# EVOLVE HOUSING NEWS

**SUMMER** – DECEMBER 2026

NEW SOUTH WALES



*Arncliffe Central*

## Save the date



IMAGINATE

**Aquatopia**

Prairiewood Leisure Centre

**11AM - 3PM**
**Fri 22nd Jan 2027**



**Western Sydney Women's Coffee Club**

Chambers Coffee at Parramatta Square

**10AM - 12PM**
**Thurs 4th Feb 2027**



**Mount Annan Gardens Bus Tour**

Australian Botanic Garden, Mount Annan

**10.30AM - 2.00PM**
**Fri 19th March 2027**

# New social and affordable homes in Arncliffe

We are excited to deliver more secure long-term housing for singles, couples and families in Sydney's south.

Arncliffe Central comprises **806 brand-new homes** across four towers consisting of a mix of private, affordable and social housing. Evolve Housing has been appointed by Homes NSW to manage **196 social housing homes** and will also own and operate **175 affordable homes** through our real estate agency, EchoRealty.

These dwellings are located within minutes to the bus and train station, include a mix of one, two and three-bedroom homes, designed to provide secure and affordable housing for individuals, couples and families.

We look forward to welcoming our tenants into their new homes on completion of the site in early 2027.

**Acknowledgment 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.

# RAG chat

As we reach the end of 2026, the Resident Advisory Group (RAG) would like to wish all Evolve Housing residents a safe, happy and relaxing Christmas and New Year.

This year has been another productive one for the RAG who worked alongside Evolve Housing employees to ensure resident voices are heard and considered when making decisions that affect our tenants and communities.

### Our 2026 highlights include:

- Provided feedback on the Customer Service Framework
- Worked on Energy Workshops to help tenants reduce power bills
- Engaged with residents at the Resident Neighbourhood Connect (now known as Community Connect Hub) event in August
- Collaborated with the Maintenance Advisory Group (MAG) to help improve services for residents

We look forward to working alongside Evolve Housing in the new year.

If you have any questions, suggestions, concerns or ideas you would like the RAG to consider from a tenant's perspective, we encourage you to get in touch at our new email address **yourvoice@evolvehousing.com.au**



*The Resident Advisory Group*

# Annual Report

Our Annual Report for **FY 2025 - 26** is available for download from our website.

# Impact Report

Our Impact Report showcasing the measurable effect of our **ESG Strategy** is ready to download from our website.




Download the reports

# Policy updates

We are making some updates to our Rent (Social Housing) Policy and Absence from Property Policy to make things clearer and easier for you to understand. The updated policies will include information about rental subsidies and temporary absences, including when approval or supporting information may be needed, and what it means to keep your Evolve Housing property as your main home.

The updated policies will be available on our website soon.

**If you have any questions, please get in touch with us at 1800 693 865.**

Find out more

# Evolve Housing holiday office closure

As the holiday season is nearing, we wanted to let you know that the Evolve Housing offices will be closed from **12pm on Tuesday 22nd December 2026** and will reopen on **Thursday 7th January 2027 from 9am**.

During this time, online forms and emails will not be checked. For emergency maintenance* during this period, please call **1800 693 865**.

**Emergency maintenance may include gas leaks, fire, flooding, electrical faults, and any major plumbing issues.*

# Beat the heat and save money

Hot weather can be tough on your home and your energy bills. Join our free Energy Saving Workshop for practical, low-cost tips to help you stay cool and comfortable this summer.

Online: **Tuesday 8th Dec 2026**
In person: **Wednesday 9th Dec 2026**

Register for the workshop

## Some easy tips to get started:

- Open windows, curtains and blinds at night to let cooler air into your home.
- Keep the heat out during the day by closing doors, windows, curtains and blinds.
- Use a fan before turning on the air conditioner and set your air conditioner between 23–26°C.
- Only cool the room you're using and close off other areas to avoid wasting energy.

**Download the booklet and discover more simple ways to stay cool, save energy and reduce your household bills this summer.**




Download your booklet

# Stay safe this summer

As temperatures rise and fire risks increase across NSW, now is a good time to refresh your household fire safety knowledge.

Simple steps such as staying attentive while cooking, checking smoke alarms are working, and preparing for hot and dry conditions can help keep you and your family safe. Fire and Rescue NSW also provides useful information on fire bans, cooking fire safety and summer fire safety tips.

**For the latest advice and resources, visit the Fire and Rescue NSW website.**



Visit the Fire and Rescue website

# Support services during the holidays

## AskIzzy

Ask Izzy provides information on local services including accommodation, money help, family violence support, counselling and mental health, everyday needs and health such as clothing, legal advice and local medical clinics.

**https://askizzy.org.au/**

## Beyond Blue

Beyond Blue offers free phone, online and webchat counselling 24/7 for suicide prevention and mental health.

**1300 224 636**
**https://www.beyondblue.org.au/**

## kids helpline

Kids Helpline is a free counselling service for young people aged 5-25. Qualified counsellors are available via WebChat, phone or email anytime.

**1800 551 800**
**https://www.kidshelpline.com.au/**

## Financial Counselling

The Salvation Army's free and confidential financial counselling and capability service, Moneycare, is available to support anyone who would like to improve their financial situation or is looking for help with managing their money.

**1800 722 363**
**https://www.salvationarmy.org.au/moneycare/**

## St Vincent de Paul Society

Vinnies provides food relief, housing and homelessness support, financial assistance and counselling, domestic and family violence support, and so much more.

**13 18 12**
**https://www.vinnies.org.au/**

# Upcoming events

Scan to see our event highlights

## IMAGINATE

Our Imaginate school holiday program offers free activities for families and children of Evolve Housing residents!

## AQUATOPIA

**Join us for a free fun day out at the water park!**

**Fri 22nd Jan 2027 · 11:00am - 3:00pm**

**Prairiewood Leisure Centre**
Corner of Prairie Vale Rd and Moonlight Rd, Prairiewood NSW 2176

**Lunch will be provided with dietary options available.**
**Registrations will open Mon 11th Jan 2027**

Aquatopia is for families and children of Evolve Housing residents only.







## Men's Den

The Men's Den is looking to welcome new members in 2027 following a successful first year. Evolve Housing was honoured to welcome tenants from across our communities to connect, learn new skills and enjoy unique experiences.

**Some of the activities enjoyed:**

- Delicious BBQ and friendly game of cricket
- Creating handmade canvas frames
- Fishing trip in Sydney Harbour

These opportunities helped our tenants build friendships, boost their confidence and try their hand at new activities.

Our first event for 2027 will be a Games Day and BBQ at our Parramatta Head Office on **Wednesday 24th February**. The group will enjoy a variety of games including chess, corn hole toss, and table games and challenges.

Men's Den events are held on the last Wednesday of every second month.

If you're looking to meet new people, learn new skills, and get involved, register your interest via the QR code or call **1800 693 865**.

Men's event | Women's event | Seniors' event | Adult's event | Families' event

# Western Sydney Women's Coffee Club

The Women's Coffee Club offers a safe space for Evolve Housing women to connect, build new friendships, and share local support services and resources.

**Thursday 4th February 2027 | 10.00AM - 12.00PM**

**Chambers Coffee at Parramatta Square,**
**Inside Western Sydney University**
Shop 1/169 Macquarie Street, Parramatta NSW 2150

If you are an Evolve Housing resident and would like to join our Western Sydney Women's Coffee Club, please contact Yvonne on **0478 690 320** or email: community@evolvehousing.com.au



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# Mount Annan Gardens Bus Tour

Evolve Housing adults and seniors are invited to join us for a wonderful day out at the Australian Botanic Garden Mount Annan.

This stunning garden spans 416 hectares of breathtaking landscapes which you'll get to explore along with an expert guide on native plants.

**Friday 19th March | 10.30AM - 2.00PM**
**Australian Botanic Garden Mount Annan**
362 Narellan Road, Mount Annan, NSW 2567

Transport:
**9AM Parramatta and 9.45AM Bankstown pick up available.**

Lunch provided with dietary options available.

Registrations will open **Mon 11th Jan 2027**.

Scan the QR code to register or contact Business Support on **0421 514 427** to register by phone.




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# Seniors Festival 2027

To celebrate the 2027 NSW Seniors Festival, we are planning a special event between **1st – 14th March 2027**.

To register your interest in attending, text **"Seniors Festival"** with your name and address to **Yvonne on 0478 690 320**.



# Celebrating our reconciliation journey

At Evolve Housing, we are proud to share that we have successfully completed the commitments outlined in our Reflect Reconciliation Action Plan (RAP), marking an important milestone in our ongoing commitment to reconciliation and creating positive outcomes for Aboriginal and Torres Strait Islander peoples.

**Some of the achievements that have helped strengthen support for our residents and communities include:**

1. Building partnerships with Aboriginal organisations and service providers, creating greater opportunities for residents to access culturally appropriate support, programs and services.
2. Developing a Partnership Strategy to strengthen relationships with community organisations and increase opportunities for Aboriginal and Torres Strait Islander people.
3. Expanding our support of Aboriginal-owned businesses through our Procurement Strategy, helping to create economic opportunities and strengthen Indigenous enterprise.
4. Welcoming Kereane Kalekale as our dedicated Aboriginal Engagement Manager, providing cultural guidance to our teams and support for Aboriginal residents.
5. Supporting Aboriginal and Torres Strait Islander students through our partnership with Western Sydney University and the Badanami Centre, helping to create pathways to education and future success.
6. Strengthening relationships with community partners who assist residents with education, wellbeing, employment, cultural connection and other support services.

**We know that reconciliation is a journey, not a destination. While we celebrate the completion of our Reflect RAP, we remain committed to building stronger relationships, showing respect, and creating opportunities that benefit our residents, communities and future generations.**

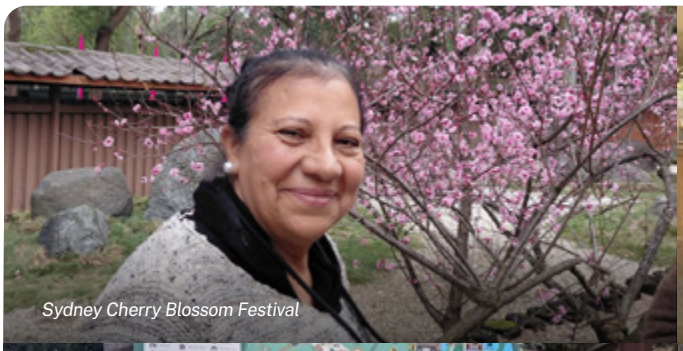





*WSU Stay the course walk*

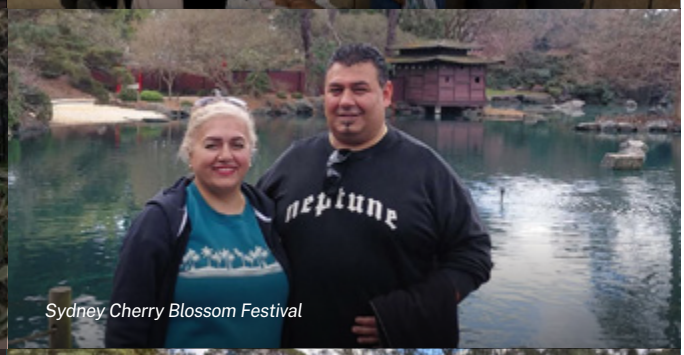
# Events highlights

At Evolve Housing, we love bringing our residents and their families together through fun, inclusive community events. From celebrations to workshops, there's always something happening for you to enjoy!


*Sydney Cherry Blossom Festival*


*Imaginate Zoo Explorers*


*Imaginate Zoo Explorers*



*Sydney Cherry Blossom Festival*


*Women's Coffee Club*


*Men's Den*

Scan to see more photos

## Community Connect Hub

Evolve Housing is expanding the Community Connect Hub following a successful pilot event in the Canterbury-Bankstown LGA. We welcomed more than 70 residents who attended the Hub which brought together Evolve Housing employees, RAG representatives and local community services including Services Australia, Muslim Women's Association, Linking Hearts, Metro Assist, The Benevolent Society, RSPCA and People with Disability Australia.

Following the positive response from our residents, we will be expanding the Community Connect Hub events to more LGAs to better meet the needs of our communities.

To find out if there's a Community Connect Hub near you, keep an eye on the **Evolve Housing What's On** page.



Learn more

# Competition corner






# WIN
## a Westfield gift card!

As the year comes to a close, we'd love to hear about a moment that made you smile. It could be a community event, a neighbourhood friendship, a family celebration, a personal achievement, or simply a special moment from your year.

### THE PRIZE

We have TWO prizes to give away. Each winner will get **1 x $100 Westfield gift card**.

### HOW TO ENTER

Submit a photo and a short story (up to 100 words) about a moment this year that made you smile by SMS to the Community Engagement team on **0412 806 461**. Use the subject line **"Smile"**. 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. Selected entries may be featured in our next newsletter anonymously.

**WHAT MADE YOU SMILE:**

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

Entries close **8am Monday 14th December 2026**, and we will contact the winners directly.

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# Tenant Portal

We had 24 tenants join us for our second Tenant Portal Information Session for 2026. We provided a live demonstration on how to navigate the portal, submit a repair and how to reset your password.

**Please look out for Tenant Portal Information Sessions in 2027.**

To explore the Tenant Portal User guides and videos on our Evolve Housing website, scan the QR code.



Visit the website

### The Tenant Portal is an easy way to:

- Request and track repairs
- Pay rent and check balances
- Submit Rent Review forms
- Update your contact details
- Access user guides and helpful resources
- Share feedback to improve our services




### 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.**