



Waterloo Community Update

Homes
NSW

April 2024

We are now Homes NSW

Homes NSW is a new division within the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice (DCJ), the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW focuses on building more social housing, housing maintenance, tenant services, rental support programs as well as support services to manage homelessness.

This change will not affect current tenancies. Homes NSW will make accessing support services easier, by combining our services, expertise and skills under one roof to help you. Our goal is clear – you will be at the heart of everything that we do.

Waterloo South renewal update

Homes NSW is currently in the final stage of selecting a renewal partner for Waterloo South. The renewal partner (also known as consortium) consists of a developer and one or more community housing providers. The following 2 consortiums have moved to the final stage of the process:

- Lendlease and St George Community Housing
- Stockland, Link Wentworth Housing, City West Housing and Birribee Housing

The successful consortium is expected to be announced mid 2024.

Waterloo South relocations: what you need to know

Waterloo South is the first stage of the renewal project and will be redeveloped over the next 10-15 years.

Relocations will happen in stages. This means, not all tenants in Waterloo South will move at the same time.

Important information:

- You will receive **at least 6 months' written notice** before needing to move.
- You will be given the opportunity to **stay in the local area** if you wish.
- You will receive **support from our relocation team** throughout the process. They will help you to find a suitable property and organise your move.
- You will have the **right to return to Waterloo** once the development is complete.
- **The high-rises will not be redeveloped now.** For tenants living in the high-rises, it is unlikely that you will move for at least 10 years.

This newsletter is available in Russian and Simplified Chinese online. To view the website, scan the QR code or visit <https://bit.ly/3P6BTPr>. You can pick up a printed copy from the Waterloo Connect office, Waterloo housing office or at the OzHarvest pick up station.

Данный информационный бюллетень доступен в сети на русском и упрощенном китайском языках. Чтобы просмотреть веб-сайт, отсканируйте QR-код или перейдите по ссылке: bit.ly/3CUoPVk. Бумажный экземпляр можно получить в офисе Waterloo Connect, отделении службы жилья в районе Ватерлоо и в пункте самовывоза OzHarvest.

本新闻简报有俄文和简体中文版，可在线阅读或下载，请扫描二维码或访问 <https://bit.ly/3CUoYrQ>。你也可以前往 Waterloo Connect 办事处、Waterloo 房屋署办事处或 OzHarvest 食品发放站领取本新闻简报。



Word on the street

Waterloo Summer on the Green

Counterpoint's 16th *Summer on the Green* event took place on the Waterloo Green on Friday 9 February. This annual community event brings together a variety of Waterloo locals and agencies to celebrate the community's rich diversity while encouraging social inclusion, neighbourhood pride, and open space preservation.

Over 350 people dropped by throughout the afternoon, a fantastic attendance! Special thanks to the City of Sydney,

Waterloo Collective and Mission Australia for their support. A big shout out to all the volunteers and community members who organised the wonderful BBQ, rolled up their sleeves and helped set up the event.

Finally, we would like to acknowledge and thank Raymond Weatherall for performing the Welcome to Country and the Smoking Ceremony, the entertainers who delighted the crowd throughout the afternoon as well as all the services and agencies who attended to provide valuable information and run the various scheduled activities.



Rumours corner

Rumour: *There will be less social housing in Waterloo South.*

Response: The renewal of Waterloo South will deliver around 3,000 new homes. 30% of these will be social homes, which will be an increase in the existing amount of social housing in Waterloo South.

Rumour: *The redevelopment project will be delayed because of rising construction costs.*

Response: Homes NSW is committed to delivering the renewal of Waterloo South. Homes NSW is currently in the final stage of selecting the project delivery partner for Waterloo South.

Rumour: *Everyone living in Waterloo South will have to relocate at the same time.*

Response: Relocations will happen in stages. Not all tenants in Waterloo South will move at the same time. **We are still working through the details of the relocation plan.** More information will be available mid 2024.

Waterloo Connect – a touchpoint for the Waterloo South Renewal Project

The Waterloo Connect office, located at Shop 2, 95 Wellington Street (opposite OzHarvest), is open on **Tuesdays** and **Wednesdays between 10am and 4pm.**

Visit the office to meet our team, get more information or discuss any questions you might have about the project. You can also reach the team on 9384 4134 or via email at WaterlooConnect@homes.nsw.gov.au

For all tenancy and maintenance enquiries, please call 1800 422 322 or visit your local Housing office located at 232 Pitt St Waterloo.



Virginia (left) and Maria (right) in front of their building.

“A little smile can change people’s lives.”

Read this special interview with two long-term Waterloo tenants.

Meet Virginia:

Virginia has been living in Waterloo South for more than 10 years. Many of her neighbours in the building are elderly and come from diverse backgrounds including Russia, South America, Ukraine and Asia, as well as Aboriginal people. “It’s an interesting combination for only 12 units,” Virginia said.

She likes living in Waterloo because it is close to services including the bank, post office, doctors’ offices, Centrelink, and Counterpoint. They are all within walking distance, and they all know Virginia and her neighbours.

For Virginia, home is a place of peace and security. She likes knowing who her neighbours are – that means a lot to her. She actively helps neighbours and others in her community.

“We consider ourselves a family. If we don’t see someone for a few days, we’ll be checking on them.”

“We are happy here, but some people need a lot of help. I used to be a tenant representative, but I’d rather help people in practical ways.”

Virginia has also been nominated by My Aged Care to represent 4 elderly people living in Waterloo.

Meet Maria:

Maria has been living in Waterloo for 26 years. She lives across the hallway from her friend, Virginia.

“We even share our Wi-Fi,” she laughed. They enjoy helping their community, supporting each other and their neighbours. They even carry their elderly neighbours’ groceries up 3 flights of stairs. Maria also looks after her neighbours’ cats when they are away.

“Virginia looks after a lot of people. She is always on the phone reporting things that are not working for us. Everyone says if there are any problems in our building, tell Virginia. She does a good job,” Maria said.

“It will be 2 years since I became a volunteer with OzHarvest. I used to queue up to get food then I thought I had to help. **Just a little smile can change people’s lives. So, at the age of 84, I became a volunteer.**”

At the end of the interview, Maria expressed how much she loves her home “My home is a piece of heaven, nice and peaceful.”

Keeping the streets in Waterloo clean

Homes NSW is working with the City of Sydney on waste management to help keep the community clean and healthy. It will take a collaborative effort to achieve positive results and your help is needed so please:

- Place rubbish bags in your red bin or garbage chute.
- **Do not feed the birds**, as leftover food attracts rodents.
- **Report illegal dumping on public housing land** by calling the Housing Contact Centre on 1800 422 322. If you see illegal dumping on Council streets or parks, please report it to the City’s customer service line on 9265 9333.

- If you observe any poor waste behaviours, **please report** it to the Waterloo Housing team on 9384 4166.

How about unwanted bulky items?

If you have furniture, mattresses, whitegoods, electronics, and other big household items that you no longer need, Council can collect them. Contact the City of Sydney on 9265 9333 to organise a Council pick up or contact the local housing office to assist you.

Homes NSW have been organising Clean Up days across Waterloo South in partnership with Counterpoint Community Services, Sydney Local Health District, and the City of Sydney. Keep an eye out for details of the next Clean Up event.

Community corner

Update from OzHarvest

Exciting news – the OzHarvest Market **has a new look!** After 3 years of serving the community, the market has had a major upgrade to create a vibrant, welcoming, and purposeful space.

OzHarvest thanks all of their incredible supporters – Woolworths, Mainbrace Constructions, and Higgins Coatings – for making this happen. Their dedication, both in time and resources, has given OzHarvest a beautiful and functional space that is set to serve the community for years to come. It's a true testament to the strength of community collaboration and a shared commitment to positive change.

Gigi, the Market Project Lead at OzHarvest, spearheaded this major overhaul. "We're proud to have completed the renovation in a record time of 2 weeks. Throughout this period, we continued providing nutritious takeaway meals as well as having our beloved OzHarvest Food Truck serving warm meals for our regular customers," Gigi says.

OzHarvest is looking forward to welcoming community members in need of food relief back to the market where they can access a variety of fresh, rescued produce.

They are open every week: **Tuesday to Saturday from 10am – 2pm.**



Activities at Waterloo Neighbourhood Centre, Shop 5/ 95 Wellington St, Waterloo

Weekly Community Outreach

When? Every Thursday, 10:30am – 12:30pm

Details: Join the weekly Waterloo Community Outreach to have a chat or grab a cuppa and snack.

Different services are available each week including Mission Australia, Redfern Legal Centre, Sydney Local Health Service, Services Australia, Catholic Healthcare, City of Sydney, Vinnies, 4 voices, OzHarvest and many more.

Women's Health Clinic

When? Thursday 2 May, 10:30am – 12:30pm

Details: Free and confidential services are offered which include self-collection cervical screening tests and STI screening, breast screen booking, health information, pregnancy tests and contraception advice.

Waterloo Wellbeing and Safety Action Group (WWSAG) meetings

When? Second Wednesday of each month, 2:00pm – 4:00pm

Details: Come along and contribute to health and safety at Waterloo. The WWSAG aims to promote the Waterloo social housing community's health, safety, and well-being by organising projects and events that support safety within the community. WWSAG is also undertaking safety audits and encouraging resident-led approaches to a healthier community.

Events at Turanga building, 1 Phillip St, Waterloo

Waterloo Social Group

When? Last Tuesday of each month, 11:00am – 12:00pm

Details: Join the group for a cuppa, light refreshments and chat with your neighbours. Mission Australia will also be available to discuss tenancy issues.

Have questions about these activities?

If you need more details or have questions, please contact Mission Australia Community Engagement Facilitator, Roopali on 0491 147 620 or email SharmaRo@missionaustralia.com.au

Waterloo Human Services Collaborative update – website live

The Waterloo Human Services Collaborative Group consists of government agencies and non-government organisations, as well as community and tenant representatives. The Waterloo Collaborative has been working since 2021 to improve services and support for Waterloo tenants.

Counterpoint staff and volunteers are helping with this work, including resourcing the website. Check out the website for more information on the work being undertaken and to access both tenant and agency resources. The website can be accessed at www.waterloo2017.com.

If you do have any feedback regarding the Collaborative website, please send an email to info@counterpointcs.org.au.