

Christmas GIFT CARDS

Enter the
Finish the Drawing
competition to win!
See page 7



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SUMMER ISSUE • DECEMBER 2024

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KIDZONIA PROGRAM



Let's start the year off with a bang! Join us for a fun-filled day at Luna Park on.

Date: Wednesday, 25th January 2025 **Time:** 11am–2pm

Address: 18 Lower Esplanade, St Kilda VIC 3182

This is a fantastic opportunity for kids to enjoy the rides and attractions in a lively atmosphere. Tickets and rides will be purchased by Evolve Housing.

Please note that tickets are limited, so it's important to RSVP to secure your spot. Reach out to our Community Connections Officer, **Eliza**, on **0421 348 040** to reserve your tickets.

We can't wait to see you there for a day of laughter and adventure.



UPCOMING EVENTS

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EVOLVE HOUSING NEWS

THRIVING COMMUNITIES FOR ALL PEOPLE

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.

SAVE THE DATE



COMMUNAL GARDEN WORKSHOP

We're excited to announce that our first communal garden workshop of the year will take place on the second Tuesday of January.

Come learn about gardening techniques, sustainable practices, and how we can all contribute to creating a vibrant community garden. Whether you're a seasoned gardener or just starting out, there's something for everyone!!

Date: Tuesday, 14th January 2025

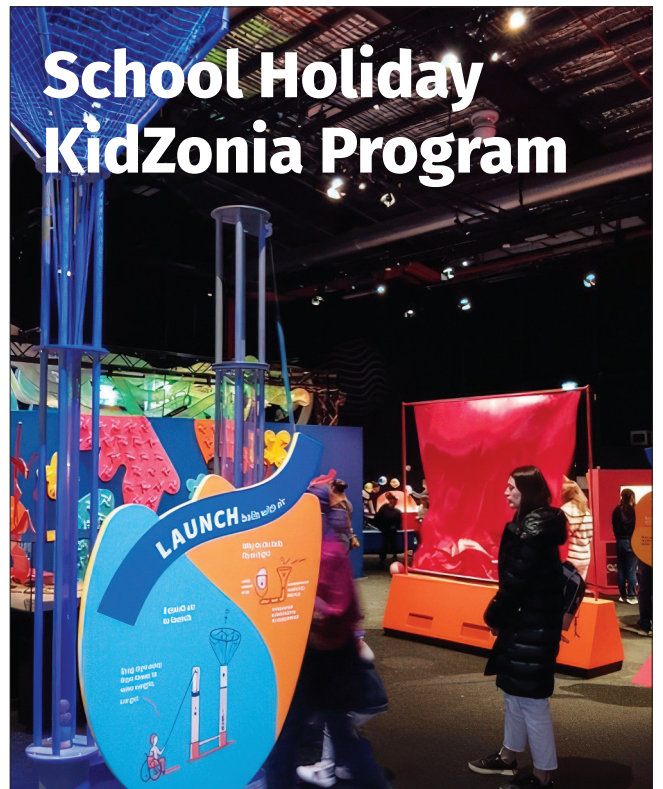
Time: 1:30pm–3:30pm

**Address: Between 26–28 Dunlop Avenue,
Ascot Vale**

No RSVP - just come along!

All residents are warmly invited to participate in this engaging and informative event, facilitated by **Cultivating Communities**.

UPDATES



Families from Dunlop Avenue had a fantastic time at Science Works, exploring interactive exhibits that made science come alive.

From hands-on experiments to captivating demonstrations, there was something new for everyone to discover.

Families bonded over exciting concepts like physics and astronomy, while kids were thrilled by activities like launching rockets, exploring light, and uncovering the mysteries of the human body. The experience was equal parts fun and educational.

The day was filled with laughter, discovery, and a deeper appreciation for the wonders of science.





R U OK? Day Recap

Renters gathered for a joyful morning tea on R U OK? Day, fostering connection and community.

Over delicious treats and shared stories, the event encouraged open conversations about mental health and well-being. Laughter and friendly chats created a warm, supportive atmosphere, reminding everyone that a simple question can strengthen support networks and make a big difference.



AFL Lunch Recap

Residents celebrated the AFL Grand Final with a vibrant lunch and a delicious free BBQ provided by Evolve Housing.

Together, they cheered for their favourite teams, shared season highlights, and made predictions for the big game. The day was filled with laughter, connection, and community spirit, leaving everyone smiling and eager for the next gathering.



ANNUAL RESIDENT MEETING Farewell to Chairperson Paul Howlett

We are thrilled to have hosted our Annual Resident's Meeting (ARM) with more than 80 residents joining us!

It was a fantastic opportunity for residents to hear about our achievements over the past financial year and to connect with each other and our Board. A highlight was the fireside chat with our **CEO Lyall Gorman** and outgoing **Chairperson Paul Howlett** who spoke about his **15-year** tenure at Evolve Housing. Our long standing Resident Advisory Group (RAG) member **Bruce** presented Paul with a special clock symbolising the team's appreciation of his efforts and dedication to Evolve Housing. Thank you to everyone who joined us for an inspiring day of reflection and connection.

UPDATES



Amnesty 2024 Self-Reporting Period Concludes



The self-reporting period for Amnesty 2024 has now closed, with 45 reviews of household incomes being assessed based on the information received.

An impressive 76% of the information was provided by tenants self-reporting. The remaining reports came from various sources, including neighbours and several government departments.

We want to thank everyone who participated and provided information. Your willingness to engage has made a significant difference.

As we move forward, we are committed to fostering strong, supportive relationships with our clients based on honesty and trust.



Annual Report 2023–2024

Our Annual Report for the 2023–2024 financial year is available for download from our website, or a free hard copy can be obtained from our head office in Parramatta. We are particularly proud of the year that was and would love for you to download a copy for yourself. To get your digital copy of the annual report: <https://evolvehousing.com.au/reports/>

Upcoming Property Assessment Survey



Evolve Housing is legally obliged by the terms of the Residential Renter Agreement to ensure that your home is safe, fit to live in and kept in reasonable repair through a Property Assessment Survey.

What is the Property Assessment Survey?

A Property Assessment Survey (PAS) is a detailed inspection of your home designed to collect information that is used to plan future repairs and maintenance work.

How long will the inspection take?

The inspection will only gather information about the condition of your home and photographs will be taken as a record of the building elements and components in and outside your home. The inspection should take about one hour.

When and how will I be notified?

Evolve Housing will send out a letter advising you of a date and estimated time for the inspection. We are currently scheduling visits to commence within the coming months.

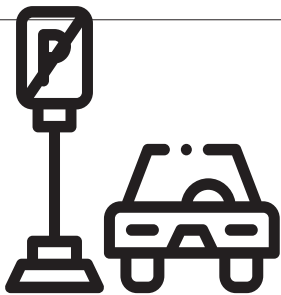
It is very important you allow the PAS inspectors into your home to carry out the survey inspection. If you refuse access, we may obtain an order to access your home through the Victorian Civil and Administrative Tribunal (VCAT).

ENSURE YOUR PACKAGE DELIVERY IS SECURE

As you await your package deliveries, we want to remind you of a few important steps to ensure your items arrive safely:

1. **Opt for Pick-Up:** If you're unable to be home, consider choosing a pick-up option at your local Post Office or designated delivery center. This adds an extra layer of security and ensures your package won't be left unattended.
2. **Track Your Shipment:** Keep an eye on tracking notifications to stay updated on your package's status. Knowing when it's scheduled to arrive can help you plan accordingly.
3. **Ask a Neighbor for Help:** If you trust a neighbor, consider asking them to receive your package if you can't be home.

Taking these precautions can help prevent theft or damage to your deliveries. Thank you for your attention to this matter.



CAR PARK AND STORAGE

We want to remind everyone about the parking guidelines to ensure a smooth experience for all.

Only residents who have received confirmation from Evolve Housing regarding their designated parking space are permitted to park in the basement parking area. If you do not have confirmation or if you have a visitor, please park on the street.

For your convenience, Moonee Valley Council parking permits are available at the Evolve Housing Moonee Ponds office. If you have any questions regarding Moonee Valley parking permit please contact the **Community Connections Officer, Eliza**.

If you require any parking or storage please contact **Housing Manager Jacob on 1800 693 865**.

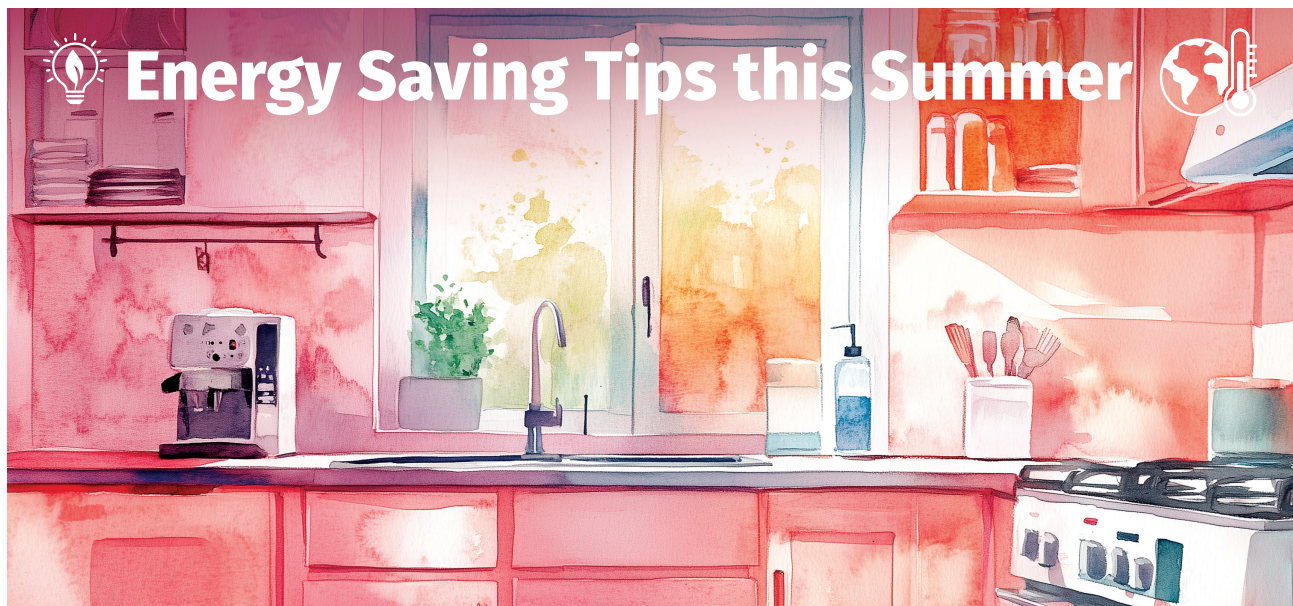
LARGE RUBBISH DUMPING



We kindly ask for your support in maintaining a clean and safe community. Recently, we've noticed large items, such as furniture, being left in or around the bin rooms. This not only detracts from the appearance of our shared spaces but also creates potential safety hazards for residents and staff.

- **Safety first:** Dumping large rubbish can obstruct pathways and emergency exits, creating risks for residents and emergency responders.
- **Proper Disposal:** We encourage you to dispose of large items through appropriate channels, such as local bulk waste collection services or designated disposal facilities.
- **Community Pride:** Let's work together to maintain a clean and welcoming living space for all. Your efforts make a big difference.

Thank you for your understanding and support in keeping our community safe and tidy.



With summer and its warm, sunny days just around the corner, here are some simple things you can do to go green and see cheaper energy bills this season:

- **Light your home using 75% less energy**—Lighting makes up 10% of the average household electricity budget. Switching to LEDs can save you money, as they use 75% less energy and last longer than halogen bulbs.
- **Block out 30% of summer heat with blinds**—Research suggests that 87% of unwanted heat enters through windows. To reduce summer energy usage, close curtains or blinds during the day to block the sun's rays and reduce the need for air conditioning. White curtains reflect heat, while darker ones absorb it.
- **Keep your fridge at an optimal temperature to save**—Keep your fridge at optimal temperatures to ensure food safety and lower energy bills. The Australian Standard recommends 3°C for the fresh food compartment and -18°C for the freezer. Higher temperatures make compressors work harder, increasing energy use and costs. Lower temperatures waste energy by maintaining an excessively low temperature.
- **Turn off multiple electronics at once with a power board**—Standby power can account for up to 3% of energy costs, as many appliances draw power even when off. Use a power board with an on/off switch or timer to easily turn off multiple devices at once. Plug all electronics into the power board and switch it off when not in use.
- **Invest in a pedestal fan for energy-efficient cooling**—Investing in a pedestal fan is a practical and economical way to enhance your home's cooling system while saving energy. By choosing the right fan and using it effectively, you can enjoy a comfortable living environment without the high energy costs associated with air conditioning.
- **Use cold water for laundry**—Wash your clothes in cold water. Modern detergents and fabric softeners are designed to work effectively at lower temperatures, so you don't need hot water. This way, you save energy by not having to heat the water.
- **Line dry your laundry**—During the summer, opt for line-drying your laundry instead of using a dryer. This simple change can save you up to \$100 annually on energy costs. Additionally, line-drying is gentler on your clothes, reducing wear and tear and saving you money on replacements.
- **Use your toaster oven or microwave oven**—Heating food is essential but can be energy-intensive. For smaller portions, using a toaster oven instead of a regular oven can save energy. Overall, microwaves are the most energy-efficient option for reheating food.
- **Open Windows for Natural Cooling**—When the outdoor temperature drops, take advantage of the cooler air by opening windows or doors on opposite sides of the room. This creates a cross-breeze that can effectively ventilate and cool your home without the need for air conditioning. Not only does this method save energy, but it also brings in fresh air, improving indoor air quality. Remember to close the windows and doors once the temperature rises again to maintain the cool air inside.

Win a \$100 Gift Card This Christmas!



Enter our Finish the Drawing Competition for a chance to win one of two \$100 multi-brand gift cards—perfect for holiday gifting!

THE PRIZE:

Two prizes available: Each winner receives a \$100 gift card.

HOW TO ENTER:

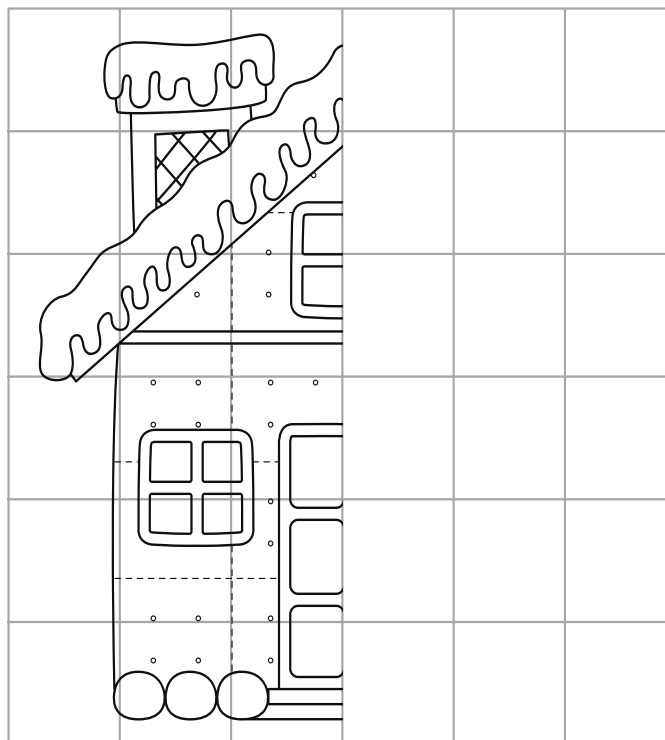
Using the grid, finish the Evolve **Christmas House** drawing, then **take a photo** of the completed picture when you're done. Send the photo by **SMS** to the **Community Connections Officer** on **0421 348 040**. Use the subject line **"Christmas gift cards"**. Please include **your full name, Evolve Housing address and phone number**.

All complete entries will go into the running to win, then we will draw **two winners randomly**.

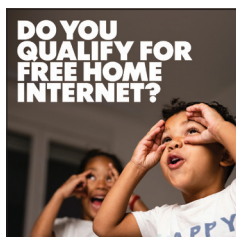


Evolve Housing Finish the Drawing

Use the grid to draw the other side of the picture.



PLEASE NOTE you must be an Evolve Housing resident to enter. Entries close midday **Monday 9th December 2024**, and we will contact the winners directly.



Student School Broadband Initiative

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

SSBI has been extended until the 31st of December 2025! To be eligible, a family must:

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

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

*Please note previous applicants need not reapply.



SUPPORT OVER CHRISTMAS

We understand that Christmas can be a difficult time for many people, both financially and emotionally. There is a wide range of support services available if you need to access them. It is OK to ask for help and we encourage you all to check out the list below.

Ask Izzy:

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

Ask Izzy provides information on a variety of services that are available locally including accommodation, food, domestic violence, support and counselling, drugs and alcohol, employment, legal support and more.

Beyond Blue: 1300 224 636

<https://www.beyondblue.org.au>

Beyond Blue offers free telephone and online counselling services open 24/7 for everyone in Australia. Beyond Blue also offers an online chat function through their WebChat Support Service.

Lifeline: 13 11 14

<https://www.lifeline.org.au>

or text 0477 131 114

Lifeline provides Australians with access to 24-hour crisis support and suicide prevention services.

Kids Helpline: 1800 551 800

<https://www.kidshelpline.com.au>

Kids Helpline is a free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5yrs to 25yrs. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason.

Food and financial assistance:

Salvation Army Financial Counselling:

1800 722 363

<https://www.salvationarmy.org.au/need-help/financial-assistance/>

Food hamper and gift assistance:

<https://www.salvationarmy.org.au/christmas/need-help-this-christmas/food-hamper-andgift-assistance/>

St Vincent De Paul: 13 18 12

<https://www.vinnies.org.au/findhelp>

Merry Christmas and New Year Wishes

Evolve Housing wishes you a Merry Christmas for 2024 and Happy New Year for 2025.

As the holiday season is nearing, our Moonee Ponds Office will be closed from **1pm Friday 20th December 2024** and will be reopening on **Tuesday 7th January 2025 at 9am**. This means Evolve Housing staff will not be available until the office reopens.

For any URGENT maintenance issues please call: **1800 693 865** as they operate 24/7, 7 days a week. For any immediate danger please call **000**.



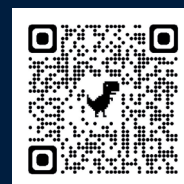
SEND YOUR COMPLIMENT OR COMPLAINT TO:

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
or by calling 1800 myevolve (1800 693 865)
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