



Pacific Link
HOUSING

PACIFIC LINK POST

Your tenant newsletter



*Our new office at
280 Mann Street Gosford*



Summer 2021

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From the CEO's desk

After a very demanding and hectic year we are happy to see the end of 2020. In the past 12 months, PLH has built 51 new homes, secured finance to develop additional housing stock, moved premises and successfully implemented a new housing first program to assist people experiencing homelessness.

Despite this extremely busy schedule and the added pressure of working remotely during COVID-19, the PLH team kept smiling and working hard to keep things running smoothly. I am extremely proud of how the staff adapted to change and kept providing quality services to tenants during this difficult time.

We are looking forward to the year ahead and hope to resume some



tenant activities and events soon. This will be dependent on NSW Government advice and social distancing restrictions to ensure everyone stays safe. Make sure we have your email address, so you receive tenant updates on what we are planning in your area. Wishing you a happy and healthy 2021.

Ian Lynch - CEO

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Annual Tenant Survey Feedback

Thank you to tenants who took part in our 2020 Annual Tenant Survey. Despite the impact caused by COVID-19, we were pleased to hear your positive feedback on the services we provided during the year.

There were some great suggestions for programs and activities which we could offer in the future. It seems that several tenants would like a get together when it is safe to do so. Stay

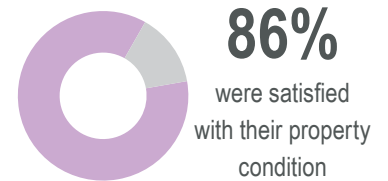
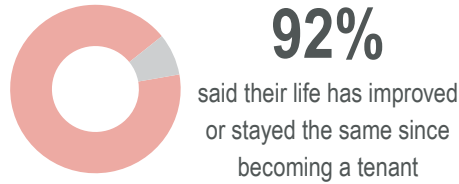
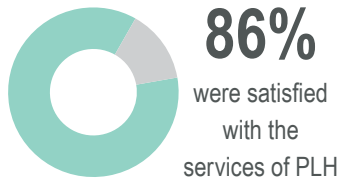
tuned as we hope to plan some small events early this year, dependent on COVID-19 social distancing recommendations.

We are always eager to hear your feedback on the services we provide. Feel free to submit your comments and suggestions on our website at www.pacificlink.org.au/feedback or contact us by phone, email or post.

Congratulations to our tenant survey winners who each received a \$50 gift card. We appreciate your feedback!

- Bailey - North Gosford
- David - North Gosford
- Jason - Toronto
- Denise - Salamander Bay
- Kenneth - Ashtonfield
- William - North Lambton
- Charles - Springfield
- Michael - East Maitland
- Helen - Rutherford
- William - Salamander Bay

Of tenants surveyed:



I am so grateful for my home, providing stability, safety and security. This means the world to me and I cannot express enough my gratitude with this wonderful blessing. This has changed my life for the better.

If it wasn't for housing through PLH, I'd be on the streets and possibly very suicidal. I love my little home and garden. Any maintenance issues have always been dealt with within 48 hours, nothing to complain about.

My son has special needs and it can be very difficult to find the right place. I would like to thank PLH for their patience and assistance in relocating us. You have made my son and myself very happy. We have no other means of help and I don't know how we would have done this without you.

Over the past five years I have had to deal with difficult situations. It's thanks to PLH that I have had their support to cope, manage and move forward in my life. In the future I wish to volunteer my services and time to give back and support those in need. Thank you to all the staff at Pacific Link Housing for your hard work.



We have moved office!

We are now settled in our new home at **Suite G02, 280 Mann Street, Gosford.**

Staff absolutely love the new office layout which is modern and spacious with lots of natural light... something that was on everyone's wish list!

We are so grateful to our board, management team and fellow staff who all worked together to make the transition as smooth as possible. For directions to our new office, visit www.pacificlink.org.au/contact-us

Meet Jeremy - PLH's new Tenancy Officer

Hi, I am Jeremy. I started working in the retail sector because I love helping and assisting people. In 2019 I decided to change my direction in life for something more fulfilling and challenging when I found the social housing sector. I have been working in the sector now for a little over two years and with PLH since October 2020 and never had a thought of looking back.

In my spare time, you will find me out walking and taking in the greenery of my local area, doing some DIY around the house, or just enjoying some quiet time in front of the telly. I love meeting new people and hearing their stories. To those of you I have met so far, thanks for the chats. To those I am still yet to visit, I look forward to meeting you soon!



Generous Donations

Over the past year, PLH has been fortunate to receive donations from several individuals, community groups and businesses. Harvey Norman Commercial generously provided microwaves for our Together Home Program which was greatly appreciated by tenants who were previously homeless.

We have had ongoing support from Gillian and Philip who regularly donate handmade quilts, toiletry packs and kitchen appliances. The Central Life Church has also assisted PLH by donating household items for tenants who need some extra support. Thank you to all of our generous supporters!



Sheila Astolfi Education Scholarships

The last round of PLH's Education Scholarships was a little different to most, with mainly primary and high school students applying for laptops to help with their studies. Many tenants undertaking tertiary studies decided to postpone their enrolment because of COVID-19. It wasn't the usual presentation either... with social

distancing restrictions we couldn't hold our special afternoon tea. Instead, scholarship recipients arrived at the office one by one to collect their items, certificate and a surprise cupcake! The next round of Scholarships closes on the 31st January 2021. Visit the website for eligibility guidelines www.pacificlink.org.au/programs



Michael Boyd (MARS Building), Wal Edgell (PLH Chairman) and Stephen Brahams (PLH Director)



New development on the Peninsula

Pacific Link Housing Chairman, Wal Edgell, had the honour of turning the first shovel of soil at our latest development on the Peninsula. This development will consist of 12 one and two bedroom units providing safe, secure and affordable homes. The building should be completed and ready to house new tenants by November 2021.



Annual Tenant Garden Competition Winners

We had a great response to PLH's 2020 Tenant Garden Competition with some very creative gardeners, making it difficult to choose the winners. It was such a pleasure to see the hard work tenants put into their gardens and the obvious joy they feel when they see the results. Brenden from the Royal

Botanic Gardens Community Greening Team will be viewing the gardens of some entrants who opted for a visit along with PLH staff. He is always excited to see what tenants create in their green spaces and gardens and is willing to dig in (pardon the pun) to lend a hand or impart his expertise.

These garden competition winners received a Bunnings gift card. Great job!

- Tania G - Overall winner
- Rebecca R - Kids garden
- Olena P - General garden
- Paige H - Creative garden
- Deb G - Patio garden
- Adam H - Vegetable garden



COVID-19 Update for Tenants

PLH continually monitors and responds to NSW Government restrictions and recommendations regarding COVID-19. We still have several temporary measures in place to minimise the risk of infection and keep everyone safe. These can be found on our website which we update regularly. We are very grateful to tenants for their patience and support during this unsettling time.



We will continue to update you by post, SMS messages, email and in our newsletters. Latest information for tenants can be found at www.pacificlink.org.au/coronavirus

Meet Maria - PLH's Vacancy & Allocations Officer

Hi - my name is Maria. I started working at PLH in February 2020 as a temp helping the tenancy team. Then COVID hit and I had a break while the rest of the team continued providing excellent service to our tenants on a more remote basis. I am now lucky enough to have a permanent position as Vacancy & Allocations Officer which I really love.

I am originally from Canberra and I have been lucky to have travelled a lot - spending almost 10 years living in the UK and South Africa with small stays in The Netherlands, in particular Amsterdam. I have been back in Australia for nearly 10 years and I am

very settled on the Central Coast.

Before starting at PLH I have had lots of different jobs all over the place including Amsterdam, where I helped produce an outdoor film festival. Throughout my career I have worked in many front lines roles through to working individually on specific projects - as well as everything in between. I feel that all my roles and experience have helped to get me where I am now.

In my role I look after all aspects of tenant transfers and housing new tenants from the HOMES register. This means making sure we have enough



properties that suit our tenants' needs. The best part of my job is making the call to confirm we have a property for someone! This can sometimes be very emotional and it is great to be able to give the good news to our existing and new tenants.



Learner Driver Program

PLH's Learner Driver Program is open to tenants of all ages who meet our eligibility criteria. In partnership with the NRMA Safer Driving School, we can provide 10 free professional driving lessons to assist in obtaining your P's. The course teaches essential road safety skills, builds the confidence of drivers and also provides logbook credits approved by the RMS. Visit our website to apply online www.pacificlink.org.au/programs

SHEW Program

Do your kids want to try something new in 2021? PLH's SHEW (Sports, Health, Exercise and Wellbeing) Program helps young tenants take part in registered sport or wellness activities. If your child is aged between 5 and 17, you can apply for up to \$250 to cover the cost of registration fees, classes, sports uniforms or other approved activities. For eligibility requirements, visit our website at www.pacificlink.org.au/programs



Ken Duncan Calendars

PLH made the difficult decision not to proceed with the 2020 end of year celebration as the situation with COVID-19 was everchanging. It was very disappointing as it is something many of us look forward to. Instead of an event, we decided to send Ken Duncan calendars to tenants as a gift and a way of letting you know you are in our thoughts. We hope you enjoy the Australian landscapes and inspirational quotes throughout 2021. If for some reason you didn't receive a calendar from us, please contact our office as we have some left over.

Thank you to the tenants who showed their appreciation by sending messages of thanks and Christmas wishes to our team. It was great to hear from you and certainly helped to lift our holiday spirits!



Thank you so much for the calendar. How special! It's so uplifting and each inspirational quote deeply touched my heart. I wish you all the absolute best that 2021 can bring. Keep safe and happy.

Thank you 'SO MUCH' for the Beautiful Ken Duncan Calendar. I sincerely appreciate it. I really do. Merry Christmas to you all. How wonderful you all are.

Thank you and best wishes to all the team at Pacific Link. Thank you for the lovely calendar. Happy New Year!

Many thanks for the calendar! And those photographs (and the sayings) are beautiful. My congratulations to whoever selected them and I will certainly keep them.

Multiple Award Wins!

After a challenging year, PLH finished 2020 with some significant achievements. We were honoured to receive multiple award wins including a prestigious national award with PowerHousing Australia, recognising our efforts in providing housing and support for those in need during difficult COVID-19 impacted times.

We were also thrilled to receive accolades in recognition of our various development projects. PLH won the 2020 Housing Industry Association (HIA) Hunter Housing Award for an Affordable Housing Project in partnership with Kingston Building. We also won the hotly contested Urban Design Institute of Australia (UDIA) NSW Affordable Housing Development of the Year Award in partnership with Evolve Housing for a project completed in 2019 at Roselands. It was a great end to our year!

