

High rise redevelopment

Community Newsletter

March 2024



In this edition, read about our plans for new homes in Victoria St, Flemington and Abbotsford St, North Melbourne. Also, get to know Chris, one of our friendly relocations officers, supporting renters at the North Melbourne and Flemington high-rise sites.

View from inside the newly completed homes at Victoria St, Flemington.



Renters moving into Victoria St, Flemington

Renters have already started moving into their new homes at Flemington.

The redevelopment of the Victoria Street housing site has delivered 359 new homes, including 240 new social housing and 119 affordable homes.

The 1, 2, 3 and 4-bedrooms homes are modern and energy efficient, making them more comfortable for residents.

Delivered through an innovative Ground Lease Model, the new homes bring a 21% increase in social housing at the site and replace ageing dwellings that were no longer fit for purpose.

The upgraded precinct also includes better connections through the site, with improved pedestrian and cycling infrastructure, a gateway park and children's nature play area for the Flemington community to enjoy.

More new homes in North Melbourne

We're nearing completion of 127 modern, energy efficient and accessible new social homes in North Melbourne, close to shops, transport and services.

The site will also include new public open space and connections to jobs, community services and the North Melbourne Primary School.

HousingFirst is the community housing provider at the site who will be arranging tours of the site for potential future residents soon.



Community Barbecue in North Melbourne

As part of the Paving the Way Forward initiative, a community barbecue was held at the end of last year in collaboration with the North Melbourne Language and Learning. This event brought together North Melbourne and Flemington residents to meet their neighbours and community service providers. Along with the good weather, there was a great turnout from residents and service providers enjoying fantastic food and coffee, while discussing ways to collectively support the local community.

Opposite: Renters enjoying the North Melbourne community barbecue





Developing Community Values and Principles



To ensure we are listening to and drawing on the lived experience of renters throughout the redevelopment of the high rise housing, we are co-designing a set of Community Values and Principles to guide how we will communicate and engage with renters.

The Community Values and Principles are being developed in two stages:

Stage 1: Early Engagement (Undertaken in December 2023)

Stage 2: Renter Engagement (Occurring in the first half of 2024)

In December, we talked to nine existing renter groups at St Kilda, South Melbourne, Horace Petty, Prahran, Windsor, Richmond, Brunswick, Collingwood, and Carlton, who told us that transparency, respect and genuine engagement were most important. We know these values are important to you and we are now using this feedback to shape a draft set of values and principles that we will engage with the whole renter community on in April.



Relocations Officer,
Christopher Tuiloma

Meet Relocations Officer Christopher

How long have you been in your role?

I have been working with Victorian public housing tenants since 2015 and a Relocations Officer at Homes Victoria since December 2022.

What do you love most about your job?

I find it incredibly rewarding to be able to make a positive impact on people's lives by helping them find safe and suitable housing. Being able to assist individuals and families in securing a place they can call home brings me a great sense of fulfillment.

Why did you decide to be a relocations officer?

I know that moving can be really challenging even at the best of times, so part of what attracted me to being a relocation officer is to support people throughout that process before, during and after their move.

How important is listening and empathy in your role?

I strongly believe in the importance of understanding and respecting each person's story. Listening and responding to renter's concerns and what they have to share is what's most important when engaging with them throughout relocation process.





Relocations update

Flemington and North Melbourne

The relocation team has met with over 98% of households to understand their needs, preferences, and community connections. The relocation team will use their understanding to find a new home for each household. Housing offers have started for some renters who have met with the relocations team and consented to receiving offers locally or in other locations according to their needs and preferences. Relocating renters will receive two offers and will have right of return to the site once the redevelopment is complete. This right ensures renters have the opportunity to consider the social housing available on the site and to determine whether it would meet their needs.

Other high-rise households

For households at other locations who don't need to move right now we're still reaching out to provide advice and support. When it does become time to move, remember the following support services available to you:

- The relocation team, including officers, like Christopher, will provide you with individual support.
- Interpreter and translation services are available to support you.
- You are also welcome to engage support or legal services to assist you.
- Onsite relocation support staff and regular information sessions to answer any questions and provide helpful information.
- Homes Victoria will cover reasonable costs incurred from all relocations including removalist charges, packing material, connection of utilities such as electricity, gas, internet, telephone connection fees and mail redirection fees.



Ongoing maintenance and repairs

For any urgent repairs, please contact the Housing Call Centre on **13 11 72** or visit:

housing.vic.gov.au/repairs

Got a question?

Join us at the next information session for your tower.

Check your building foyer for posters for upcoming information sessions.

Further information

If you have any questions please contact your local housing office, visit:

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

or email enquiries@homes.vic.gov.au

Translations

