



Tenant Portal

Evolve Housing's Tenant Portal is designed to make your life easier and put important services right at your fingertips.

By signing up, you can:



REQUEST AND
TRACK REPAIRS



UPDATE YOUR
CONTACT DETAILS



PAY RENT AND
CHECK BALANCES



ACCESS USER GUIDES
AND HELPFUL RESOURCES



SUBMIT RENT
REVIEW FORMS



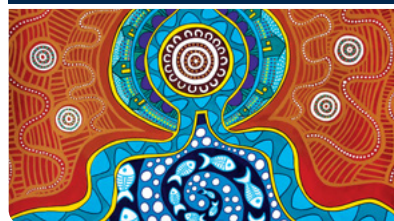
SHARE FEEDBACK TO
IMPROVE OUR SERVICES

1st iPad
WINNER!
2 MORE iPADS
TO BE WON!



We're also excited to announce that when you sign up to our Tenant Portal, you automatically enter a draw to win a brand-new iPad.

To ensure you're in the running, **scan the QR code** and sign up using your active email address registered with Evolve Housing to receive your Portal username.



ACKNOWLEDGMENT TO COUNTRY

Evolve Housing acknowledges the Traditional Custodians of the land where we deliver our housing services. We acknowledge and pay our respects to all Elders past, present and future. We welcome all First Nations Peoples to our services, as we walk together towards reconciliation.

RAG Chat

The RAG attended their first meeting for 2025 in February and are excited to continue working closely with Evolve Housing to ensure tenants' voices are heard.

Our members heard from Evolve Housing staff updates on the Tenant Portal, provided feedback on the Resident Christmas Party and continued to workshop through the next edition of a tenant resource that will provide valuable information to support tenants.

Here's what's new and important for you:

Easier Tenant Portal Access

Evolve Housing has introduced a new and simpler way to register and log in to the Tenant Portal. Visit the Tenant Portal on the Evolve Housing website for step-by-step guides or call 1800 693 865 if you need help.

E-bike & E-scooter Battery Safety

Did you know there were 64 fires in NSW last year caused by lithium-ion batteries, which are used to power E-bike & E-scooters? Tragically, two resulted in deaths. Don't take risks—protect yourself and your home by following safety guidelines. For more information, check out Fire Safety Advice.

Have Your Say with CHIA's Tenant Network

The Community Housing Industry Association (CHIA) supports housing providers like Evolve Housing and has a Tenant Advisory Group called the Tenant Network. It focuses on co-operation, advocacy, and engagement on key issues affecting tenants. One of Evolve Housing's RAG members is in this group and presented our latest Placemaking Document.

Got Questions? Let's Talk!

The RAG is here for you. If you'd like to know more about our work or have a question, email community@evolvehousing.com.au



RAP Update

Our Reconciliation Action Plan (RAP) group are seeking Expressions of Interest from Evolve Housing residents to join our team.

Evolve Housing's vision for reconciliation is to work together respectfully and collaboratively with Australia's First Nations Peoples to provide homes, shape communities, and deliver services that create culturally safe and appropriate places for Aboriginal and Torres Strait Islander peoples. Our aim is to provide services that empower individuals and communities to share a prosperous and healthy future with all Australians.

Ideal candidates for this committee are individuals who identify as Aboriginal or Torres Strait Islander and/or are deeply interested in increasing their connection and awareness with Aboriginals and Torres Strait Islander cultures.

Requirements:

- There is a requirement to attend the committee meetings at our Parramatta office. These are held once every 3 months for a duration of 2 hours per meeting. E.g. NAIDOC community events.
- Occasional involvement in other cultural events alongside other committee members.
- Some support for transport costs to travel to the office will be provided.

To express your interest in being a part of the RAP team please email: rapworkinggroup@evolvehousing.com.au

To read our
Reconciliation Action Plan
please scan the QR code





Tenant Satisfaction Survey



Have your say and help shape even more positive changes in 2025!

Have your say and win!

The 2025 Tenant Satisfaction Survey is your chance to tell us how we can improve our services and enhance your experience.

Win Great Prizes!

By completing the survey, you'll automatically be entered into the draw to win:



1 x \$1,000
VISA EFTPOS VOUCHER



4 x \$500
VISA EFTPOS VOUCHERS

How to Participate:

The survey takes just 10 minutes, and your responses are confidential and anonymous.

- Check your email for a message from Evolve Housing with the subject: "2025 Tenant Satisfaction Survey."
- Click the link and log in to complete the survey.



SURVEY CLOSSES: 23 MAY

How your feedback made a difference:

Your input in the 2023 Tenant Satisfaction Survey led to real improvements:

- **Better Customer Service & Communication** – Faster response times and a streamlined Tenant Portal to track requests in real time.
- **Improved Repairs and Maintenance** – The new **Maintenance Advisory Group (MAG)** ensures your feedback shapes maintenance improvements. Plus, the **Tenant Portal** makes it easier to request and track repairs.



SAVE THE DATE

Imagine programs

Join us for some fun-filled activities for children and young people during the April school holidays!

We will be holding:

SOCCER SKILLS WORKSHOP:

ACTIVITY: Build your soccer skills and finish with a game!

TIME: 10am – 2pm / Thursday 17th April 2025

LOCATION: Yagoona Community Centre
(176 Cooper Rd, Yagoona NSW 2199)

AGES: Suitable for ages 5+



ICE SKATING:

ACTIVITY: Glide into fun with ice-skating

TIME: 11.30am – 3pm / Wednesday 23rd April

LOCATION: Liverpool Catholic Club Ice Rink
(424 - 458 Hoxton Park Road, Prestons NSW 2170)

TRANSPORT: Evolve Housing shuttle bus available from Liverpool train station



Lunch will be provided at both events with dietary options available.

Register via the Evolve Housing What's On page bit.ly/eh-whatson



Parramatta Mission Community Hub Day

Are you having issues with the National Disability Insurance Scheme (NDIS), Centrelink or Service NSW? Are you in need of food or support but not sure where to go?

Come join us at the **FREE** Parramatta Mission Hub Day to find services and support in the Parramatta local area.

Food will be provided by Meals Plus.

If you will be attending, please text Yvonne on 0478 690 320 who will be at the event in an Evolve Housing shirt.

DATE:

Wednesday 14th May 2025

TIME:

10:30AM – 1PM

LOCATION:

119 Macquarie Street
Parramatta NSW 2150
(Parramatta Mission Office)

Scan the QR code for more information:





EVENT UPDATES

Imagine Aquatopia

We welcomed 45 residents to Imagine Aquatopia during the January school holidays. Our residents had a fun day cooling down in the summer heat on the water slides, wave pool and toddler pool with water jets and fountains. A delicious lunch was enjoyed by all, and our residents were given information about available services they can access before hitting the rides again. Our Imagine school holiday activities and other resident engagement activities can be found on the Evolve Housing website under **What's on - Evolve Housing**.

If you have any suggestions for activities for future Imagine programs, please call Yvonne on 0478 690 320 or email community@evolve.housing.com.au



Seniors Week Outing

For Seniors Week, we had 19 residents join us at the Senior Festival Expo in Fairfield. This year's theme is "Time to Shine" and our residents enjoyed many performances including shows from FABBA (an ABBA tribute band!) and Seniors Got Talent Show. Our residents then gathered information for relevant services before enjoying a delicious lunch and got to know each other better.



Annual Resident Christmas party 2024

Evolve Housing celebrated 2024 with our Annual Resident Christmas party at Panthers Penrith Leagues Club on Sunday 15th December. We welcomed 180+ residents and 20+ staff volunteers between the two events – Adults and Seniors, and Families and Children.

Our Adults and Seniors shared a 3-course buffet style lunch, line-dancing and got a bit competitive with bingo. Our Families and Children event was filled with plenty of food, carnival games, a fire dancer, Aqua Golf, clown fun, face-painting, craft activities and a visit from Santa who surprised the kids with gifts.

We thoroughly enjoyed connecting with our residents and celebrating the year of 2024 together!

For venue ideas for our Annual Resident Christmas party event this year, please email community@evolvehousing.com.au by 30th April 2025.





WORKSHOPS

Meet Rob Costa

Your Friendly Workshop Leader

If you've ever attended a program at Evolve Housing, you may already know Rob Costa! With 19 years at Evolve and nearly a decade of experience running these workshops, Rob is passionate about helping tenants feeling more confident—whether it's using technology or managing money.

Rob makes learning easy, friendly, and fun. He tailors each session to your needs, so you can learn at your own pace.

Whether you're a beginner or just need a refresher, Rob is here to help!



Free Digital & Money Skills Workshops

Want to feel more confident using your phone, tablet, or computer?
Need some help managing your money? Evolve Housing offers two free programs designed to support you—Digital Basics and Money Minded.

Spots
are limited,
so sign up
today!



DIGITAL BASICS – GET COMFORTABLE WITH TECHNOLOGY

No matter what kind of device you use—a smartphone, tablet, or computer—our Digital Basics program can help!

Whether you want to:

- Set up an email
- Send text messages
- Download apps
- Or just learn the basics at your own pace



MONEY MINDED – TAKE CONTROL OF YOUR FINANCES

Managing money can be stressful, but Money Minded helps you build confidence and skills to make informed financial decisions.

You'll learn how to:

- Understand where your money goes
- Make better money choices
- Create a budget that works for you

Money Minded Workshops

DATE:

Wednesday 25th June 2025 **or**
Thursday 26th June 2025

TIME:

10.30am – 12.30pm

LOCATION:

Yellamundie room
Evolve Housing office
9 Argyle Street, Parramatta 2150

To register please call Rob
on **1800 693 865** or email
community@evolvehousing.com.au



NETWORKS

Friendship Aged Network

Friendship Aged Network is a program aimed at reaching tenants over 55 years of age and primarily living alone, it's a chance for them to have a chat with a fellow resident, see how they are going and receive information on upcoming events and outings.

If you'd like to be a part of the Friendship Aged Network as a tenant receiving calls, please speak to Rob on 1800 693 865 or email community@evolvehousing.com.au



COMPETITION

To keep the family entertained during the April school holidays we will be holding a **"Guess the number of eggs"** competition with 2 x Family passes (2 adults + 2 children) to the Royal Easter Show tickets as the prize!

Please note you must be an Evolve Housing resident to enter.

Entries close midday **Monday 14th April 2025**, and we will contact the winners directly.



The prize:

We have 2 prizes to give away. Each winner will get a Family pass for 2 adults and 2 children (5-15 years of age) to attend **the Royal Easter Show on Saturday 19th April 2025.**

How to enter:

Take a look at the jar of eggs picture and guess how many easter eggs are in the jar. Send your guess by **SMS** to **Terina** on 0412 806 461. Use the subject line **"Easter Show"**. Please include **your full name, Evolve Housing address and phone number.**

All entries will go into the running to win. The two closest guesses to the correct number of eggs in the jar will win.



STUDENT SCHOOL BROADBAND INITIATIVE

Do you have a school aged child and have no internet access at home?

NBN is providing **FREE** internet until June 2028 to families with school-aged children with no NBN connection.

TO BE ELIGIBLE, A FAMILY MUST:

- ✓ Have a child living at home that is enrolled in an Australian school.
- ✓ Have no active broadband service over the NBN network.
- ✓ Live in a premise where they can access a standard NBN service.
- ✓ Not have had an active NBN service during the previous 14 days.

If you're an Evolve Housing tenant and meet the eligibility criteria, please complete the form by **scanning the QR code**:

Please note: previous applicants need not reapply.



HAPPY EASTER

Evolve Housing would like to wish all our residents and community members a Happy Easter and a safe day!

In the Christian calendar, Easter follows Lent, a period of 40 days (not counting Sundays) before Easter, which traditionally is observed by acts of penance and fasting.



EID MUBARAK

The end of Ramadan was on 31st March and Evolve Housing would like to wish all our Muslim residents who observed this holy month an Eid Mubarak!

Ramadan is the 9th month in the Islamic calendar and fasting begins with the sighting of the moon over Mecca in Saudi Arabia.



Ask Izzy

Ask Izzy is an online website that connects people in need with housing, a meal, money help, health and wellbeing services, family violence support, counselling and much more.

<https://askizzy.org.au/>



**WE WANT
YOUR FEEDBACK**

SEND YOUR COMPLIMENT OR COMPLAINT TO:

✉ ihear@evolvehousing.com.au

☎ 1800 693 865

or scan the QR code for our compliments, complaints and appeals forms



HOW TO LODGE AN APPEAL

If you are unhappy about a decision made about your tenancy you can lodge an appeal within three months from the date of the original decision. To lodge an appeal, fill out our Appeals form on our website by scanning the QR code above or contact our office on 1800 693 865