

High-rise redevelopment General FAQs

20 September 2024

What has been announced?

The Victorian Government has announced the next sites to be redeveloped as part of Homes Victoria's Big Housing Build. These sites are:

- **139 Highett Street, Richmond,**
- **259 Malvern Road, South Yarra,**
- **6 and 8 Anderson Court Richmond,**
- **1 - 5, 7 and 9 Williams Court Richmond, and**
- **111, 119 and 127 Elizabeth Street Richmond**

What does this announcement mean for renters and local communities?

Renters at these sites will start conversations about the relocations process so the redevelopment can begin, and new social housing can be built.

Our relocations team will work with every household to secure appropriate housing based on each household's needs and preferences. This includes homes in local neighbourhoods where that is the preference.

This process will take time. We aim to complete relocations at these announced sites by February 2026. The redevelopment will take between 6 to 8 years.

How does the relocations process work?

We understand relocating can be challenging. That's why our dedicated relocations team meets with each relocating household to understand individual needs and preferences and make the process as supported and easy as possible. This covers important considerations, like:

- accessibility requirements
- health services and providers
- schools, childcare and education
- social and community networks
- transport links and connections.

Renters will receive two offers of comfortable and appropriate housing that suit their needs, preferences and requirements. This includes the offer of homes in local neighbourhoods where preferred.

When we offer renters a new home, they then have the opportunity to inspect the property to make sure it is suitable. When renters accept the offer, our relocations team will work with each household to organise a suitable moving day and help with the move.

We will keep in touch throughout the redevelopment, from the planning through to the delivery of the new homes, with project updates and opportunities provide feedback on the designs of new homes.

Will Homes Victoria cover moving costs?

Yes. Homes Victoria will book the removalists and cover all moving costs, including:

- removalist fees
- packing materials, e.g. tape, boxes
- connections fees for utilities like electricity, gas, telephone, and internet
- mail redirection costs
- disposal of any items that renters don't want to move to new homes.

Will renters get help to move?

Before moving day, renters are provided with packing boxes and materials and removalists will carry out the physical moving of household items and boxes.

Homes Victoria will also arrange and pay for disposal of items renters do not want to take with them and help renters connect with new services if they move to a new neighbourhood.

Will renters be able to live nearby or return to new homes once complete?

Renters have the right to return to their current neighbourhood when the redevelopment is complete based on their ongoing eligibility, needs and suitability of the new homes.

Renters can also choose to stay in their new home if that suits them better, at the time.

How will renters and community be involved in this project?

Throughout this project we will be listening to and working with high-rise renters and communities.

Renters and communities will have an opportunity to inform and provide feedback on the designs for new homes, neighbourhoods and more.

Will Homes Victoria keep listening to renters?

Yes. Our renters and our communities are our main priority throughout this project and we've been listening to and working with renters to develop Our Communities: Our Values – a set of values that will guide how we communicate and engage with renters throughout the high-rise redevelopment.

Our first step is to ensure all renters have good information and understand the support available to them.

Our dedicated housing team will gather renter and community feedback to help shape plans for each location. We will keep everyone informed with regular updates and opportunities to input, at every stage of the project.

Why do the old towers need to be retired?

There are many reasons why we need to retire the old towers. The towers are coming to the end of their operational life, and no longer meet the minimum standards Victorians expect.

In recent years building faults and breakdowns (electrical, plumbing, lifts) have become more common and cause frequent disruption to renters.

The design of the buildings also means that it is not feasible to upgrade them to modern design, liveability and accessibility standards.

When will this project start and finish?

This project will gradually retire and replace Melbourne's 44 older high-rise public housing towers, built between the 1950s and 70s, by 2051.

Each redevelopment will take six to eight years to complete.

Conversations with **South Yarra and Richmond renters** to plan relocations will start soon with relocations to be completed by February 2026.

Relocations for renters at active sites at 120 Racecourse Road and 12 Holland Court **Flemington** and 33 Alfred Street **North Melbourne** are progressing well and aim to be completed by September 2025.

Will there be any change to renters' rights?

There will be no change to renters rights or security of tenure during their relocation.

All social housing renters are protected under the Residential Tenancies Act 1997.

Where can renters and community get more information?

We will work closely with renters and communities to provide clear and timely information and support (including in-language information) through this process.

To find out more about what's happening and to register for project updates and information sessions, visit www.bighousingbuild.homes.vic.gov.au where you will also find information translated into a range of languages.

If renters have any questions, they can:

- contact their local housing office or call **1800 716 866** to be connected to their local housing office (9am-5pm Monday to Friday). Interpreters are available if required.
- email enquiries@homes.vic.gov.au
- Attend a community information pop-up. Times and dates will be on our website bighousingbuild.homes.vic.gov.au and in building foyers.