homes victoria



# High-rise redevelopment

## Information for residents

January 2026

Information for residents of
**29 Crown Street, Flemington**

VICTORIA State Government | Families, Fairness and Housing




## Your building is being redeveloped to deliver better, safer and more comfortable homes for current and future residents.

We're here to support you and make your move as smooth and positive as possible.

Your relocation support worker will make sure you understand all your rights before you move and can help you apply for any extra support you're eligible for.

If you have any questions, please call Homes Victoria on **1800 716 866**.

# Our promises to you

**There are important things that will stay the same when you move and rights and supports you will always have.**



## Rights and rent settings stay the same

In your new home you will have all the same rights and protections under the Residential Tenancies Act.

Your rent will be set the same way it is now, acknowledging you may also be eligible for Commonwealth Rent Assistance.



## You can choose to stay in your new home

When the redevelopment is complete you don't need to move back to your current neighbourhood if you are happy in your new home.

If suitable, you can stay in your new home for as long as you wish, just like in your current high-rise home.



## Your right to come back

You can also come back to your current neighbourhood after it is redeveloped if your eligibility and needs are the same and the new homes are suitable for you.

Before the new homes are ready, we'll talk with you about whether you would like to return and what options are available.



## Help with bills

You'll continue to get Victorian Government support for water and energy costs if you are eligible.



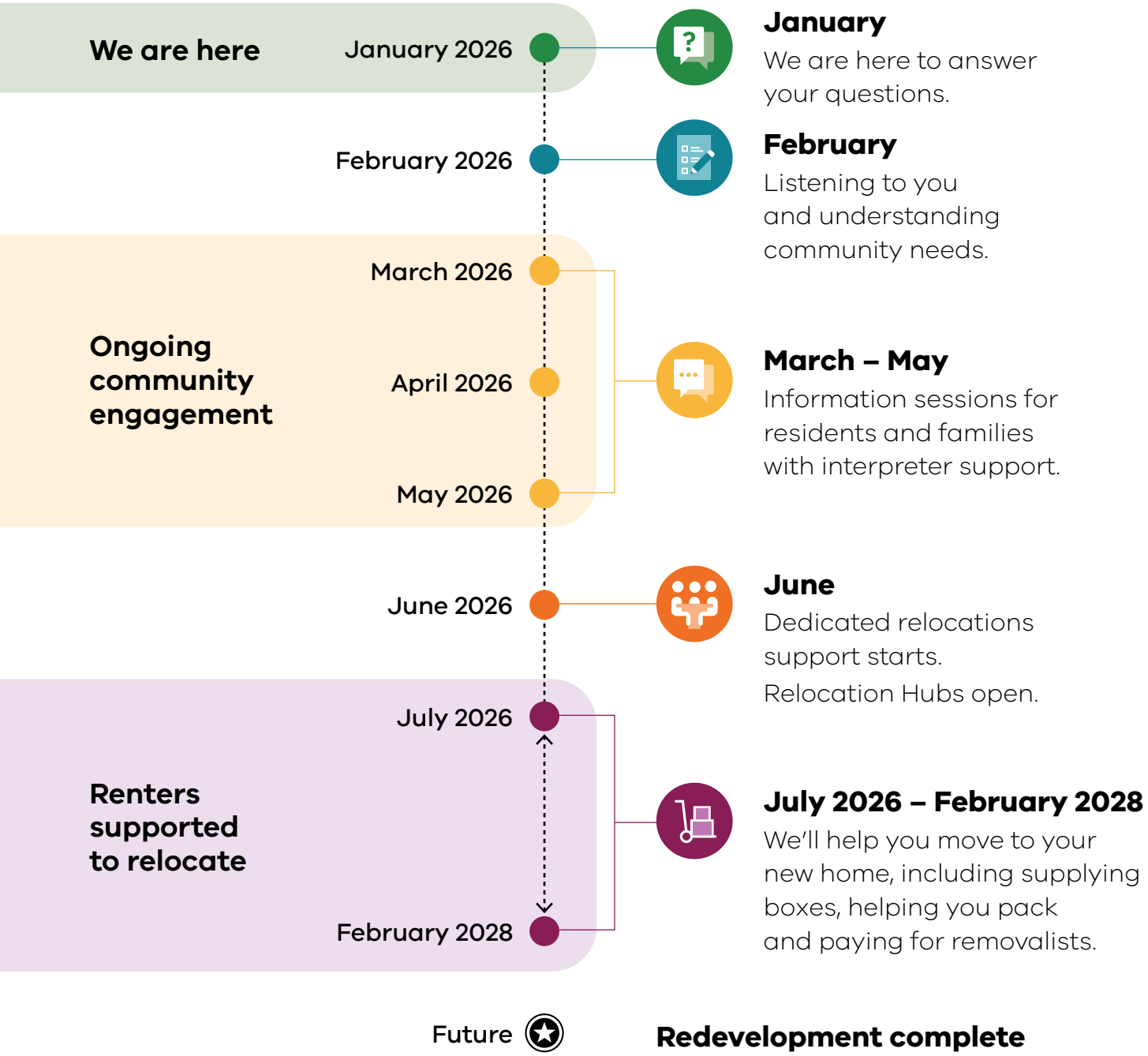
## Eligibility for care and support remains the same

Residents who move from an older persons high-rise will be supported to connect with the Community Connection Program or the Housing Support for the Aged program.

# What happens next?

Redeveloping your building to deliver better homes will take time and require you to relocate. There will be lots of support along the way.

Here's what will happen in the coming months, and what you can expect at each stage.



January 2026

## There's nothing you need to do right now

If you have questions, Homes Victoria and our partners Better Health Network and cohealth, will be available in the community room at your building. You can check the notice board in each foyer for the dates and times our teams will be available, including interpreter support.

If you can't make it in person, you can still reach us:

- visit **homes.vic.gov.au**
- call our dedicated support line on **1800 716 866**
- speak with your local housing office.

### An early introduction to the steps of relocation

You – or your support worker or a family member – can watch a video explaining more about relocation process by scanning the QR code.

**www.homes.vic.gov.au/relocation-hub**

February 2026

## Talking with you early

We'll write to you to invite you to complete a short questionnaire online, over the phone, on paper, or in person.

Our health partners, Better Health Network and cohealth, can also help you to do this.

This will help us provide you the right supports through the move as we learn more about:

- where you would like to live and who you'd like to stay near
- any special features your next home may need
- your accessibility or medical needs
- how you'd like to receive updates and in what language
- who you'd like us to keep in touch with during the process (e.g. family, carer, or support worker).

This will not be your official relocation form, it's just a way for us to start planning for your community's needs.

You'll still have plenty of time to ask questions, and to let us know if things change.

March – May 2026

## Ongoing community engagement

We'll share back what we're hearing from your community. We'll also provide information on how we'll keep you informed, how your dedicated relocation worker will work with you, and the types of homes and support available.

We'll be running information sessions for you and your families to make sure you have the information you need.



June 2026

## Relocation Hubs open

Relocation Hubs will be open during weekdays.

You'll be able to drop in, book an appointment, or come with a family member or carer to talk with our team.

Our Relocation Hubs will be a place to:

- ask questions
- get one-on-one advice
- access printed information
- get help filling out forms or understanding your options.

## Your dedicated relocation support worker

From June 2026, you'll have a dedicated relocation support worker supporting your household. They'll be your main point of contact throughout your move.

Together, you'll complete an official relocation form to confirm your needs and preferences so we can find the right home for you. Don't worry if your situation has changed since the first questionnaire, your relocation support worker will update everything with you.

July 2026 – February 2028

## Relocation meetings, offers, inspections, and moving home

Finding residents a new home and moving will happen in carefully planned stages to make sure all households are helped with their move by February 2028.

Your relocations support worker will help you at every stage, from finding homes that suit your needs, to viewing properties, and moving and settling in.

We'll have time to plan your move together and we'll support you every step of the way.

## Ongoing support

During your relocation you'll continue to have access to:

- Relocation Hubs
- your dedicated relocation support worker
- health and wellbeing support through our partner organisations
- translation and interpreting services, if needed.

We're here to support you and make your move as smooth and positive as possible.

# Every day we hear positive stories from renters we have helped relocate to new homes.

"I was relieved when I found out I could move into the home I wanted – not only because it's nice but because I could move where I belonged to the same community, the same people I've known for many years – lovely neighbours who support me."

"They hired such professional removalists who knew what they were doing and because they organised the process so smoothly, they knew where to put every single box."

"The most important thing is to work with the relocation team. Be open with them and tell them as much as you can. They were very sensitive to my situation – they made time to see me, they listened to me, they understood."

**Ioulia, South Yarra**
Appreciative of relocation support

"I've lived here for 53 years. I've accumulated a lot of things...but everything went okay... I'm settled...I love the apartment...Its very nice – better than I expected."

"The removalists were very good. They were very professional."

**Maureen, Richmond**
Happy to stay nearby in brand new social housing

"They told us if you want to come back you will, so that was a relief. I didn't expect it to be so good."

**Omar, Ascot Vale**
Returning after relocation



Learn more about Ioulia's relocation story.
**www.homes.vic.gov.au/news/ioulias-story**



Ioulia with her friend and support person Anna

# Brand new social housing in Flemington

## A modern, safe and comfortable relocation option near you.

As we get ready to redevelop the older high-rise building at Crown Street, Flemington, new homes in nearby Holland Court, Flemington mean you can stay close to everything you know and love.

These beautifully designed homes are built to high safety and accessibility standards. Just a short tram ride from your current home, they will be ready in late 2026.

New features of the development will include:

- Onsite tenancy manager
- Well-designed gardens and outdoor spaces including a 5000 sqm central park
- Shared multi-purpose community room and cafe.







Homes Victoria's Brighton and Flemington developments showcase similar features and quality.

## Built with your needs in mind

The new homes are designed for accessibility and space. Great natural light, ventilation and air-conditioning mean they are comfortable year-round.

They come with good storage, private laundries and balconies. They're also designed to be safe and secure.

The homes will be managed on-site by Community Housing Limited who are an experienced housing manager.

Your rent will be set the same way it is now.

- Safe and secure entry
- Accessible bathrooms
- Modern appliances
- Mix of bedroom sizes
- Private balconies
- Private laundries



Throughout 2026 we'll invite relocating residents to see inside the new homes.

## Relocating to a new home

In 2026 you will be able to express interest in these new homes.

Whether you want to move to the new homes at Holland Court or you would prefer to move to social housing somewhere else, we are ready to help you find a home that meets your needs.

Keep up to date with the Holland Court redevelopment on the Homes Victoria website **www.homes.vic.gov.au/flemington**

# Who to talk to

## Questions about your move or the redevelopment

### Homes Victoria

Homes Victoria is part of the Department of Families, Fairness and Housing. We manage public housing across Victoria.

We also manage the redevelopment of older high-rise buildings and support residents through every stage of relocation.

If you're not sure who to contact, start with us and we'll connect you to the right person.

**1800 716 866**

**enquiries@homes.vic.gov.au**

Scan to read this document in your language

### Health and wellbeing support

Our health partners can provide more information about how your health needs will be supported during relocation.

**cohealth**

0460 929 176

cohealth.org.au

### Support with resident rights

**Tenants Victoria – tenancy and legal information**

1800 068 860

www.tenantsvic.org.au

**Victorian Public Tenants Association – advocacy and support**

1800 015 510

www.vpta.org.au

**Community legal centres – free, confidential legal help**

Find your local community legal centre at www.fclc.org.au/find_a_community_legal_centre

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