

# WIN Tickets to Werribee Open Range Zoo

Find-A-Word competition WIN  
2 x Adults and 2 x Children tickets.  
See page 7



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AUTUMN ISSUE • APRIL 2024

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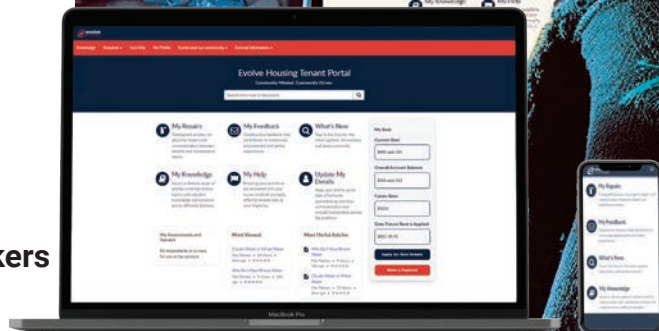
High Tea with Dunlop Avenue.

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## COMING SOON Your Tenant Portal



## EVOLVE HOUSING NEWS

THRIVING COMMUNITIES FOR ALL PEOPLE

**We will be launching your new Tenant Portal soon and we're excited to make your experience with us easier! The self-service Tenant Portal aims to make your interactions with Evolve Housing easier and more convenient! READ MORE ON PAGE 3.**

## RAG Chat

Evolve Housing Vic officially launched the Resident Advisory Group (RAG) for the Dunlop Avenue Community during our one-year anniversary celebration.

These residents are your representatives and will help Evolve Housing with important feedback on programs, policies and procedures, processes, activities, and events that affect all residents.

We are all looking forward to making sure that Evolve Housing keeps residents at the centre of everything we do. The Dunlop Avenue RAG will keep you informed on their progress through our newsletter RAG Chat section.

The RAG had their first meeting in February and three members were in attendance, these new members familiarised themselves with the RAG policies and procedures, explored how the RAG can increase community engagement and how to create a safe and secure environment.

We are looking to increase the number of RAG members to six residents so we can get a diverse, inclusive insight to the experience of residents living at Dunlop Avenue. If you would like to participate and become a RAG member, please email through your Expression of Interest to our Community Connections Officer **Eliza** at: [viccommunity@evolvehousing.com.au](mailto:viccommunity@evolvehousing.com.au)

## Acknowledgement of 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.



## WELCOME to your Resident Newsletter



2024 is well and truly upon us and Evolve Housing Vic is excited to work alongside the Dunlop Avenue renters to create, develop and maintain a safe and secure community for everyone to enjoy.

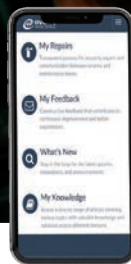
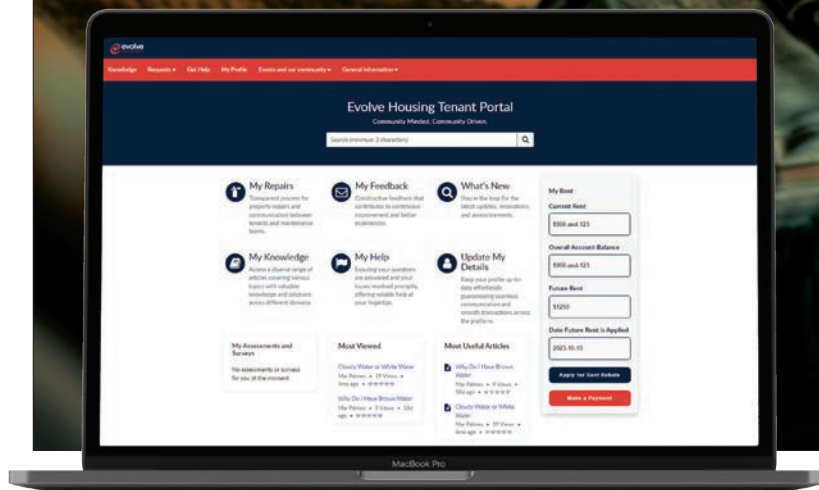
The Evolve Housing Team is working hard with renters and other local organisations to ensure this year is a year of development and growth that meets the needs of your community.

Evolve Housing Vic encourages you and your household to get involved in our events, programs and activities that will be held throughout the year. By doing so, you will get to know your neighbours, build lifelong friendships, and enjoy your community. If you have any ideas or suggestions for community activities or programs, please contact our Community Connections Officer, **Eliza**, via email: [viccommunity@evolvehousing.com.au](mailto:viccommunity@evolvehousing.com.au)

If you are experiencing financial distress, Evolve Housing Vic offers various services to help you financially such as, No Interest Loans (NILS), KEY Grants, and High School Help Grants. The Community Connections team completes a Needs Assessment with renters which includes a Personal Wellbeing Index (PWI). This helps staff develop a support plan and work with renters to identify if they would like to receive support from local community organisations.



# Your Tenant Portal is coming soon!



In the coming weeks we will be launching the Tenant Portal. You will soon be receiving an email and letter in the mail to let you know how to set up and update your details.

We will also have easy to follow videos and user-guides available on our website to give you information and tips on how to manage your portal seamlessly.

Once you register and login, you will be able to:

- Update your contact information (phone numbers and emails),
- Interact with Evolve Housing staff by receiving and providing real-time feedback for open enquiries including maintenance, events, rent review, and more,
- Access an overview of all your pending enquiries and updates,

- Pay your rent and find the balances of your rent and water accounts,
- Submit your Rent Review form and documentation through your portal,
- Access articles generated from Frequently Asked Questions relating to tenancy and property maintenance,
- Access Fact Sheets, Policies and Forms and;
- Complete Service Satisfaction Surveys to assist us in delivering high quality customer service.

Residents will be kept up to date on all details leading up to the launch and steps required to set up your account details through our website. Stay up to date on your tenant portal by visiting: [evolvehousing.com.au/vic/tenantportal/](https://evolvehousing.com.au/vic/tenantportal/)



## How to Report Property Repairs

For any repairs, maintenance, or property issues, please report using one of the following ways:

- Use the Evolve Housing website:  
<https://evolvehousing.com.au/vic/all-about-repairs/>
- Contact the MyEvolve Contact Centre on **1800 693 865**
- Email: [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au)



# Mums & Bubs Group



Our Mums & Bubs Group meets once a month and is aimed at bringing mothers with children aged between 0-5 years old together. During these meeting, mums and bubs take part in various activities, attend child friendly venues and explore education and training opportunities/needs. Our first Mums & Bubs Group met at Rabbit Hole Play Centre where kids had fun playing amongst the equipment and parents enjoyed their free light refreshments. Keep an eye out for the next Mums & Bubs event coming soon!



# One Year Anniversary of Dunlop Avenue



**On March 13, 2024, Evolve Housing got together with renters to celebrate the the monumental one year anniversary of the newly developed Dunlop Avenue site.**

Evolve Housing began managing 100 social housing units as part of the Homes Victoria Big Build Redevelopment Project in March 2023.

Homes Victoria provided Evolve Housing with a further 26 units in August which are now all fully occupied.

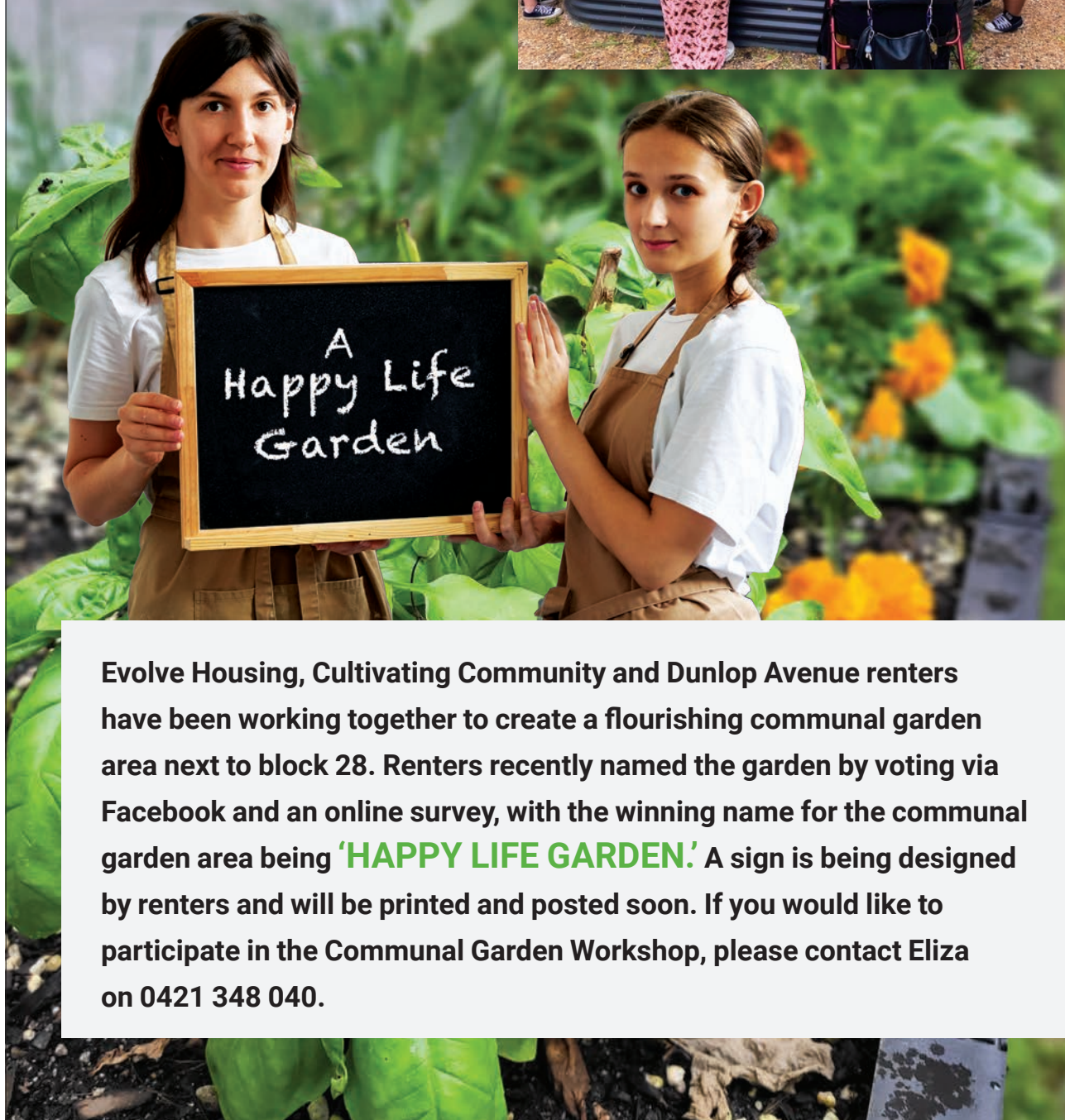
During the last 12 months of working with renters at Dunlop Avenue, the Community Connections Team have

organised events and programs such as the Welcome to Dunlop Avenue Celebration, End of Year 2023 Celebration, Senior Yoga Session, Communal Garden Workshops as well as many more.

Evolve Housing are eager to continue creating a vibrant community where all renters feel connected and can take part in events.



# COMMUNAL GARDEN WORKSHOP



Evolve Housing, Cultivating Community and Dunlop Avenue renters have been working together to create a flourishing communal garden area next to block 28. Renters recently named the garden by voting via Facebook and an online survey, with the winning name for the communal garden area being **'HAPPY LIFE GARDEN.'** A sign is being designed by renters and will be printed and posted soon. If you would like to participate in the Communal Garden Workshop, please contact Eliza on 0421 348 040.

# COMPETITION CORNER!

Play along and enter for your chance to win a family pass to the Werribee Open Range Zoo.

### THE PRIZE:

2x Adult pass and 2x children's pass to attend Werribee Open Range Zoo on Sunday, 30th June 2024.

### HOW TO ENTER:

- 1. Locate all the words on the find-a-word grid by highlighting or colouring them in.
- 2. Once completed, take a photo and send via email to: [viccommunity@evolvehousing.com.au](mailto:viccommunity@evolvehousing.com.au) with subject line: **WERRIBEE OPEN RANGE ZOO**. Please include your full name, address and best contact number.
- 3. Winner will be contacted directly after closing date.

Please note: this is for Evolve Housing Renters only.  
Entires close: Friday, 30th May 2024.

## FIND-A-WORD 2024

### ANIMALS

G	E	S	U	O	M	H	N	W	R	B	W	C	W	L
X	D	A	Q	H	J	X	O	O	M	L	T	H	W	J
B	W	S	H	N	L	H	T	P	I	C	R	A	W	M
Y	W	M	E	F	F	A	R	I	G	L	K	D	O	G
R	C	K	R	R	R	S	Y	K	T	H	I	P	P	O
J	T	O	W	I	E	F	B	X	X	L	Q	R	J	E
D	R	O	T	A	G	I	L	L	A	E	B	Z	H	X
T	H	N	X	P	I	C	L	F	C	R	V	Z	S	Z
V	N	H	R	S	T	H	E	T	D	R	I	B	I	Q
N	Z	A	C	S	T	Y	X	L	W	I	N	H	F	L
W	U	Q	H	K	L	J	A	E	A	U	F	A	H	F
V	Q	Q	D	P	O	Y	K	N	V	Q	Z	A	T	V
X	M	T	L	Q	E	T	J	Y	E	S	Y	R	C	H
T	A	C	K	Q	C	L	K	M	O	N	K	E	Y	R
P	T	S	H	W	L	Y	E	T	D	R	A	H	T	L

CAT	HIPPO	MOUSE	TIGER
DOG	SQUIRREL	MONKEY	
BIRD	GIRAFFE	ALLIGATOR	
ELEPHANT	FISH	LION	



## Meet Your Caretakers

The Caretaker Program is one way Evolve Housing works with our renters to make the Dunlop Avenue community a safe, clean and tidy place to live. The two Caretakers Omar and Sulieman are renters who live at Dunlop Avenue and volunteer their time to help maintain a clean and safe environment for your community.

As part of the role, the Caretakers do daily walks around the common areas picking up rubbish, moving large items to appropriate areas for pick-up and report common area maintenance issues.

Please help Omar and Sulieman keep your community clean by disposing of your household rubbish appropriately. Thank you Omar and Sulieman for your hard work and dedication to keep Dunlop Avenue clean and tidy!



## International Women's Day



### Dunlop Avenue International Women's Day High Tea

Evolve Housing are proud of the strong, passionate, and influential women of Dunlop Avenue and we are honoured to have celebrated International Women's Day together.

Our incredible Dunlop Avenue women enjoyed a delicious High Tea at Feekah Café, located in Moonee Ponds. The High Tea was an opportunity for women to come together in a casual and safe environment and get to know each other.

By creating a women's group, our Dunlop Avenue women can come together, build a support network, and explore opportunities that will help them feel empowered to participate in a variety of different activities, events, and programs.

If you would like to participate in the women's group, please contact the Community Connections Officer, **Eliza**, via email: [viccommunity@evolvehousing.com.au](mailto:viccommunity@evolvehousing.com.au) for more information.

## Happy Easter



Evolve Housing wishes all residents who celebrated Easter, a Happy Easter! Easter is a Christian cultural holiday commemorating the resurrection of Jesus. Christians fast for 40 days, known as lent, where they reflect and prepare for the celebration of Easter.



## Ramadan Mubarak

Evolve Housing would like to wish all our Muslim residents who observed the holy month of Ramadan, an Eid Mubarak. Ramadan is the ninth month of the Islamic calendar when Muslims fast from sunrise to sunset for 30 days before celebrating Eid.



SEND YOUR COMPLIMENT OR COMPLAINT TO:

[ihear@evolvehousing.com.au](mailto:ihear@evolvehousing.com.au)

CALL 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



[evolvehousing.com.au/whats-on](https://evolvehousing.com.au/whats-on)  
or by calling 1800 myevolve (1800 693 865)  
@evolvehousing evolvehousing

