

high-rise update

July 2024



Welcome home Rose!

Rose and her family are excited to have returned to Flemington.

Rose was one of several renters who moved out of outdated homes at Victoria Street as part of the site redevelopment to build 359 modern, accessible and energy efficient social and affordable homes.

Rose and her family are delighted to be back living in the Flemington community.

Find out more about Rose's story by scanning the QR code at the bottom of this page.

// I am happy to be back.
This is my home, there is nothing like Flemington.



www.homes.vic.gov.au/roses-story



Building more and better homes

We are getting on with the job of retiring and redeveloping the red brick towers in Carlton.

We are engaging with renters, stakeholders and the local Carlton community to help shape plans for new buildings, community spaces and new homes. We're excited to replace 196 old homes with 231 brand new modern and energy-efficient social housing homes.



Carlton's old red brick towers will make way for more and better homes.



Check out the newest social housing across Melbourne



Victoria Street, Flemington



Oakover Road, Preston



Bangs Street, Prahran

Keep this to help track tower updates

How the redevelopment

1



Talking with and listening to renters

Throughout the whole project, renters and communities are engaged as more sites are planned for renewal. Engagement is guided by the values and principles we have co-designed with high-rise renters.

3



Planning

Deep engagement with current communities ensures a shared vision for the design of new homes and neighbourhoods.

2



Renters relocate

Our on-site relocation teams work closely with renters and community services to find the right home according to your needs and preferences. Each renter then receives two suitable offers and ongoing support through their move and while settling into their new home.

4



Careful deconstruction

Each building is taken apart carefully. On the building this can take... We keep the community updated through the process and recycle materials.

Sign up for updates



www.homes.vic.gov.au/sign-up-project-updates

Development process works



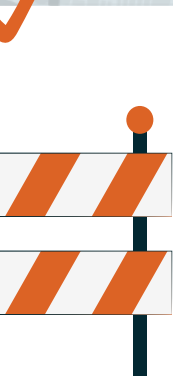
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Site preparation and construction

Once planning and designs are approved and a builder is appointed, construction gets underway to build new homes. This can take two to three years. The community are kept informed and invited to participate in events along the way.



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Welcome to new and returning renters!

When the new social housing is completed, residents who have been relocated to alternate housing will have a right of return to the neighbourhood based on their ongoing eligibility and needs. New renters will also be offered homes.

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Our Communities, Our Values

Our Communities: Our Values is a set of values that represents our commitment to renters and will guide how we communicate and engage with renters throughout the redevelopment of the high-rise housing towers across Melbourne.

Since December, we have consulted with over 700 renters to find out what matters most to them and what they want to see. Renters have given us feedback on each value and many ideas such as providing regular updates, WhatsApp groups, renter voice groups, community connector programs, support for relocating renters and clear timelines for redevelopment.

We are currently finalising a report that will outline the feedback we received and how it has shaped the values, which we will publish later in July.

What are community values and principles?

Based on the initial feedback, we have developed the draft **Our Communities: Our Values**. Our community values and principles will be our commitment to renters and guide how we work with them as we redevelop the housing towers in Melbourne.



More time to plan for changes to your rent

You now have until November 2024 to adjust to changes to your rent.

To help keep your rent right and ensure you only pay what you need to, please let us know of any changes to your household income or circumstances before this time.

Any renter is welcome to apply for a rebate to pay no more than 25 per cent of their income in rent.

There are also hardship provisions available to reduce any rent increase for renters not eligible for a rebate. Financial counselling and wellbeing services will also be available from August to provide renters with additional supports as needed.

If you have any questions or need assistance, please contact us via:

www.housing.vic.gov.au/contact-housingvic
or talk to your local housing office.

Every dollar generated from market rent paying households goes back into making public housing better. Rent goes towards things like maintenance to buildings and services for renters, such as cleaning and the provision of other critical housing services for all public housing properties including on high-rise estates.



No renter in public housing has to pay more than 25 per cent of their income in rent. This is very different to the private rental market that does not have this protection.

Maintenance Spotlight



Homes Victoria is committed to ongoing maintenance of high-rise towers while renters are living there.

We're continuing to deliver upgrades and improvements to make high-rise homes more comfortable and liveable while ensuring things like lifts, plumbing and electrical services remain operational.

In response to renter feedback, we've implemented Local Maintenance Repair Crews at North Melbourne, Flemington, North Richmond, Carlton and Collingwood high-rise sites to improve service delivery for non-urgent repairs. The program is delivering great outcomes for renters with 95 per cent renter satisfaction with the service.

Thousands of renters have also benefited from the long-standing high-rise upgrades program which has upgraded kitchens and bathrooms, installed double-glazed windows, and renovated building foyers and community rooms.

If your home needs repairs or maintenance,
you can contact the Housing Office in three ways:

Call **13 11 72**

Email **tenant.maintenance@dffh.vic.gov.au**

Online **www.maintenance.forms.homes.vic.gov.au**



Relocations update

Flemington and North Melbourne

Over recent months, renters relocating from North Melbourne and Flemington high rise towers have been moving into the newly built social housing at Victoria Street, Flemington. This has included returning renters who had previously been relocated as part of the Victoria Street project. These units are quickly being taken up by renters enjoying their new homes with comfortable living spaces and private facilities.

Renters will soon be offered new homes at our latest development at Abbotsford Street, North Melbourne. This is the second of the two new developments in the local area that are available for you to consider as a new home. Please notify your relocation officer if you would like to consider the new homes at Abbotsford Street, North Melbourne. Now is the time to express your interest to tour the site and view the new homes in your local area.

If you are relocating to a new home soon and have any questions about the process, please contact your relocation officer. If you are unsure of who your relocation officer is, or you do not have their contact details, please email relocationsteam@homes.vic.gov.au or contact your local housing office for assistance.

For all households at other high-rise locations who don't need to move right now, we're continuing to reach out to provide information and advice, so you feel fully informed and supported when it comes time to move.

Further information

Visit: homes.vic.gov.au/high-rise-victoria

Email: enquiries@homes.vic.gov.au

Call the Housing Call Centre on [13 11 72](tel:131172)

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Translations

