at the Collingwood Children's Farm

The Board noted that AHV celebrated NAIDOC 2019 with another great community event at the Collingwood Children's Farm. This year's event marked the 20th year of AHV's NAIDOC celebrations at the Collingwood Children's Farm.

The Board acknowledged the efforts of AHV staff and volunteers, who worked enthusiastically and tirelessly to ensure that all who attended the event, including members of the Victorian Aboriginal and the broader community, enjoyed celebrating the richness of Aboriginal culture together.

Attendance numbers continue to increase each year, with 2,200 members of the community enjoying the 2019 event.

Feedback from tenants and other attendees is always welcome. In particular, we are keen to hear from our community on ideas for improving the event for future years. Suggestions can be posted to our email address: info@ahvic.org.au

Tenant Satisfaction survey

The Board noted the overall results of AHV's 2019 Tenant Satisfaction Survey. The response rate for 2019 (17%) was well down on the previous two surveys (27% in 2017 and 28% in 2015).

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 is consistent with previous surveys and continues to send a very strong and positive message that as an Aboriginal landlord, AHV remains the landlord of choice for the vast majority of our tenants.

While survey results suggested improvements in tenant satisfaction levels in some key service areas, AHV recognises that we need to continue to work to improve the quality of the services we deliver to our tenants, including timely responses to requests for repairs to properties.