

# Thrive

## Community Newsletter

December 2017



Featured Resident: Martin Pascoe

### Welcome to our first Community Newsletter

We hope you find the newsletter interesting and informative.

The newsletter is 6 monthly and will share information about your communities and achievements. We will also share Unison news with you as well and other general information you may find useful.

Enjoy!

### New homes for Unison tenants

Unison properties at Napier Street Footscray and Station Street Fairfield are set to be redeveloped providing new spacious fully self contained units for our tenants.

Napier Street in Footscray will offer 54 units (12 studios and 42 1-bedroom units) with indoor/outdoor communal spaces and an on site office.

Station Street Fairfield will provide up to 37 units (11 studios and 26 1-bedroom units). As with Napier Street, Station Street will also have indoor and outdoor communal spaces and an onsite office.

The onsite offices will help Unison better connect with our tenants, the local community and local partners.

The planning and construction process is expected to take around 2 years. Unison is ensuring that tenants who currently live at these two properties are kept informed throughout the planning and construction process. They will also be supported into alternative accommodation before the redevelopments commence and have the opportunity to transition back in to the new homes at completion.



Artist's Impression -  
52 Napier St Footscray  
Redevelopment





L-R Back: Frank Otis, Sonny Resos, Cameron Powell, Jak Burstall  
L-R Front: Ros Sultan, Tuan Ibrahim, Erika Lodge

### Introducing the Tenant Advisory Group

The Tenant Advisory Group (TAG) meet every two months (attended also by the Unison CEO and the Unison Board Chair) to discuss and provide advice to Unison management on:

*Ways to improve services*  
*How to make policies and procedures that get the best outcomes for tenants while meeting the needs of the organisation*

*Ideas about how to improve tenant participation in the organisation and broader community.*

TAG also reports to the Unison Board at least twice a year, to make sure tenant voices are heard at all levels of the organisation.

In January this year all tenants were invited to express their interest in joining the TAG. Following a selection process our eleven TAG members were appointed -

Frank Otis, Convenor, Tuan Ibrahim, Jak Burstall, Senol Celiker, Erika Lodge, Ros Sultan, Sonny Resos, Jennifer Hodgson, Cameron Powell, Peta Hudson & Colleen Howell

### Many happy returns UNO Adelaide

Unison proudly celebrated the UNO, Adelaide's 5th birthday recently with our residents and partners.

The UNO has 146 apartments and is a community of people from all walks of life, offering home ownership, affordable housing and youth crisis accommodation. It also has a Vinnies store at street level, enabling resident volunteer and retail training.

Place Managers Geoff Barclay and Rachel Chappell are our Unison staff on the ground. They, along with the UNO residents, were bursting with pride at the fabulous celebration and turnout.



Martin Pascoe, an UNO resident, performed at the birthday celebration.

"UNO has a real community feel to it. People are engaging here. "I actually brag to my friends that I live at UNO. It's made a huge difference in my life.

I'm working again and this had a lot to do with living in a place where everyone is positive and accommodating. If I'm happy here then it flows on throughout the rest of my life!"



## Tenant Survey Outcomes

**Thank you to everyone who participated in the 2017 Unison Tenant Satisfaction Survey. Just over a quarter of Unison tenants participated.**

Overall, **78 per cent of tenants** were satisfied or very satisfied

Tenant satisfaction increased significantly in some areas:

### **Satisfaction that Unison takes tenants' views into account**

increased by 6 percentage points to 67 per cent

### **Satisfaction in Unison's repairs and maintenance**

increased by 5 percentage points to 77 per cent

**Satisfaction in safety of home, communication, and service delivery** each increased by 1 percentage point

**Satisfaction in condition of home** was steady

The survey results also highlighted some areas that we need to work on:

- Satisfaction amongst Aboriginal and Torres Strait Islander tenants was lower than among other tenants
- Public and private tenants are less satisfied that their views are taken into account and in our communication with them
- Concerns were also raised about the impact of anti-social behaviour on communities

*Thank you!*

**We appreciate your response and comments. Unison is discussing these results with the Tenant Advisory Group and staff, especially in the areas you have told us need attention.**

**As the survey was anonymous, if you want to raise any issue in person, please contact your Place Manager or raise a maintenance request.**

## Unison CEO moves on

Michael Perusco, Unison's CEO has tendered his resignation, however will continue as CEO until late January 2018 while Unison searches for his replacement.

Michael is going to be CEO of Berry Street, one of Victoria's largest child and family service providers. Michael has done a lot in his time as CEO, in particular leading the process to bring Yarra Community Housing and Urban Communities Limited together to form Unison. We wish him all the very best.



## Unison Annual Report

The Unison Annual Report 2017 is now available online at our website [www.unison.org.au / publications](http://www.unison.org.au/publications).

Read all about our first year, our plans, the range of services we provide and stories from

our communities and our customers.

There are limited hard copies available at our offices. If you are interested in getting a copy please contact your Unison office.



## Green Thumbs

We have some wonderful gardens across our communities where tenants can grow, harvest and cook fresh healthy produce. Many gardens are also linked to healthy living programs where Unison teams up with other community organisations to provide programs for tenants incorporating gardening, cooking with fresh produce, food education and nutrition.

You will find a gorgeous rooftop garden at Elizabeth Street and a number of kitchen gardens and a newly planted food forest garden at our 6.5 hectare site in Kensington. Our residents at Gertrude Street, Nathan in particular, have a wonderful container garden and a bountiful passionfruit vine. McIntyre Drive has a planter box vegie garden and Brunswick Street tenants have joined with



**Patrick and Sharon in the roof top garden at Elizabeth Street Melbourne**

neighbours to form the Condell Growers and Sharers, a project in partnership with 3000 acres, who help communities access unused land to grow food.

If you have a garden in your community please join in!

If you would like to start a community garden have a chat to your Place Manager.

## Building Cladding Update

Unison takes the safety of all our residents seriously. Unison buildings comply with relevant fire safety regulations and are equipped with the necessary safety protection measures (e.g. fire sprinklers, fire hydrants, smoke detectors etc.)

To ensure our properties comply with all relevant building-safety requirements, and in line with active State Government assessments, Unison has engaged a team of specialists to assess buildings that are less than 20 years old and over 3 storeys tall, where aluminium composite panelling (ACP) cladding may have been used in construction, and to provide recommendations if any action is required.

In October 2017, Unison placed tenant notices in all buildings that are being assessed outlining the potential risks and what to do in the unlikely event of a fire. We will continue to provide regular progress updates.

**If you have any newsletter ideas or feedback we would love to hear from you. You can contact your local office or alternatively contact us on**

**Melbourne** 03 9349 0250  
**Adelaide** 08 8211 6492

[info@unison.org.au](mailto:info@unison.org.au)

**If you would prefer to receive future copies of the newsletter by email, please let your Place Manager know.**

**Seasons Greetings from all of us at Unison, and wishing you all the best in 2018.**

**Our offices will be open throughout the Christmas/ New Year period.**

**We will only be closed on the public holidays -**

**Monday December 25  
Tuesday December 26 &  
Monday January 1**