

Thrive

community newsletter

Welcome to your winter edition of Thrive.

In this edition, meet Val, gain some important safety tips, hear from your Tenant Advisory Group Convenor, learn about some exciting new initiatives from Unison's CEO, James King and more!

Message from James King, Unison CEO

I would like to share a number of exciting initiatives with you about resident engagement and our latest new affordable housing.

Unison is committed to increasing our engagement with residents. We are developing a number of new renter resources, including an updated Renter Handbook, which will contain more information specific to your property.

A short 'Pulse Survey' was sent to renters by email to get feedback about areas for improvement. We are pleased to say we have acted on your feedback. You may have seen posters at offices and buildings illustrating what you said and what we have done recently. In addition to this short survey, you have been sent a Renter Satisfaction Survey. I encourage you to complete the survey as your feedback will provide us with important information about what we are doing well and where we can further improve. You have until 7 July 2023 to complete the survey and be in the chance to win one of twenty \$100 Coles gift vouchers.

House meetings at larger properties are underway. These meetings are a great way to

connect with your neighbours and your Place Manager. We are also encouraging renters' involvement in the Tenants Advisory Group (TAG). Contact a TAG rep and come along to a meeting or go to a house meeting to find out how you can be a part of TAG.



Unison continues to build more high quality, affordable new homes. Our 42-unit property in Heidelberg Heights was completed early June. Renter and community consultation for our Geelong development is underway with positive feedback received. Our new property in Werribee is now home to 74 households. This property has a Unison office on the ground floor where our Place management and homelessness services team work.

Unison is always looking to provide the best service we can. Take care over the winter months, and if you need any assistance or have any suggestions as to how we can improve our services, please get in touch by contacting your Place Manager.

James



Your rental guide

Look out for a new and improved Renter Handbook

We are working on updating our Renter Handbooks with property-specific information for all renters. We will let you know as soon as it is ready.

A message from the Tenant Advisory Group Convenor, Frank Otis

Dear fellow tenants,

I hope you are all well. Since my last report TAG has discussed how information about rent calculations can be communicated more clearly to renters; homelessness and how to fight it; and TAG into the future.

TAG members are encouraging more tenant involvement in the group. The aim is for fellow residents to come along and learn more about TAG and how TAG runs. It will give you an opportunity to see if it is something you would like to be a part of, before committing.

There are a number of ways to learn more. Find out who your TAG representative is from your Place Manager and contact your rep; come along to a house meeting to learn more about being a part of TAG; or visit the Unison website unison.org.au/tenant-resources/tenant-advisory-group.

With the colder months now on us, be sure to look after yourselves, stay warm and stay safe.

Frank Otis, TAG Convenor



Fire safety begins at home

Help protect yourself and others from the dangers of fire.



Discarded cigarette butts can cause fires. Fully extinguish your cigarette in a heavy ashtray with high sides and NEVER throw your cigarette over the balcony or into the garden



Working smoke alarms save lives. Ensure smoke alarms are not covered or disconnected



When cooking, keep looking – don't leave your stove and cooktop unattended



Keep exits clear of clutter and rubbish and know your fire escape plan



Keep furniture, clothing and curtains at least one metre from heaters and air conditioning units



Call 000 in an emergency

For more information visit the Fire Rescue Victoria website www.frv.vic.gov.au

Meet Val

Val has lived in a Unison property for four and a half years. He is in a great location – close to shops, health services and parkland. When he moved in, he was very sick. His home has provided Val with a stable and a safe place to focus on his health, get well and make new connections.

“The stability of a home that is my own has allowed me to commence building a new life,” says Val.

Val is now focussed on his studies, and what an impressive list it is! His courses include study in alcohol and other drugs, client care, HIV peer support and community services. He is hoping to either work in homelessness outreach or with an HIV service. He is already a valued volunteer.

Val stresses the importance of housing plus support service for people in a vulnerable situation. “Wrap around services are a combined force. It’s like a gentle wave that picks you up and helps float you forward.”



Assistance to stay well

If you are in need of support and someone to talk to, help is a phone call away 24 hours a day / 7 days a week.

- Beyond Blue 1300 224 636
www.beyondblue.org.au
- Lifeline 13 11 14
www.lifeline.org.au
- Suicide Call Back Service
1300 659 467
- 1800 RESPECT
1800 737 732



Winter is here: Top tips to prevent condensation and mould

Every day up to eight litres of moisture is released into our homes from activities like cooking and showering. Moisture and condensation may cause a home to be damp, which in turn may lead to mould growing.

Here are some tips to help reduce condensation:

- Keep your home well ventilated by opening windows every day
- Open the bathroom window slightly and turn on the extractor fan when taking a bath or shower
- Keep the lids on pots while cooking, and turn on the rangehood/ extractor fan
- Dry your clothes outside where possible, or in the communal laundry dryer
- Open wardrobes slightly and keep beds and furniture away from walls
- Spray early signs of mould with a 50/50 mix of white vinegar and water. Wipe and rinse often with a clean sponge and clean water.



Unison is listening and acting



Cleaning and maintenance

We have improved our cleaning and grounds maintenance for properties with common areas. We are closely monitoring maintenance turn-around times with contractors.

View maintenance info here





We are making rent calculations easier to understand

Rents are based on income (it does not exceed 30%) and is reviewed annually and may change based on this information. Your Place Manager is here to help you understand your rent. We have created these rent factsheets to help.

View Rent Factsheets here



Renter Survey

Be in the running to win one of 20 x \$100 Coles Vouchers

Have you completed the 2023 Renter Satisfaction Survey? It's not too late. You have until 7 July 2023 to fill out the short survey and be in the running to WIN!

If you would prefer to fill out the survey on paper or can't find your SMS or email invitation, please contact your Place Manager who will help you access the survey.

Unison's 2023 Renter Satisfaction Survey is an opportunity for you to give open and honest feedback so we can continue to improve. The survey is confidential and responses are anonymous.



How to contact us

Unison's contact details can be found on our website <https://unison.org.au/contact-us>

You will find our main office contact numbers, as well as readily accessible links for your valued feedback.

Feedback

Unison is committed to providing quality services to our clients, renters and community. To help us do this, we welcome your feedback and contributions. We encourage you to share your stories, good news and any community or local events we can pass on to renters and networks. Please email us at communications@unison.org.au to contribute.