

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

WIN
AN
iPad!



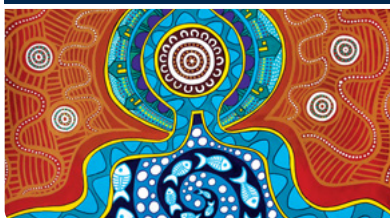
We're also excited to announce that when you sign up to our Tenant Portal, you automatically enter a draw to win a brand-new iPad.

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.





SAVE THE DATE

8
APR

Communal garden workshop

All renters are invited to our free Communal Garden Workshop with Cultivating Communities, held every second Tuesday of the month from 1:30 PM to 3:00 PM. The next workshop is on **8th April 2025 at 1:30pm**. This is a wonderful opportunity to learn valuable tips and tricks on how to maintain your garden, no matter your skill level.

Enjoy a relaxed atmosphere where you can connect with fellow gardening enthusiasts while sharing ideas and experiences. Delicious foods and drinks will be available to keep you energised.

Don't miss out on this chance to grow your gardening knowledge and community spirit.

Contact Eliza on 0421 348 040 to find out how you can get involved in the garden workshop!



Join the women's coffee club!

We're excited to invite all Evolve Housing renters who identify as women to join our Women's Coffee Club, where you can connect and chat with other women in our community. The group meets onsite on a bi-monthly basis for great conversation and friendship.

If you're interested in participating, please contact Eliza on 0421 348 040 for more information. We'd love to have you join us!



Upcoming events



WEDNESDAYS

Drop-in Session

WINGATE SHED
2pm - 4:30pm



2ND TUESDAYS

Communal Garden workshop

GARDEN SPACE NEXT TO BLOCK 28
1:30pm - 3pm



17 APRIL

Mums and Bubs Easter Activity

GARDEN SPACE BEHIND BLOCK 30
12pm - 1pm



21 MARCH

Harmony Day

GARDEN SPACE NEXT TO BLOCK 28
12pm - 2pm



19 MARCH

Tenant Portal Workshop

WINGATE SHED
2pm - 4pm



20 MARCH

Tenant Portal Workshop

GARDEN SPACE NEXT TO BLOCK 28
1pm - 3pm



HOLIDAY HIGHLIGHTS

KidZonia Program

We're thrilled to share our Evolve Housing families had a fantastic time participating in the KidZonia Program! Kicking off the school holidays, families enjoyed a fun-filled day at Luna Park, creating wonderful memories together.

If you're interested in joining any upcoming KidZonia activities, please contact Eliza on 0421 348 040 for more information. We'd love to have you be part of the fun!



End of year lunch recap

We had an amazing time at our end-of-year lunch at the Anglers Tavern! Renters enjoyed a lovely afternoon filled with delicious food and drinks, along with great conversations.

A heartfelt thank you to everyone who attended and shared their feedback with our staff. Your insights are invaluable and help us improve our community events.



COMPETITION

To help feed the family during the April school holidays we will be holding a **"Guess the number of eggs"** competition with two \$100 Coles gift vouchers up for grabs!

The prize:

We have 2 prizes to give away. Each winner will get **one \$100 Coles gift card**.

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 Eliza on 0421 348 040. Use the subject line **"Easter Competition"**. Please include your full name, Evolve Housing address and phone number.

All entries will go into the running to win. The 2 closest guesses to the correct amount of eggs in the jar will win.



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

Entries close midday **Monday 5th April 2025**, and we will contact the winners directly.



HOUSEKEEPING

Important do's and don'ts for your visitors

We want to ensure a pleasant living experience for everyone in our thriving community. Here are some essential guidelines to follow when you have visitors over:

Do's:

INTERCOM ETIQUETTE:

Please remind your visitors to ring the correct unit number on the intercom. This will help avoid any confusion and ensure they reach you quickly.

PARKING PROTOCOL:

Make sure your guests are aware that parking in the underground parking lot is not permitted. Please direct them to available street parking or designated visitor areas.

WASTE DISPOSAL:

Ensure that your visitors do not leave any rubbish in common areas. Please remind them to dispose of their waste properly in the designated bins.

Don'ts:

EMERGENCY BUTTONS:

Under no circumstances should your visitors touch any emergency buttons, including fire alarms, unless there is an actual fire emergency. This helps keep everyone safe and avoids unnecessary panic.

RESPONSIBILITY FOR GUESTS:

As a renter, you are responsible for your visitors' actions. Any property damage caused by your guests will result in charges to your account.

Parking permit

We understand that parking space is limited in our area. Each renter is entitled to one parking permit from the Moonee Valley Council. If you are interested in obtaining a permit or have any questions, please feel free to reach out to **Eliza** at 0421 348 040.

Rubbish dumping

Please put all household rubbish in the provided bins. Do not leave large items like furniture in the basement garages. Renters identified leaving items in common areas may put their tenancy at risk or be charged for rubbish removal.

Important notice to renters

If you witness any crime or suspicious activity in our area, we urge you to **immediately contact the police on 000**. Your safety and the safety of our community are paramount.


Once you have reported the incident to the police, please inform Evolve Housing staff as a secondary step.

If any CCTV is needed, please note that it should be requested directly by the police. Important details such as the time, date, and location of the crime are crucial, as they will help us identify which cameras to review.



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