

### General Information Sheet

February 2010

# Waterloo Green Neighbourhood Project

The Waterloo Green Neighbourhood Project is a three-year pilot project, working with the community to provide a safe, secure and connected neighbourhood for people living in the Waterloo Green high rises.

Three new services, each providing employment and training for social housing tenants, will be introduced in the six high rises around Waterloo Green: Matavai, Turunga, Cook, Banks, Marton and Solander buildings.

The services are:

- **Neighbourhood Link** – a service delivered from a new Neighbourhood Link office in the foyer of each high rise during business hours, Monday to Friday. The service will include a friendly welcome and orientation service, provide information about local services and community activities, and provide a contact/control point for visitors and contractors wishing to enter the building.
- **Neighbourhood Security** – a security service provided from the Neighbourhood Link offices, outside business hours, on weekends and public holidays with 24-hour closed circuit television (CCTV) monitoring.
- **Neighbourhood Repairs** – provision of routine maintenance by social housing tenants, in partnership with the head maintenance contractor for the area.

Employment and training opportunities will be created for social housing tenants through these services.

The project is part of a broader renewal project where Housing NSW will partner with other agencies to improve the lives of residents in Waterloo and Redfern.

### Why is the Waterloo Green Neighbourhood Project being introduced?

Housing NSW has listened to residents' concerns about safety and security, nuisance and annoyance, vandalism and drug dealing in this area. Similar projects in other cities have been successful in reducing crime and improving the quality of life of residents of high-rise social housing.

The project means residents will be linked to better information about government and non-government services and community events, improving social connections and reducing social isolation.

Entry to the buildings by contractors and visitors will be controlled, which means unauthorised occupancy and subletting will be reduced, as will the cost of repairs and maintenance caused by antisocial behaviour and vandalism.

### What will the building works involve?

The building works will include:

- refurbishment of foyers to create a Neighbourhood Link office and waiting areas
- installation of internal security doors to control access to lifts and resident areas
- installation of additional security, including CCTV cameras, and 24-hour monitoring
- electronic controls for fire doors
- an improved security access system
- relocation and installation of new letter boxes.

### When will the project start?

At this stage we expect services will commence in:

- Matavai and Turunga in August 2010
- Marton and Solander in October 2010
- Cook and Banks in December 2010.

### Who will provide the services?

Tenders will be called for the Neighbourhood Link Service, the Neighbourhood Security Service and the capital works parts of the project.

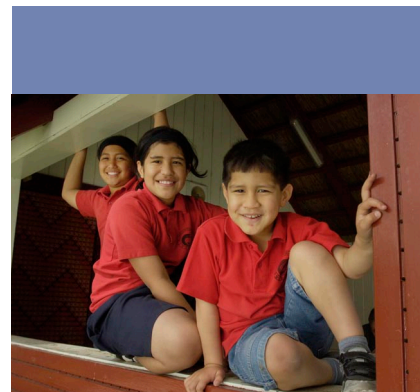
The Neighbourhood Link service will be provided by a non-government organisation and will employ up to 12 social housing tenants as Neighbourhood Link workers each year.

The Neighbourhood Security service will be provided by a licensed security contractor and will employ up to 12 social housing tenants as trainee Neighbourhood Security staff each year.

The Neighbourhood Repairs service will be provided by Spotless, the head maintenance contractor for the area, together with Fair Business, a not-for-profit organisation. This service will employ up to 20 social housing tenants as trainees or skilled tradespeople.

### What will happen at the end of the three-year pilot?

During the three-year pilot, the project will be evaluated. The results of the evaluation, including tenant feedback, will help determine what happens after that.



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## Will residents be consulted?

Yes. This project can only work if residents are fully involved and to have a say in the project. Information sessions held after the launch of the project will be followed by consultations with residents of each building about:

- colour schemes
- location of extra CCTV cameras

- improvement to security in the fire stairs and doors
- photo identification swipe cards
- tenant employment initiatives
- management and use of common rooms.

Information about planned consultations will be delivered to each resident closer to the time. In addition, information will be available in the Waterloo Office.

## Who can I contact if I have further questions?

Further information can be obtained by contacting:

- staff at the Housing NSW Waterloo office on 9384 4166
- the Housing Contact Centre on 1800 629 212.

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

## Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450