

Horizon Housing Tenant Newsletter



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information
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Welcome to Issue 9 of the Horizon Housing Tenant Newsletter. It has been a while since our last update so I would like to take this opportunity to show you some of the things our team has been working on.

Firstly we have spent a good deal of time over the past 6 months developing a growth plan and a strategic plan. The purpose of these documents is to assist us to become a stronger and more sustainable company.

While there has been a large focus on how to grow this company we have not lost sight of the most important part of our business, our existing tenants. We are committed to improving our service to our current tenants and you will see on page 4 we have created a tenant satisfaction survey which will be sent to you over the

next couple of months. I urge you to take the time to complete the survey, as I know both myself and my team really value any feedback you have to offer.

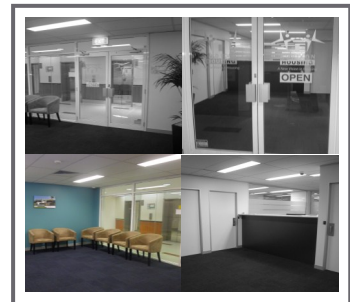
Following our move into our new office we have expanded our team and I wish to welcome our new staff;

- Peter our National Rental Affordability Scheme Manger;
- Mel our Human Resources and Communications Manager;
- Sam our Receptionist;
- Yasmin our Office Junior,
- Mark, Katherine and Elise our Tenancy Coordinators,
- Marleen our Property Managers; and
- Kim and Sue our Property Coordinator.
- Violetta our Assistant Accountant

I expect that our team will

continue to grow over the next few years which should help us to deliver a quality service to you whilst continuing to grow as an organisation. Finally you will meet one of our tenants Monique on Page 3 who has been working with our team to bring some of the tenant feedback we have received through a tenant participation meeting to life. I would like to thank Monique for all the time and effort she has put into making this project a success.

Jason
Chief Executive Officer



Our Office

Level 10, Australia Fair, Office Tower

How to Contact Us

Our Office has moved to:

Level 10 Australia Fair Office Tower Southport. To access level 10 use elevators in South carpark of Australia Fair.

Phone: (07) 5668 9400

Fax: (07) 5571 0732

Email:

HHC@horizonhousing.com.au

Business Hours: 8.30am to 4:30pm Monday to Thursday and 8.30am to 4pm Fridays

For emergencies only outside business hours: 0413 732 807.

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Development Update

Activity in Development area increased in the first half of 2011 with a number of projects being completed and other major projects commencing.

Nation Building Social Housing Initiative

Several developments funded by the Commonwealth under this initiative are well underway with two major developments well advanced in Cleveland. The first development at Cleveland of 22 units is due for completion in October with the second development of 40 units due for completion in early 2012.

The construction of 18 units in the Townsville area is also well advanced and is due for completion during the second half of 2011.

In February and March we completed two developments in Pimpama and one in Toowoomba which have provided a further 55 units under this funding initiative.



Toowoomba

Ashmore

The 6 unit development which was made possible with funding from the Gold Coast City Council and a very generous donation of a house and land has now been completed. This development has provided 1 x 3 bedroom and 5 x 2 bedroom units located in very close proximity to transport, shops and all other services.



Palm Beach

Palm Beach

This project which is funded by the State Government has now commenced and is expected to be completed in early in 2012.

When completed the project will provide 23 x1 bed units.

Introducing the National Rental Affordability Scheme (NRAS)



NRAS Properties

From the top left the properties pictured are: Bellmere, Pimpama, Mount Louisa and Redbank Plains.

NRAS is a rental subsidy program created and run by the Commonwealth Government in partnership with the State Government.

This program has allowed Horizon Housing to expand our services to accommodate low income earners who otherwise would not be covered by one of our other programs.

People who live in a NRAS property are eligible for rents at least at 20% below the market rent for the properties, which means their rent is determined by

the location of the property and the size of the property.

This is a great opportunity for Horizon Housing as an organisation to grow ensuring we will be in a positive position to provide affordable housing across all our services well into the future.

As part of our Growth Plan, discussed earlier, NRAS projects allow us to provide properties from Townsville in North Queensland through to Robina in the south.

Computer Training

Two years ago at a tenant meeting in Labrador it was suggested that Horizon Housing work with our tenants to assist them in developing their computer skills. Following this meeting one of our tenants Monique picked up this idea and has worked with our team to deliver not only computer training program but a common room which has computer access available for all our tenants to use.

The property where this facility has been set up has always had a common room available for various usage, however when the project was identified the opportunity to better utilise the facility was put into motion. Through the Australian government and NEC funded program "Broadband for Seniors" Monique was able to secure two computers both with broadband access, which were received and installed in November 2010.

Working with a team of volunteers Monique is now delivering a training program

targeted at up skilling tenants who have little or no computer skills. Whilst this program has been tilted "Broadband for Seniors" it is available to anyone who is in need of this assistance.

"We train anyone who doesn't really know anything about computers and teach them how to access the internet, email, write a letter and access centrelink and other websites.

This makes their life's easier and will help them to stay in contact with family and friends." Monique said

The Training sessions commenced May this year and



Some of the volunteers delivering computer training, from left to right: Raya (Volunteer), Monique (HH Tenant and program driver) and Suzanne (Volunteer).

are available Monday, Wednesday and Friday 10am to 2pm. If you are interested in attending a 1 hour long training session you can contact our office and we will refer your details on to Monique's team.

If you would like to participate in the training program but are going to have difficulty getting to the common room please contact us anyway. Monique has said "We can work around and get people to the training by trying to utilise the other services that are available to them."

The success of this project has shown us what can happen when we are all working together with a common goal.

IF YOU HAVE SOME ADVICE OR A SERVICE YOU WOULD LIKE TO SHARE WITH OTHER TENANTS, LET US KNOW AND WE WILL TRY TO INCLUDE IT IN THE QUARTERLY NEWSLETTERS.

Upcoming Events



Our team are constantly working with other service providers to ensure we are delivering the best service to our tenants.

These groups provide a number of great opportunities / events that our tenants can take up. Therefore each quarter we will endeavor to highlight some of those events which may be of benefit to our tenants in the upcoming months.

Activity / Event	Details
<p>Homeless Connect is a Community Day that will provide you access to many agencies involved with assisting folk experiencing or facing homelessness. This event will provide information and a connections to essential and ongoing services such as:</p> <ul style="list-style-type: none"> • Housing • Employment • government assistance • legal services; and • much more. 	<p>When: August 3rd Where: Albert Waterways Community Centre. Mermaid Waters. Time: 8.30am – 2pm</p>
<p>Department of Communities 2011 Garden Award are open to any social housing tenants who would like to nominate.</p>	<p>Details will be provided by Mail over the next 2 months.</p>

Tenant Satisfaction Survey—July

Horizon Housing are focused on developing and enhancing the service we provide to our tenants. There are a number of ways we could do this but we want to deliver a service which will work for you.

We have created a Tenant Satisfaction Survey, so we can gather specific feedback from you to help us target any future initiatives.

There will be four sections to the survey as follows:

1. Tenant Information
2. Satisfaction;
3. Tenant Participation; and
4. General Comments



These sections have been chosen to ensure we get feedback across all of the services we can offer our tenants and to ensure we can target any future improvements to the group of tenants who need it the most.

The survey will be sent to all tenants in July and the results of the survey will be published in the next Tenant Newsletter in September 2011.

The survey will be sent

out either by email or by post. If you would prefer to receive the survey by email please contact our office or complete the contact details form below to provide your email address.

Along with the survey you will be sent an entry form so you can be put into a draw for 1 of 5 \$100 gift vouchers.

We are asking that anyone who completes the survey returns it to us with the entry form attached. In order to maintain confidentiality the entry form will be detached immediately and placed into the draw.

If you have any

questions about the survey or about how the results will be used please contact us.

**Win 1 of 5
\$100
Woolworths
Gift Vouchers
by
Completing
the Tenant
Satisfaction
Survey.**



Update Your Contact Details

We will be sending out the satisfaction survey in July and these newsletters quarterly so it is important for us to know the best way to contact you if we have information that is not urgent. Please complete this form and return it to us either via post or by handing it to your Tenancy Coordinator. Alternatively you may email us to update your contact details.

Name _____

Address _____

Phone _____

Email _____

How would you prefer to be contacted?

- Email Mail

