



**CENTACARE**  
**evolve**  
HOUSING



2016-2017  
ANNUAL REPORT





Our cover page shows CEH's new units in Gunn Street and a CEH tenant's front garden.





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# CHAIR'S MESSAGE

Ray Brown

Centacare Evolve Housing is the operating name for Affordable Community Housing Alliance of Tasmania Limited (ACHAT) which was formed in 2014 to manage, refurbish, build and improve social and affordable housing. We work closely with the communities we serve to assist them to deliver the amenities and facilities they need and deserve.

ACHAT is registered under Corporations Law and regulated under the Australian Charities and Not for Profits Commission. It has a Board of eight Directors, chosen for their various areas of knowledge and commitment to public housing—three are appointed by CatholicCare Tasmania, two by Evolve Housing, NSW and three are independent members. We meet every second month to progress our aim of improving and growing public housing while engaging with the communities we serve. Our Property subcommittee oversees housing matters, and our Audit & Risk subcommittee oversees finances. They both meet regularly to review and make recommendations to the Board.

## Use of funds

ACHAT is a not-for-profit Company and all funds generated are invested back into our projects to improve and construct amenities, to foster community engagement and to provide opportunities for the people we serve.

Refurbishment including better heating, bathroom and kitchen upgrades, and general maintenance in Building Better Homes is ahead of schedule.

## Current housing projects



### Better Housing Futures

- 1065 homes previously managed by Housing Tasmania in Bridgewater, Herdsman's Cove and Gagebrook
- management, refurbishment and new builds



### Stock Leverage Program

- ownership transfer of 331 homes in Bridgewater, Warrane, Goodwood, Glenorchy and Chigwell from Housing Tasmania
- refurbishment and retention as public housing
- 119 new homes built, a proportion of which will be sold to fund the program with the remainder retained as public housing

Stock Leverage has just commenced, however plans are well advanced and work is underway.



## Achievements in 2016-2017

### The Hub

We have opened a 'health hub' at our Bridgewater premises which is providing general practitioner medical services and family counselling. These services are available to everybody in the community and are free of charge or at low cost.

### Build Up Tassie

We have initiated, and launched, a program titled 'Build up Tassie' to provide, free of charge, opportunities for young people to obtain further qualifications and skills with the aim of a pathway to employment.

### Community Engagement

Our surveys collected valuable information about what the people within our communities want, with respect to how we can improve their homes and neighbourhood facilities and also what we can do to foster and grow community spirit. We have a dedicated community engagement staff member and we are supporting events such as the Christmas Parade and other community initiatives.

## Looking forward

Our aim in the next 12 months and beyond is to further drive programs such as the Health Hub and Build up Tassie so as to achieve positive outcomes. We will strive to ensure that we continue to listen to, and work with, the community.

Our work on refurbishments and new builds will continue unabated to ensure that the best possible housing is provided.

**“We are committed to ensuring that we provide public housing on a long term basis, and to grow the communities we serve.”**

—Ray Brown, Chair CEH Board

# COMMITTED TO OUR SOCIAL PURPOSE

## A message from Executive Director, Tim Gourlay

Centacare Evolve Housing (CEH) is committed to providing affordable housing for Tasmanians. It continued to do this throughout 2016-17 in what has become an increasingly challenging housing environment.

CEH has been active as a Better Housing Futures provider in partnership with Housing Tasmania for three years.

There is a growing demand for more affordable housing in Tasmania. CEH is one of the largest Community Housing providers in the state, with some 1400 dwellings located primarily in the Brighton area, and throughout the year we have remained aware of the necessity to adapt our business model to address this increasing need.

CEH has continued to focus on our building program, completing a further 29 new dwellings and progressing the planning on multiple sites to ensure we meet our property development obligations under Better Housing Futures. This is part of CEH's commitment to our social purpose.

During the year, CEH also successfully tendered to build 119 new dwelling and refurbish a further 31 as part of the State Government's Stock Leverage Program. Contracts have been signed and work is underway on these.

CEH takes its social commitment to enhance the wellbeing of our communities very seriously. We monitor customer satisfaction as one of our key performance areas through the annual tenant satisfaction survey. There are also a number of positive community initiatives we are proud to support through the Social Impact Program, notably the implementation of the Health Hub adjacent to our administration offices at Green Point Plaza. CEH's Community Development and Reference Group and the Tenant Action Group are important

indicators of our commitment to the community. CEH is also delighted to be the primary agency organising and coordinating the inaugural, and very successful, Christmas Parade.

Throughout 2016-17, CEH continued to implement the Master Plan prepared by Holmes Dyer Planners. This excellent plan guides development of new building sites. It is instrumental in ensuring that CEH's significant capital investment is applied to best effect.

Finally, I would like to acknowledge the outstanding work of the Board and its Chair Ray Brown, in overseeing the initial three years of CEH's work. Just as importantly, I would like to recognise the excellent work of our very committed staff and Centacare Evolve Housing Manager Lorenzo Woodford. They have all worked hard to ensure a good year for CEH's community and I sincerely thank them for their efforts.



# CENTACARE EVOLVE HOUSING BOARD

June 30, 2017



Ray Brown

Chair



Kim-Marie Backhouse



Philip Frost



Tim Gourlay



David Harradine



Gundars Simsons



Ron Ward



Alan Zammit AM



Donna Adams

Alternate Director



Andrea Galloway

Alternate Director

## MANAGEMENT TEAM

June 30, 2017



Tim Gourlay

Executive Director



Mandy Clarke

Chief Operating  
Officer\*



Lorenzo Woodford

Manager Centacare  
Evolve Housing\*



Sheryl Rainbird

Community  
Development Officer



Gail Parker

Housing Manager



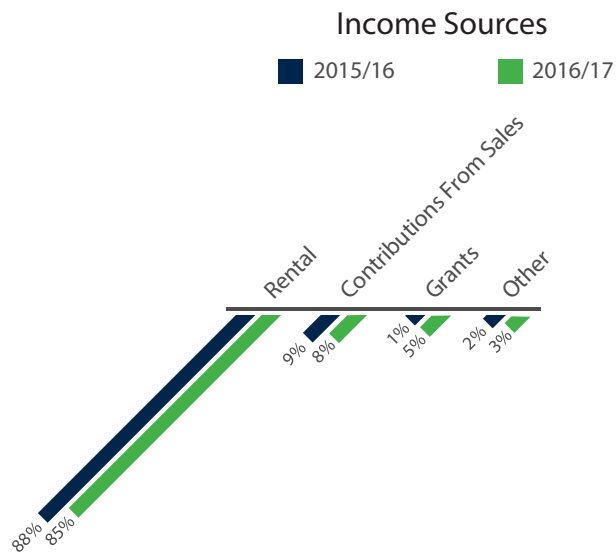
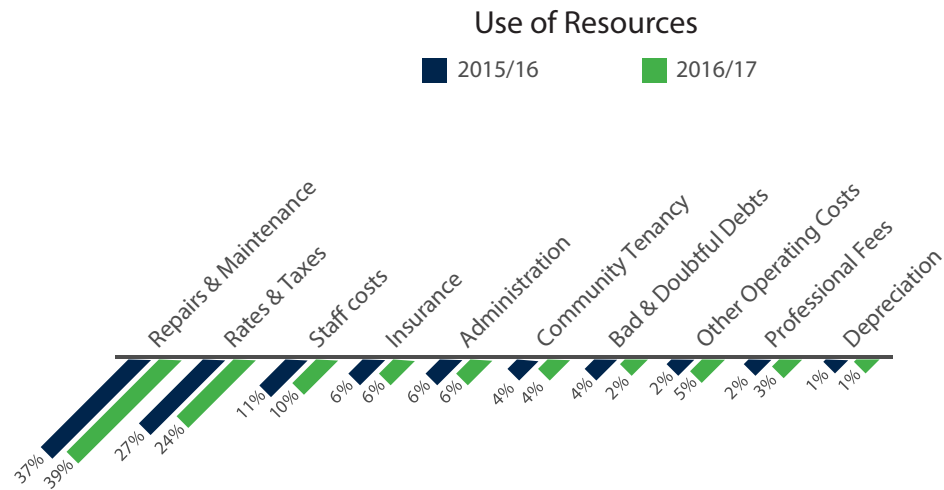
David Sakko

Manager Business  
Support

\*Since 30 June, 2017 COO Mandy Clarke is no longer in this role, and Manager CEH is now James Norman.

# CENTACARE EVOLVE HOUSING FINANCIAL SUMMARY

For the year ending June 30, 2017



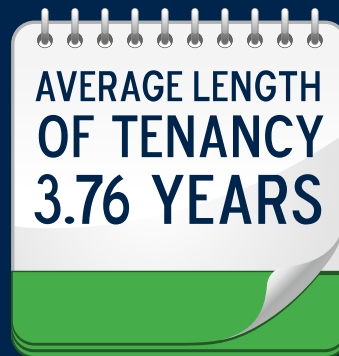




**99.3%**  
OCCUPANCY RATE



NUMBER OF  
PROPERTIES  
**1056**



EMERGENCY  
REPAIRS  
**114**





**TENANCIES  
IN RECEIPT  
OF CRA 64%**



PEOPLE  
HOUSED  
**3586**

**AVERAGE FAMILY SIZE  
3.38 PEOPLE**

 **FEMALE  
2042**

**MALE  
1529** 

 **CHILDREN ≤18 1128**

**AVERAGE AGE: 36.72**

APPLICANTS  
HOUSED **58**

# OUR THIRD BIRTHDAY

## The history and growth of Centacare Evolve Housing

The past three years has been a significant one for the small but dynamic Centacare Evolve Housing (CEH).

We started on May 5, 2014, with CEH opening an office in Bridgewater. At that time seven staff worked out of two offices with five of us sharing an office with Red Cross. In August 2014 we moved to our current location which perfectly meets our operational needs, and makes us more accessible to our residents and stakeholders.

Together, CEH and CatholicCare Affordable Housing now have 15 staff working out of the Bridgewater Office.

Since we started we have:

- housed over 275 applicants from the wait list, and they have been allocated properties that meet their needs.
- maintained an occupancy rate of over 98%
- signed 885 residents to a direct lease with CEH

When we started, our main focus was getting residents to sign over from a Housing Tasmania lease to a CEH lease which brought with it Commonwealth Rent Assistance (CRA). Incentives were offered and the number of residents that signed over far exceeded our expectations. As a result of signing over, and receipt of CRA funds, our residents have benefited from the installation of heat pumps, new kitchens and bathroom upgrades.

In 2014, CEH managed 1,045 properties on behalf of Housing Tasmania. Since then, new properties have been built and our current portfolio is 1,060. We now have five

Tenancy Officers who each manage a portfolio of around 210 properties.

Our Tenancy Officers have built up a good rapport with their residents and, being located in the community, the residents can see a staff member quickly and easily.

The challenges our Tenancy Officers face from time to time were made much easier this year, with the implementation of processes and procedures to provide clear guidelines to address issues as they arise. Since January 2017, there has been an emphasis on managing arrears and this has resulted in arrears falling by 50 per cent by the end of June 2017.

CEH works hard to support residents to continue to live in their homes. We provide support for residents whose tenancy may be at risk, through the partnerships we have built up with local, non-government and government organisations that can assist. We provide appropriate referrals if needed, to ensure residents are supported with any difficulties they may be facing. Our Tenancy Officers work side-by-side with our tenants to provide them with every opportunity to engage in support so they can stay in their home.

CEH has various projects 'in the pipeline' and we are looking forward to the future. Properties in the Chigwell and Warrane areas are being upgraded. New properties are being built in the suburbs of Bridgewater, Gagebrook, Herdsmans Cove, Chigwell, Glenorchy and Warrane. When they are completed, some of these homes will be added to the CEH portfolio for Tenancy Officers to manage.







# SUPPORTING OUR TENANTS

## What sets us apart

Centacare Evolve Housing (CEH) is a social housing provider, and so we offer far more to tenants than rent management alone. CEH places a lot of importance on engagement with the community; we actively seek their feedback and we value their ideas for making the community a better place to live.

CEH's Tenant Advisory Group (TAG) held the first of its bi-monthly meetings in August, 2016. Discussions are often wide ranging and have provided many helpful ideas. After discussions at the first TAG meeting we implemented a number changes to our office reception area. New automatic sliding doors have improved accessibility for people with prams and wheelchairs, and the addition of a comfortable couch, artwork and fresh paint have made our reception area much more welcoming and comfortable for people and families.

One of CEH's exciting new projects in the past year has been Colour Our World, which provided the opportunity for tenants to freshen up their homes and reflect their personal taste with a colourful new coat of paint on the front door and letter box. Community consultations told us that the local area lacked colour, especially in summer. The Colour Our World project made an amazing difference, with freshly painted front doors adding bright colours to the neighbourhood, and the participants had fun while brushing up on their painting and sanding skills.

This year, another CEH initiative has been Rent Ahead; a scheme that offers tenants the opportunity to pay a little extra each rent period so that their rents can be reduced a little at expensive times like Christmas or the start of the school year.

These initiatives will be ongoing, and they are just the start of the ongoing commitment we have to engage at many levels with our tenants. It is part of our Vision to achieve a thriving community through a distinctive culture of care.

**“When a brown front door was changed to a teal blue, it instantly changed the whole feel of the house.”**

—Sheryl Rainbird, CEH Community Development Officer

**“I told people I had a new front door, it looks so fresh and new”**

—80 year-old participant in Colour Our World





The Colour Our World project's freshly painted front doors



# HOMES FOR NEW ARRIVALS

## Families from Syria and Iraq

In mid-2016 CatholicCare Tasmania was advised that approximately 200 people affected by the conflict in Syria and Iraq would arrive in Hobart as part of its government funded Humanitarian Settlement Services (HSS) program. While this was extremely welcome news, it posed several challenges – the greatest being housing availability.

HSS has a number of properties that are used to house humanitarian families when they first arrive in Hobart. Once some essential support needs are met and they have undergone initial orientation, families move to private rental housing. However, due to a high number of humanitarian arrivals in the preceding months, all the HSS on-arrival properties were full. In addition, the very tight rental market was causing a backlog as families struggled to find appropriate rentals to move in to.

A similar situation was playing out in other settlement locations around the country, but Hobart had the potential to prove particularly difficult due to its relatively small and very tight affordable rental market.

With the arrival date for the Syrian and Iraqi families fast approaching, some collaborative discussions provided an internal solution that wouldn't otherwise have been available.

When the families started arriving in late 2016 they were accommodated in ten Centacare Evolve Housing (CEH) homes in the new unit development in Gunn Street, Bridgewater.

Housing the newly arrived families in these properties proved to be a huge success both in terms of community building and service delivery. The families loved it as they had each other's support and were very soon welcomed

by the broader community. They also really appreciated the quality of the houses and the easy access to church, shops, and services.

"The houses here are quite close to each other, so people know who their neighbours are," said Lorenzo Woodford, CEH Manager.

As the initial families moved into private rentals, new families arrived to maintain the flow and the vibe. The arrangement was designed to last for six to eight months during the peak of the humanitarian arrival period. So gradually, as more families found longer term accommodation, the houses were returned for CEH 'business as usual'.

During their humanitarian arrival phase, these CEH houses provided a fantastic solution to a difficult situation and a very positive experience for many families in need. It was an arrangement that demonstrated how an organisational response can be coordinated to meet a specific need at a critical time.

"As a temporary housing solution, this has been a great success," said Lorenzo.



“The Syrian and Iraqi families have been thoroughly welcomed into the Bridgewater community.”

— Lorenzo Woodford, CEH Manager



# IMPROVING OUR PROPERTIES

## Modern upgrades and efficient new heating

In 2016-17 Centacare Evolve Housing (CEH) issued 2,590 work orders for maintenance and property upgrades, totalling over \$2.6 million.

Our maintenance team has been extremely busy this year working on orders as small as fixing a leaking tap up to full property upgrades.

During the year there were 86 vacate work orders issued. Each one of these empty properties was inspected and a scope of work created for the repairs to commence. Once the property repairs have been completed, they are all audited by the CEH maintenance team to make sure that the property is tidy, clean and ready for a new family to move in.

At CEH, one of our contractual obligations to Housing Tasmania is to have all properties in the CEH portfolio upgraded in our 10 year contract. We are currently way ahead of schedule in completing this task and in the last financial year alone, 244 upgrades were completed by our contractor Wayston Building Services who continue to provide an excellent service to CEH.

Upgrades include new kitchens, bathrooms, floor coverings and internal painting plus other general works.

New kitchens are designed to suit the property with input from the CEH maintenance team, our contractor and the tenants. In most cases the kitchen size nearly doubles so as to have maximum benefit for our tenants and our asset. Our tenants select from a range of benchtop colours and we install ducted exhaust fans.

Another of CEH's contractual obligations to Housing Tasmania is to have 700 heat pumps installed by our

second year. Having identified the need to issue more orders to reach this benchmark, CEH consulted with Parr's Air conditioning to expedite new installations. Together we exceeded this goal by having 376 heat pumps installed in the last 12 months, to the value of \$914,000. This brings the total heat pump installations to 710.

The installation of a heat pump in someone's home makes a significant difference to their life. Besides making homes warmer throughout, heating costs drop dramatically in comparison to the old electric or gas heaters. Information is provided to all our tenants with their new installation about how it is best to leave the temperature-controlled heat pumps on, so they can gain maximum efficiency in heating their home.

One of the benefits of heat pumps is the reduction of condensation inside the home. This has been a significant issue in CEH's portfolio of properties due to the inefficiency and high running costs of the old-style heaters. Over the last three and a half years condensation problems have dropped significantly, because tenants can now afford to heat their homes.

CEH's heat pump installations have made an enormous change to many tenants' homes.

**"I have personally seen the remarkable changes installing a heat pump has made. CEH is having a huge impact in this community."**

—CEH Maintenance Coordinator

**376**

**HEAT PUMPS  
INSTALLED**



**2,590**  
**WORK ORDERS**  
**= \$2.6M**



**244**  
**home**  
**upgrades**  
**including**  
**NEW**  
**kitchens**

A tenant's new kitchen

# NEW HOMES

## New builds and new plans

Throughout this year Centacare Evolve Housing (CEH) has continued to deliver its new building commitments under Better Housing Futures requirements with 29 new dwellings at 106 Gunn Street. Focus then shifted to maximising the use of the stock leverage program to deliver new houses, free up existing housing stock, provide enhancements to the streetscapes and generally support and enhance the quality of life for residents.

Significant planning and consultation has gone into development sites at Green Point Road, Gage Road, Bowden Drive, Gunn Street and Taylor Crescent. By the end of 2019, these sites will deliver 166 new dwellings into the Brighton Municipality. There has been a very high level of constructive collaboration between Housing Tasmania, Brighton Council, CEH, Wilson Homes and a variety of community and other not-for-profit groups. This consultation and collaboration will result in sound planning and the new builds delivering the best possible outcomes for the community and tenants and owners.

Each of these larger sites will be sensitively planned and will incorporate features for community use outside of new dwellings and roads. They will seek to improve connections within the suburbs, provide well maintained open spaces and deliver high quality urban design. These future sites will seek to look like any subdivision being built anywhere in Australia.

Construction will also continue for individual houses and small unit developments at a number of locations across Bridgewater, Gagebrook and Herdsmans Cove. Under the stock leverage program this will also expand in a small way into the Eastern Shore and Northern Suburbs of Hobart. Planning and stakeholder liaison also continued for the eventual building of a minimum

of 352 new dwellings by the end of 2024. These will see more than \$50M spent on new dwellings, and will deliver approximately 200 new jobs.

Following the commitments of the Master Plan these new dwellings will have a diverse and modern aesthetic and built form. They will incorporate learnings from the design and site layouts at 106 and 107 Gunn Street as CEH seeks to continually improve upon results to date. Importantly, the new developments will continue to provide for private ownership, affordable and social housing. Properties at the Gunn Street sites sold very quickly in 2017, and this is also expected at future sites.

Construction of 16 exciting new dwellings will start at 2 Green Point Road in late 2017 based on a small lot housing model, and will be indicative of future CEH developments on a number of sites. The very positive momentum generated in 2016-17 has set a strong foundation for future years.





Construction at Green Point Road, Bridgewater



# SUPPORTING THE COMMUNITY

## Making better places to live

Centacare Evolve Housing (CEH) is committed to making the local area a better place to live and so it listens to the community. When CEH's Community Development and Engagement Reference Group heard that the Communities for Children Salvation Army Children's Safety Audit had identified areas in the local community where children felt unsafe, they took on board one child's comment that "someone just needs to tell us where it is safe" and applied for funding for a Safe Places project.

With a grant from Calvary Community Grants Program the Safe Places project got underway in partnership with the Salvation Army. The project involved local school children designing a sign for places where they felt safe, and the resulting signs were presented to the community in June.

The Safe Places project will continue into next year with a focus on making some of the identified unsafe places such as the underpass near the East Derwent Primary School, safer places to be. The children are involved in identifying what needs to be done and who they need to talk to.

CEH is also informed by research into our local community. Early this year the Bridgewater Gagebrook Master Plan provided both clarity around the built environment and responses to community consultation about the liveability of the area. Another report from our partnership with UTAS, called Intersections of Stigma, Social Capital & Community Engagement in the Suburbs mapped the social networks within our community and also provided insight into the uptake of current services in the area and detail about the social environment. A third report, Dropping Off the Edge brought into focus some of the persistent challenges present in our

area. All of these help CEH to make informed decisions about the ways we strive to make our area better for our community.

One response has been the Archdiocese of Hobart and CatholicCare Tasmania's Social Impact Program (SIP) which links relevant agencies, schools and parishes with individuals and organisations on specific social impact initiatives. SIP's aim is to grow vibrant and hopeful communities in the Brighton, Derwent Valley and Glenorchy municipalities. It is underpinned by Catholic Social Teaching principles and is a long term commitment to work collaboratively and creatively to address social and economic disadvantage.

The Hub at Bridgewater, a partnership with All Round Health and Community Care to provide GP and Nurse Practitioner services in the community, was established by CEH and supported by SIP. The Hub was a direct response to tenant feedback in CEH's annual tenant satisfaction survey and the UTAS report where tenants said it was hard to access a local medical service in a timely manner. Counselling services provided by CatholicCare are also planned at The Hub in the next year.

SIP has been dedicated to developing an employment pathway for disengaged youth through an initiative called Build Up Tassie. Leveraging from the planned building of CEH homes an opportunity was identified for skills development and possible employment opportunities for youth. Build Up Tassie is in its early stages of development and its many partnerships are expected to bring significant positive social impact.



This is a



Safe  
Place!

The children of your community have selected  
this place as a Safe Place.





# HAVING FUN

## Enjoying community life

Everyone likes to have fun and it is a great way to build friendships, good will and a sense of community. This is why Centacare Evolve Housing (CEH) continues to lead the planning for events in our local area.

Working as part of the Brighton Alive Network, during 2016-17 we worked in partnership with local organisations and community members to plan and deliver some exciting events. Four events were planned and these were supported financially by Brighton Council through their Community Grants Program and by providing of staff time and lots of the other things needed for a large community event.

The Spring Food Festival was a great success. This increasingly popular event was hosted by Jordan River Service Inc at the Gagebrook Community Centre, with a focus on healthy food and the opportunity to take home some seedlings of their own to plant. CEH works in partnership with the Jordan River Service many months before the event, taking on roles such as promotion, risk assessment, feedback from stallholders and attendees. This partnership and support of each other's work is an important one and extends to many programs. The 2016 Spring Food Festival was the second to be held and we are already working together to ensure the 2017 Festival builds on this success.

CEH lead the organisation of a traditional Christmas Parade during the year with many months of planning required because this was the first Christmas Parade held in the Brighton area. It took place on a Saturday in mid-December and was a true community event involving people from all sections of our community. In total there were 20 floats on the day from all parts of our municipality, with around 250 people taking part on

the floats, while hundreds watched from vantage points along the route.

The success of the Christmas Parade was due to the overwhelming feeling of goodwill and positivity by float participants and spectators, as well as because different sectors of our community, including service and community organisations, the local Council, volunteer groups and businesses, and many of our newest residents all took part in it together. We were featured in WIN TV news, Brighton Community News and recognised at the Brighton Council Australia Day Awards as the Community Event of the Year.

The shopping centres in CEH's local area do not provide a Santa or Easter Bunny, so children very rarely have these encounters. CEH's Community Development Officer was keen to change this so, having purchased an Easter Bunny costume, she took bookings through the Brighton Alive Network for the bunny to appear at community activities. The bunny received eight bookings, including some from organisations that we rarely work with. As a result, our Easter Bunny attended the East Derwent Primary School Fair, Parents R Us, Story Time at the LINC, Child Family Centre, Easter Breakfast at the Bridgewater Community Centre, Children's Service in Tower Road and the Easter Sunday Family Fun Brunch. We also used the Bunny to promote CEH's Facebook page which resulted in 8,200 views and an increase of around 100 'likes' over a two week period.

“Seeing people stopping to talk to each other over a plant, or while watching their children bounce on the jumping castle, is building community in the most natural of ways. Through this engagement with each other, barriers will be broken down and a sense of belonging will develop.”

—CEH Community Development Officer on the success of the Spring Food Festival

“Children and parents were thrilled with their bunny encounters and there were only a very few tears.”

—CEH Community Development Officer



# DEDICATED TO OUR TENANTS

## Our people, their stories

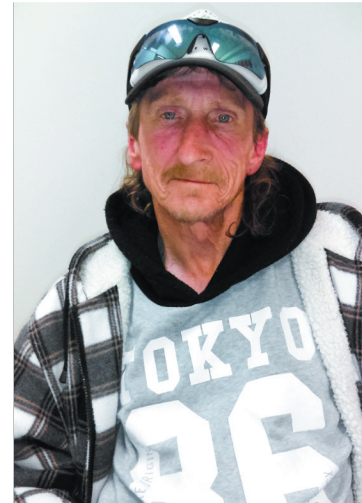
One of our tenants, Steady, is a popular character around Bridgewater and always has a ready smile and time for chat. Steady is 51 and comes from a family of farmers in Kempton. He has happy memories of a childhood spent wood-hooking with his father. Steady has lived in the same rental property for 18 years.

Steady has faced difficulties in his life, but he has a positive attitude and a lot of strength. He became an alcoholic as a young man, and hasn't worked since a serious car accident resulted in significant disability. His alcoholism eventually led to five years of addiction to prescription drugs, but Steady is now participating in a methadone program and he wants to live free of drugs.

Steady has just completed a short period of incarceration and he contacted me because he was worried about not being able to return to his home. CEH was able to reassure Steady that he would not lose his rental property while he was incarcerated. Furthermore, CEH's Housing Manager was able to ensure his rent was adjusted for the period when he was not receiving Centrelink benefits.

When I met with Steady after his release from jail he was still smiling, despite the knocks.

—Andrew, CEH Tenancy Officer



Steady

**“This is the most rewarding job I have ever had.”**

—CEH Tenancy Officer



After more than three years working with a portfolio of about 210 properties, I have a strong relationship with my tenants. Quite often we just sit and chat. It's just person to person, and that's what I like.

My tenants are so proud to show me their new kitchen or new bathroom upgrade and to talk about the benefits of their new heat pump. Often this lovely upgrade has brought on a decorating frenzy for the tenant and I see their property has been transformed into a bright and airy home with matching décor and lovely personal touches. This is what it is all about for me, pride and dignity.

The Hub at our office has made a difference. Having quick and easy access to a GP or Nurse practitioner is a huge change as it can be hard and expensive to visit the doctor, particularly if you don't drive or have little ones to organise.

—Linda, CEH Tenancy Officer



Linda

**“It makes me very pleased to work for an organisation where we can help people who have been dealt some tough breaks.”**

—CEH Tenancy Officer

# DEDICATED TO OUR TENANTS

## Our people, their stories

One of my tenants has lived in her three-bedroom Bridgewater home for many years and she is always happy to chat away while I'm there doing my visits for inspections.

Even though a year passes between visits, her stories pick up where they left off like no time has passed at all. I hear about how she raised her children in this home, and how she saved to put the carpet down when she moved in back in 1977. I know how the children are and what they are doing, how her grandson is now working overseas, and how very proud she is of everything they have done and achieved. I am so privileged to be accepted into her life like this.

Recently, because she is getting on in years and finding it harder to maintain a large three-bedroom property and the equally huge backyard and lawns, it was lovely to be able to offer her a brand new two-bedroom unit.

At first she was reluctant to move and leave behind so much history and a lifetime of memories, but she took the plunge. I've now done the first inspection visit at her new unit and I was overwhelmed to hear how happy she is that she chose to move to her new home. She showed

me around with such pride, having bought herself all new furniture to fit the property and its bright new colour themes. It looks beautiful.

Next year I'm looking forward to our visit and hearing about her first great grandchild.

—Meaghan, CEH Tenancy Officer



Meaghan

**One of the best things about working at Centacare Evolve Housing is meeting all of our tenants, and getting to know them over the years.**

—CEH Tenancy Officer

Elaine is a tenant with Centacare Evolve Housing. She moved in to her property in 1998 and her lovely home was one of the first I visited for an inspection. Soon after this, Elaine received an upgrade to her kitchen and heating, and she had a wider opening put through from her lounge room to the kitchen which allowed heat to flow though to an area that was always very cold before.

Elaine wrote me a lovely letter thanking us for her upgrades. At my next visit to her home, I was shown the work that had been done and

Elaine's lovely new kitchen. She was still over the moon about the improvements that had been made to her home.

I've always enjoyed working with Elaine and I'm looking forward to my next visit to her place.

Elaine is just one of the tenants I work with and she is part of the many reasons that I love my job as a Tenancy Officer.

—Trish, CEH Tenancy Officer



Elaine

In my job I get to meet the most wonderful people here in Bridgewater and Kerry is one.

I've recently supported Kerry to connect up with Chats after she told me she was experiencing feelings of loneliness. She agreed to give it a go and signed on to the Chats program. Now, as well as tending her garden, she is busy with social activities, lunches with new friends, and trips away, including a two-night stay on Tasmania's beautiful East Coast.

My job satisfaction is at an all-time high. In the office we have new strategies and service delivery goals, and the Tenancy team is stronger and more positive than ever.

Every day I look forward to coming to work.

—Shandell, CEH Tenancy Officer



Kerry





Community minded, Community driven

Shop 2, 28 Green Point Rd  
Bridgewater TAS 7030

*(next to Centrelink)*

*Affordable Community Housing Alliance Tasmania Limited  
trading as Centacare Evolve Housing ABN 23 154 824 969*

Phone: 6173 0060

Email: [centacareevolve@aohtas.org.au](mailto:centacareevolve@aohtas.org.au)

[www.centacareevolve.com.au](http://www.centacareevolve.com.au)



centacareevolve



@centacareevolve