



Homes for  
the community

# Tenant Newsletter

Spring Edition 2017



Image: VisitCanberra

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*Get in  
Touch*

Remember that the CHC tenancy team is here to assist you with any questions you have about your tenancy and completing your income review - you can contact us on 02 6248 7716 or at [tenancy@chcaustralia.com.au](mailto:tenancy@chcaustralia.com.au).



## *Ken Horsham Scholarship*

CHC tenancy recipients of the inaugural Ken Horsham Scholarship were presented their awards at a ceremony held in the ACT Legislative Assembly Hall in August. Guests were joined by Suzanne Orr MLA and Mary Horsham, wife of the late Ken Horsham, who presented the certificates.

The scholarship was an overwhelming success in its first year. It was originally planned for two beneficiaries - upon receiving over 30 outstanding applications, CHC selected 10 deserving recipients. Rachel from Crace was one of the recipients chosen for her eagerness to help others in the mental health field. Currently enrolled in a Diploma of Mental Health at CIT, Rachel hopes to further her education in studying a Bachelor of Nursing.

Another recipient, Samuel from Forde was presented with a new laptop to help him fulfil his dreams of studying at a tertiary level as an electrical engineer. Also, present at the event to receive their scholarships were Canary and Qais from Forde, Matthew from O'Connor, Amber from Macquarie, Briony from Bonner, Jessie from Lyons and Alexis, Gift and Jardene from Crace. CHC has made it our goal to award the scholarship annually. The tenancy community will be notified in 2018 when applications will re-open for the next round of scholarships. We would like to wish the 2017 beneficiaries well with their studies.

### **AIS School Holiday Program**

CHC recently launched the AIS School Holiday Program for the children of CHC's tenancy community and we were overwhelmed with the number of applications we received.

Five places were originally on offer, however, CHC decided to award 10 participants for the September/October holidays and another 10 placements for the Christmas/New Year

school holidays. The program's activities include swimming, football, volleyball, basketball, netball, hockey, athletics, tee-ball, cricket, oztag, dance and much more.

Congratulations to Sophie, Levi, Juliet, Mahonri, Angelina, Bailey, Peniel, Riley, Adam and Hafsa, we hope you enjoyed your week at the Australian Institute of Sport.

### **Strata Services**

CHC is always identifying ways to improve the tenant experience so we have established a strata management service to undertake all strata related matters for five of the CHC owned complexes.

This includes aspects relating to common and landscaped areas of these buildings. CHC Strata Services is managed by Mataina Mataa.

## Home Energy Sessions

Over two days in August, CHC tenants gathered at Gungaharra Homestead to participate in a free energy efficiency information seminar. Organised in conjunction with Vinnies and ACTsmart, CHC tenants were provided with ideas on efficient solutions for heating and cooling, identify costly appliances and DIY tips on draught proofing homes. CHC tenants who attended were able to sign up for an ACTsmart expert to come to their home and give a free energy assessment. This opportunity is still open for any CHC tenant who would like the assessment. Please contact your Tenancy Officer for details. Thank you to the CWA for their delicious scones and morning tea.

## CHC & CIT - Working Together

CHC has partnered with CIT Bruce to support five students currently studying a Diploma of Community Services. The students are undertaking their practical assessment which involves developing and implementing service programs within the community. They are currently working at Gungaharra Homestead with CHC's Community Development Manager engaging with the tenants of 24 Sapling Street in Harrison to identify services beneficial for our tenancy community.



## *Tree Planting at Moncrieff*

CHC welcomed new homeowners with a Tree Planting Ceremony to mark commencement of construction at our Moncrieff development. Of these new homeowners, 40% are CHC tenants who using the Land Rent Scheme have purchased their very own home. The Kilani family are one of many CHC tenants eagerly awaiting to take up residency as homeowners in Moncrieff. The Kilani girls came dressed in pink and ready to dig, as they helped plant a tree to mark the commencement of construction. The family was joined by ACT Minister for Housing Yvette Berry MLA and Member for Yerrabi Suzanne Orr, who helped the girls with the heavy lifting.

Zac Kilani said his family were excited to finally call themselves homeowners and start planning for the future. After attending the tree planting ceremony and letting their four young girls run across the site, it began to sink in that this beautiful neighbourhood would soon be home. "We have wanted to buy a home for a long time. When

you own your own house, you can plan for the future and we are excited to be able to do just that," says Mr. Zac Kilani. "I have a big family of four daughters, so it's not easy to find a new house." "The cheapest property in Canberra was still unaffordable for someone in the range of my income and CHC solved that issue for us. We are so glad that it is happening. We cannot wait to live in our own home."

Our CEO Paul Kane said on the day "we continuously look for new ways to deliver outstanding customer experiences for our tenants, to enhance their lives and support them in their life journey". With a pipeline of a further 265 dwellings over the coming couple of years, many of which will affordable homes for the community, CHC will continue to offer suitable homes for our tenant's to purchase prior to public release.

Our next development under the Land Rent Scheme will be in Throsby, to register your interest please email your details to: [sales@chcaustralia.com.au](mailto:sales@chcaustralia.com.au)

## Meet our new Tenancy Officers

CHC would like to introduce you to our two new Tenancy Officers! Our officers look after tenant relations and any queries you may have, new tenant allocations, lease agreements, property viewings and annual and end of lease property inspections, among many other things.

### Welcome Kym...

Kym was born and raised in Canberra and attended Calwell High School. With three years in the property industry - first in sales and then in tenancy management, Kym has a wealth of experience. Kym has a passion for cooking, home renovations and fast cars and enjoys BBQs with friends and family, as well as taking her two beautiful children for road trips to the coast.



### A little about Colleen...

Hailing from Mackay in sunny Queensland and still getting used to the Canberra weather, Colleen loves having a chat to people and helping people in the community and is having fun getting to know all CHC's tenants. Originally from the beauty therapy industry, Colleen has previously worked with ACT Housing. She says the best thing about Canberra is the wonderful outdoor spaces, walking trails and family-friendly activities she can involve her kids in.



### Tenant Forum

Our next Tenant Forum is coming up in November at Gungahera Homestead. Join us for helpful information sessions, as well as a tenancy update and the chance to meet your new tenancy officer. More details will be mailed soon.

### Have some feedback?

CHC welcomes any feedback you may have about your tenancy and your experience with our tenancy team. Please email all feedback to [feedback@chcaustralia.com.au](mailto:feedback@chcaustralia.com.au). Your feedback is important to us and you can expect a written response within 10 business days.



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