

International Women's Day Recap



International Women's Day is a day the Women's Housing Company (WHC) looks forward to every year. It is a day to acknowledge the achievements, face the challenges, and celebrate the determination of women worldwide.

In partnership with Katie's this year, we were thrilled to host nearly 100 tenants at a special event. Participants enjoyed a pampering session with hair and makeup services provided by the Academy of Beauty students. The day was filled with opportunities to connect as attendees crafted their pieces of jewellery and enjoyed a sit-down lunch, with each guest leaving with a complete outfit gifted by Katie's.

Highlighting the day's events, we were honoured to have our patron, the Hon. Ros Kelly AO, announce the recipients of our Inaugural Education Scholarships. These scholarships, launched to support women's education in honour of International Women's Day, were awarded to over 30 women and children. We are excited to follow and share their success stories with our community later this year.

Thank you to everyone who joined us in making this day memorable.



Your Say Day

This year we have two opportunities for everyone to gather to workshop and give further feedback to the Tenant Satisfaction Survey. At these workshops, we have structured sessions to discuss areas highlighted from the WHC feedback which allows us to improve how we support you. We welcome everyone interested to join either our online session, June 20 or our in-person session at the Redfern Community Centre on June 24.

New Hours on Wednesdays

From July 1, our office will be open from 1pm to 4:30pm on Wednesdays. This later opening time once a week will give our hard-working team time to attend training, hold team meetings and catch up on responding to tenants' enquiries. Tenants will still be able to contact us about emergency repairs and leave messages for our response later in the day.

Our opening hours on Monday, Tuesday, Thursday and Friday will continue to be 9:00am to 4:30pm.

Update from Interim CEO

It brings me great pleasure to join the Women's Housing Company as the Interim CEO. I am proud to be part of the dedicated team furthering our mission to provide housing and empower women.

After seven years as CEO, Debbie Georgopoulos left at the end of March to take up an exciting new role as Chief of Staff to the Hon. Rose Jackson MP. Debbie's tireless advocacy in NSW and at the national level have helped to put Women's Housing Company and the housing and homelessness issues

facing women front and centre of policy debate and solutions. Debbie will be much missed.

Appointment of a new CEO will start a new and exciting chapter for the Women's Housing Company. The recruitment process has already begun. Keep an eye on our website for updates.

We are committed to helping tenants to keep their energy bills low through initiatives such as the new solar panels installed at our properties in Canterbury Bankstown. This initiative promotes environmental sustainability and helps tenants manage their budgets.

The International Women's Day celebration was a resounding success this year, with tenants enjoying a day of pampering. The hair and makeup stations were particularly popular! The highlight of the event was the presentation of education scholarships generously donated by our Patron, Ros



Tenancy Managers Annie and Lydia picking out beads for beading workshops.

Kelly. Congratulations to all the recipients of these scholarships.

We are busy preparing for this year's Your Say Day. We are once again holding the day in June and this year there will be an option to attend online or in person.

Our next newsletter in August will feature the action plan from the Your Say Day and the outcomes from this year's tenant satisfaction survey.

I am grateful for the warm welcome I have received.

Kind Regards

Catherine Stuart
Interim CEO



Gardening session with mum's and their kids in Lakemba thanks to the Botanical Garden's Community Greening program.

Advocating for Community Housing Tenants

by Susan H. (WHC tenant)

NSW Community Housing Tenants Network

The NSW CHTN is a network of community housing tenants living in capital or leasehold properties. Membership is free. The Network has a management committee comprised of two representatives from each community housing provider in NSW, although not all community housing providers are currently represented. The management committee meets monthly. The WHC representatives are Dianna and Susan. The Network takes up issues on behalf of tenants. A webpage is currently being developed. You don't have to be a member to raise an issue with your representatives.

For more information, contact Susan on **0457 583 590**.

Housing for the Aged Action Group

Based in Melbourne, HAAG works Australia-wide on housing and homelessness issues affecting older people.

Membership is free. HAAG has a number of working groups, including the NSW Lived Experience Advocacy Group.

For more information about HAAG's Working Groups go to <https://www.older tenants.org.au/haag/working-groups>.

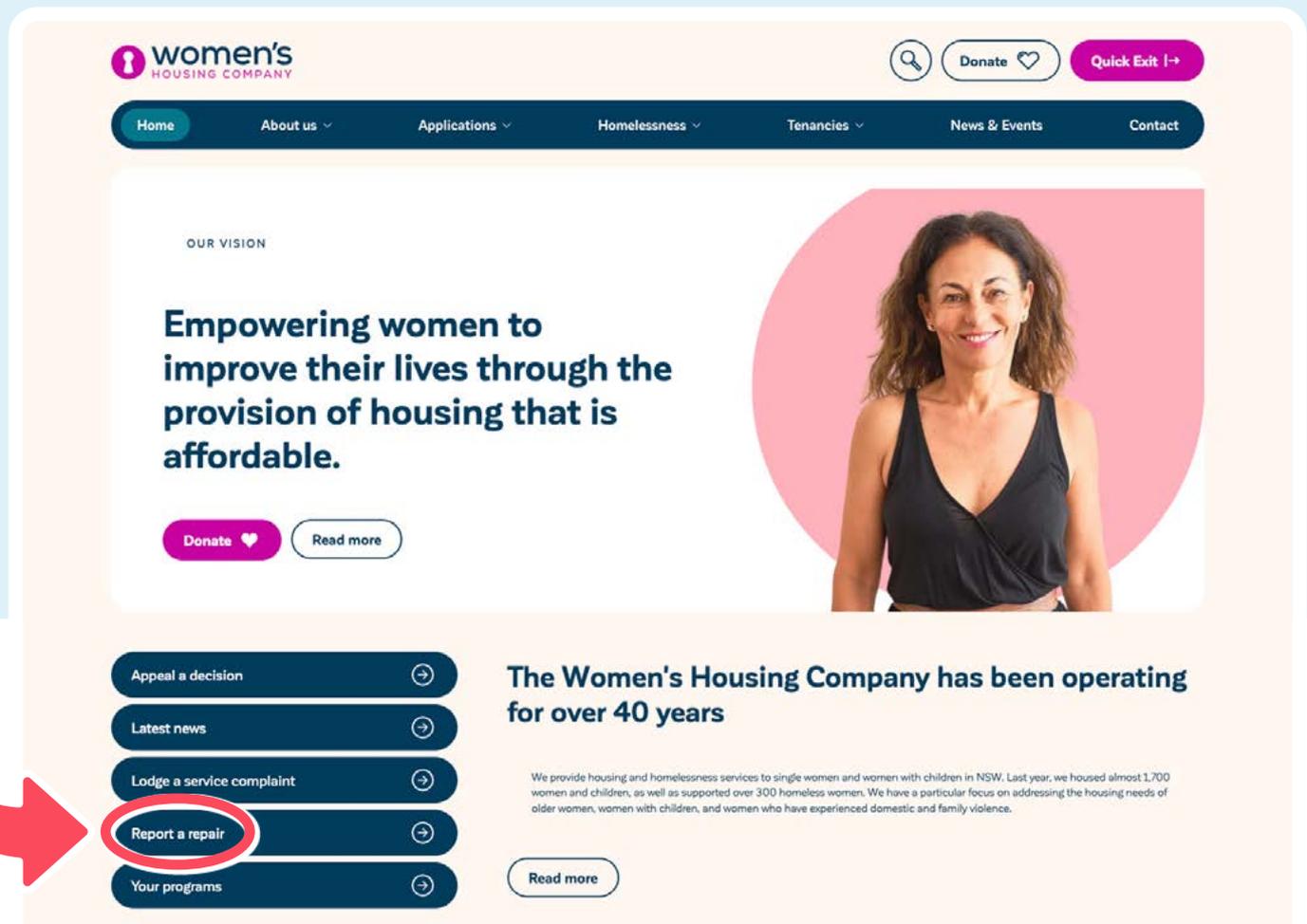
To join HAAG go to <https://www.older tenants.org.au/join-us>.

Reporting Repairs

You have three options for reporting repairs at the WHC:

-  Call **9281 1764** between the hours of 9.00 - 4.30 Monday to Friday and select **option 1**. You will be directed through to our friendly repairs team who will take down your details and provide an estimated response time. If after hours, call **1300 556 057**.
-  By emailing the repairs team via **repairs@womenshousingcompany.org** with the issue and when possible, adding an image.
-  Jump on our website **https://www.womenshousingcompany.org.au/** and select **'Report a repair'** from list of options on left hand side. You will be asked to provide your contact details, the issue and given the option to add images.

Note: We assess responsive repair issues into four priority levels, based on the situation and the impact to tenants and properties. Once prioritised, a qualified maintenance contractor will respond by contacting you.



The screenshot shows the homepage of the Women's Housing Company. The navigation menu includes Home, About us, Applications, Homelessness, Tenancies, News & Events, and Contact. The main content area features a vision statement: "Empowering women to improve their lives through the provision of housing that is affordable." Below this is a "Report a repair" button, which is circled in red and pointed to by a red arrow. Other buttons include "Appeal a decision", "Latest news", "Lodge a service complaint", and "Your programs". A "Read more" button is also visible.

Priority Levels

Emergency repairs - within four hours	Urgent Repairs - within 24 hours
Routine Repairs - within 5 days	General Non-urgent repairs - within 14 days
Repairs & Maintenance Policy 	Repairs & Maintenance Factsheet 

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Upcoming Events and Activities

What	When
Habitat Women Open Day Tour and experience the program designed to give you trade skills.	Monday 6 May - 10.00 am – 12.00 pm TAFE NSW, See St, Meadowbank
Therapeutic art Create your own unique vase.	Thursday 9 May - 12.00 pm – 2.00 pm 42 Frederick Ave, South Granville
Job interviews and you How to know and sell your skills.	Monday 13 May - 11.00 am – 12.30 pm Ability Options, 33 Argyle St, Parramatta
Boundaries as self-care An empowering discussion on boundaries as a form of self-care.	Wednesday 15 May - 11.00 am – 1.00 pm - Online
How to search for a job Discover the best way to find your future job.	Monday 20 May - 11.00 am – 12.30 pm - Online
TAG: Tenant Engagement Strategy Review and discuss the Tenant Engagement Strategy for 2025-2029.	Tuesday 21 May - 2.00 pm – 3.30 pm - Online
Zen Tea Lounge Lunch A sit-down lunch.	Wednesday 29 May - Zen Tea Lounge, 108 Percival Road, Smithfield
Therapeutic Art Theme is TBC.	Tuesday 11 June - 12.00 pm – 2.00 pm 42 Frederick Ave, South Granville
Your Say Day Your Say Day is an exciting event that provides an excellent opportunity for tenants to come together and share their thoughts and feedback on their experiences living with Women's Housing Company, a community housing provider. The event includes a sit-down lunch, which offers a relaxed and informal setting for tenants to engage with each other and the Women's Housing Company staff.	Thursday 20 June - 11.00 am – 1.00 pm - Online
	Monday 24 June - 11.00 am – 1.30 pm Redfern Community Centre, 29 Hugo St, Redfern



A beautiful creation by community member, Lisa at a recent therapeutic art session.



A morning tea with new members of our community.



An introduction to working in hospitality workshop.

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Free Counselling

Free counselling sessions are available in Redfern on Mondays, Wednesdays, and Fridays. Call 9690 5600 or email svpredfernclinics@gmail.com for more information or to book a session.

Business Hours: 9.00am – 4.30pm Monday – Friday

Customer Service: Phone: 02 9281 1764 **Email:** contact@womenshousingcompany.org

Repairs and Maintenance: Phone: 02 8202 9313 **Email:** repairs@womenshousingcompany.org

Website Form: <http://www.womenshousingcompany.org.au/tenants/maintenance>

After Hours Emergency Repairs: 1300 556 057 **Translations and Interpreter:** 131 450