



## CEO Christmas Message

In our last edition of *Mia Mia* for 2018, I find myself reflecting on the momentous year we've had and what this means for AHV, our tenants and for the Victorian Aboriginal community.

After a three year process, we celebrated a giant step in our journey of self determination with the final transfer of properties to AHV from the Victorian Government.

This significant milestone is the culmination of sheer hard work and determination for over 35 years. Elders, AHV staff and board members, tenants and the broader community have worked tirelessly to fulfil the vision of our elders; for Aboriginal Victorians to own and manage their social housing.

As we venture into a new and exciting time as owners of a large property portfolio, I am excited and confident we are ready to meet future challenges and look forward to working closely with our tenants and the Aboriginal community to continue to improve housing outcomes for Aboriginal Victorians.

While this time of year is a good time to reflect; celebrate our accomplishments; and spend quality time with our family and friends – we know that it can also be a challenging time for many.

We understand that there can be additional financial and personal stresses at this time of year, which can have a significant impact on households. Please contact your Housing Officer if you are experiencing any tenancy issues or if you need guidance connecting to support services in the community.

As 2018 draws to a close, I look forward to the continued opportunities, achievements and stories that will present themselves in the New Year.

On behalf of everyone at AHV, I thank you for your continued support, and wish you and your family a Merry Christmas and Happy New Year.

### HOLIDAY SEASON CLOSING DATES

AHV offices will be closed from 4.30pm Monday 24th December 2018 and will reopen at 8.30am on Wednesday 2nd January 2019.

If you have an urgent maintenance issue during these closure dates, you can contact our maintenance line on [\(03\) 9403 2100](tel:0394032100).



### AHV'S GARDENING COMPETITION

There's still time to enter the 'Spring to Summer' Gardening Competition for your chance to win a Bunnings Voucher. Register by emailing Paula or Reece on [communications@ahvic.org.au](mailto:communications@ahvic.org.au) or call [\(03\) 9403 2100](tel:0394032100).

## AHV's Annual Report 2017-2018

This year AHV have created a more streamlined version of our Annual Report along with changes to the production process. We have reduced the size of the report and the number of hard copies printed. These changes significantly reduce the production costs, without compromising on the quality of information or reporting accountability.

Enclosed is an Annual Report Snapshot, capturing highlights, performance and current and future developments. The full version is, as always, available to view and download on our website. If you would like a hard copy of the Annual Report, please email [communications@ahvic.org.au](mailto:communications@ahvic.org.au) with your details or call us on **(03) 9403 2100** to request a copy.

As always, AHV will be interested in receiving feedback from tenants on the changes to the production of the Annual Report, as feedback helps to inform future decisions on print runs and formats of the document.

### TENANT SATISFACTION SURVEY

You should have by now received AHV's Tenant Satisfaction Survey for 2018.

We strongly encourage all tenants to take this opportunity to provide us feedback about AHV services, so we can continue to improve.

Tenants who return their surveys by Friday 11th January will go into the early bird drawer, for the chance to win one of eight \$50 vouchers. You can complete the paper survey sent, posting back in the reply-paid envelope provided, or online. If you have any queries, please contact your Housing Officer.

## *Changes in how to apply for housing*

### VICTORIAN HOUSING REGISTER

AHV are currently transitioning to the Victorian Housing Register (VHR), which will provide applicants with a single point of entry to social housing.

The VHR aims to improve the service provided to clients seeking housing, by streamlining to a broader range of social housing options. There will be a common housing application process and social housing organisations will be able to access one register to allocate vacant properties.

Applicants can opt to be considered for community housing, including AHV housing only, and/or public housing. This will mean that applicants will only need

to lodge one application form (online or paper applications available).

Current applicants on AHV's waitlist will receive a letter with information on what happens next, after they are transferred to the VHR.

For support lodging applications online; help with problems lodging the application; and status updates applicants can call **1800 149 361**. For all other assistance applicants can contact their local housing office (<https://dhhs.vic.gov.au/locations-dhhs-offices-victoria>), or call AHV's Client Services for contact details.

To find out more about the VHR you can visit their website [housing.vic.gov.au/victorian-housing-register](http://housing.vic.gov.au/victorian-housing-register).



### *Tips for summer*

#### PREVENTING HEAT STRESS

- ⊙ Keep hydrated; drink cool glasses of water throughout the day
- ⊙ Avoid physical activity during the hottest part of the day
- ⊙ Keep your blinds closed (especially on north and west facing windows) to significantly cool your home
- ⊙ Wear loose fitting clothing, preferably of a light colour

#### LOOKING AFTER YOUR HOUSE IN SUMMER

- ⊙ Keep your grass cut down in front and backyards
- ⊙ Open windows or ensure ventilation fan is turned on in wet areas; mould can still occur with moisture even in summer months
- ⊙ Remove any debris that may be lying in the yard – as this may attract snakes on the warmer days