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high-rise-victoria-renter-updates

Dear <Title> <Surname>

Thank you to the members of the Flemington and North Melbourne renter communities who were able to attend the recent forums, and to the many hundreds of people who have spoken to us and provided feedback in many ways. It has been very helpful to hear your questions and talk with you over the last few weeks.

Thank you also to renters who have made appointments with our Relocation team.

Most of you have now met with our team and have started sharing your needs and preferences. As promised, I am writing to provide you with information about your rights and options through the relocation process.

Respect, care, and support for renters

I want to be clear about our commitment to all renters - our team will always treat you with respect and care. Our intention is to provide you with the information you need to make the best decisions for you and your family.

Better homes for renters

Our goal is to provide our renters with the best homes we can.

Our current high-rise apartments are approaching the end of their operational life. We know there are problems with design and the age of the apartments which means maintenance struggles to keep up with everyone's expectations. We want renters to have homes that are comfortable and have private outdoor space and modern bathrooms. We need more homes that cater to families, as well as older people.

Importance of maintaining a strong community

We want to help you maintain the strong community you have built, which is why we are providing housing options that are close by at Abbotsford St and Victoria St.

Tours of new homes at Victoria St and Abbotsford St

For those interested, we will provide opportunities to view these new homes so you can see for yourself the type and quality of the homes that will soon be available.

If you are interested to find out more about these new homes, please talk to the relocation support team.

What happens when I meet with the Relocation team?

Your appointment with the Relocation team might take between 30 minutes to one hour. At your appointment:

- You are welcome to bring a friend or support person to the appointment.
- Our team will offer you an interpreter when you book the appointment.
- Our team will ask about your housing needs. This may include:
 - how many people live in your home.
 - the accessibility needs of you and your family.
 - what kinds of health, school or support services you may use.
 - And your local cultural connections including any connection to country First Nations residents may have.
- Our team will spend time to get to know you and go at a pace that suits you.
- Our team will talk to you about relocation timing to minimise any disruption to your life, including consideration of children's schooling needs.
- Ask about any other needs you may have.

Our team will note down your needs in a form that they will sign and ask you to sign.

Your signature confirms we have understood your needs and that we have recorded your information correctly. We have had some questions about this form, and we want to confirm this is **not** a tenancy agreement or a contract and does not change your rights. The form simply allows us to make a housing transfer application on your behalf. This is your application, and you can request it to be changed at any time as your needs or preferences change.

Do I have the right to return to a new apartment on the estate?

Yes - As a renter who needs to relocate, you will have the right to return - if you choose to do so. I encourage you to talk to our team so they can find you housing options that meet your needs.

What will my housing options be?

Our team will spend time to understand your housing needs, such as how many people are in your household, the schools or services you use, and if you wish to stay close to or move to a new location. This information will help our team find you housing options that meet your needs.

Will my rent change?

No – during relocation, your out-of-pocket rent will not change. If you choose to move to community housing, you may receive Commonwealth Rent Assistance. This is generally expected to be paid to the housing provider, but in some instances may lower your out-of-pocket costs.

Will I maintain my current rights and rent?

Yes. You will maintain your current rights to a home and your out-of-pocket rent will not change.

What rights and protections do renters have in community housing?

Community housing renters have the same rights as public housing renters and are protected under the Residential Tenancies Act 1997.

What is community housing?

Community Housing providers are not-for-profit organisations that deliver social housing. They are regulated by the government and adhere to strict performance standards set out under the Residential Tenancies Act 1997.

Will the new homes be community housing?

The first site to be redeveloped is Elgin St in Carlton. Planning has started on these towers, and they have been confirmed as public housing.

A decision about whether North Melbourne and Flemington towers will be public, or community housing has not yet been made as we are in the early planning stages. It is important to note the government has committed to 10 per cent more social housing as part of these redevelopments. So, there will be more social housing, not less. We will tell you what will be built at these sites when we know this.

If I relocate to community housing, will I have to pay extra for water?

If you choose to move to Abbotsford St or Victoria St, you will not pay extra for water.

How can I stay with my community?

One of the strongest messages from the forums and other events so far, has been how important community is for many people.

During your individual household discussions with our Relocation team, you should share the people, places and services that are important to you.

First Nation's residents will also have their connection to country considered as part of the relocations process.

The Relocation team will work with you to try and find you a home in the local area if you want one, including the new homes at Abbotsford Street and Victoria Street.

Will moving costs be covered by Homes Victoria?

Yes – moving costs will be covered by Homes Victoria.

Considering your options

We understand you may need some time to consider your options. You may wish to talk to friends or family and talk again with our team.

You are welcome to bring a friend or support person to any conversation, and we will offer you an interpreter before any conversation.

Privacy

As always, we will only ever use or share your information in accordance with the Privacy and Data Protection Act 2014 and the Health Records Act 2001

We are here to help

The housing staff that you see every day, and the relocation team that have been meeting with you, are here to provide you with information and support. They will always treat you with respect and care. They have a lot of experience and can help you consider your options.

You can contact your relocation support worker at any time with the contact details that have been provided to you. If you cannot find these contact details, please contact your local housing office to request these.

I encourage you to get in touch if you have any questions.

Thank you again for your feedback, engagement and patience. This is going to take some time and we are committed to working with you to meet your needs and assist you however we can. assist whenever, and wherever we can.

Yours sincerely

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OFFICIAL



Simon Newport
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Homes Victoria

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