

**Submission
No 43**

INQUIRY INTO SOCIAL, PUBLIC AND AFFORDABLE HOUSING

Organisation: The Factory Community Centre & South Sydney Community Aid
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25th February 2014

Dear Chairperson,

Thank you for the opportunity to submit comments on the NSW Government's Legislative Council Select Committee's Inquiry into Social, Public and Affordable Housing. First of all we want to congratulate the NSW government on establishing this long overdue inquiry, and we believe housing needs to be a top priority policy area for state and federal government.

We write this submission on behalf of The Factory Community Centre and South Sydney Community Aid as we collaborate together in providing generic community support services and act as lead agencies for many local grass root groups and services within the Redfern and Waterloo area. We have operated in the heart of Waterloo for over 35 years, with particular focus of working with social housing tenants.

We have had long standing productive and positive relationship with Housing NSW and their tenants. We are well aware of the complexity of issues faced by social housing tenants and their providers. There are many areas on which these providers should be congratulated. However for this submission we have chosen to highlight the issues and challenges based on topics on which we have received feedback from the many diverse clients and community groups who access our services. Some examples of issues contained in our submission are according to the information provided to us by residents and therefore we cannot guarantee that all of them are completely factual. This feedback may not be representative of everyone views, but are based on our professional interaction with over 20,000 contacts in our projects. We have also supported and participated in Inner Sydney Regional council and the Local REDWatch groups development of their submission and confirm our broad support of their submissions.

We hope you will consider the points in the manner in which there are intended, and feel free to contact us should you require any further information on any of the issues raised. We look forward to working with the Government and providers in continuing to improve policy and practice for all current and future social housing tenants.

Yours Sincerely,

Michael Shreenan
Executive Officer - Factory Community Centre
Convener of REDWatch
67 Raglan Street, Waterloo NSW 2017, Aust
Phone: 02 9698 9569 Fax: 02 9310 4141
Email: info@the-factory.org.au
ABN: 21 334 613 263 CFN: 12700

Bill Yan
Executive Officer
South Sydney Community Aid
The Alexandria Town Hall
73 Garden St Alexandria NSW 2015
Tel: (02) 9319 4073 Fax: (02) 9319

Personal disclaimer: - The Main author of this public document openly declares his Dyslexia and therefore it is requested that you please ignore any unintentional uncorrected mistakes in punctuation, spelling or grammar and positively concentrate on the content of the messages being conveyed without discriminating.

Properties

- We are concerned about the perceived lack of capacity of Government to meet the current and future demand for social housing. With over 57,000 people on the current housing waiting list, 35,000 vacant bedrooms and 28,190 who are homeless this is a diabolical situation that requires urgent and immediate action.
- The selling off of public housing stock, the slow turnaround of empty units, and the lack of tenancy support services, and the lack of investment and sound maintenance management of properties are all contributing factors, which successive governments have failed to address both at state and federal level.
- Failure to invest in public and affordable housing is failure to invest in people, and ultimately will result in an increase in homelessness and poverty, which is ultimately more costly, socially and economically, in the long run. We would call for both state and federal Governments to make housing a number one priority and put an end to the current crisis before it becomes any worse.
- We are also starting to witness the reduction of public housing stock in Sydney LGA area, resulting in social housing residents being dispersed unfairly to the outer suburbs where there is lack of social infrastructure, support and medical services and employment opportunities. Our poor should not be unfairly exiled from the city to make room for the wealthy, and sell of public stock should cease or at least be replaced at the exact or at higher level than current stock numbers in each location.
- Housing design of any new stock should adopt the principles of Universal Design.
- Design should also be of such a quality it reduces current tenancy management challenges. For example; Houses with decent sound proofing and security measures can reduce complaints about Anti-Social Behaviour or noise complaints.
- Housing that is energy efficient can help minimise energy costs effect on poverty levels.
- Design out crime principles, should be applied to all new developments and modifications made with existing stock where possible.
- The importance placed on community green space and quality community facilities and services should not be overlooked in any new development strategies.
- Maintenance is one of the largest complaints received at our community centre in relation to their tenancy. Complaints range from difficult, getting the repair complete right through to quality of the workmanship undertaken.
- Forcing people to be only able to report repairs through a telephone system has resulted in clients utilising our service to make phone calls, for which we receive no funding for. It appears to have disempowered local staff's ability to respond to repair requests, which, if they know their portfolio, are actually better placed to make a judgment in relation to urgency etc.
- We would question the economic benefit of utilising contractors and tenders process to ensure maintenance is completed. We would argue that the system of public works and HNSW having their own trade's people would be more cost effective by cutting out the middle agency that chews up lot of profit for outsourcing. This system could further be supplemented by introduction of trade apprenticeships for HNSW tenants. The money could even be given to NGO in forms of a Social Enterprises model so that any profit made can subsidise their other welfare work making them less dependent on Government funding.

Properties continued

- The overly tight regulations of how a tenant can maintain their own home also does not make sense economically. Tenants should be encouraged where they can to be able to contribute to the upkeep of the dwelling with as few hurdles as possible. We have known tenants to be “told off” by their CSO for putting up blinds, painting walls or replacing flooring of their own homes some of which they had occupied for decades.
- The lack of preventative maintenance such as the regular clearing of gutters, repainting of window frames and fences etc is causing more damage to current stock in indication of poor stewardship.

Place

- Social housing should be placed in areas where they are close to sound community infrastructure such as medical support, community centres, schools and accessible public transport.
- We are also of the belief that social/human services should not be limited to those of social disadvantage, however should remain as a high priority. If the strategy of the government is to create greater social mix, then NGOs should be funded to respond to community need regardless of someone’s housing tenure/ Status. Private housing tenants have support needs that are often overlooked or hidden, including those who suffer from social isolation, disability challenges, domestic violence, substance misuse and mental health challenges.
- In addition private housing development should have community services that help build social cohesion utilising the same principle of community development that have been invested within high areas of disadvantage such as the successful HCP programme.
- Community development as well as community support has to be balanced, and invested in within a longer term. Each public housing estate should have access to a community development worker, who coordinates community services, promotes community involvement and builds capacity of the community and resilience. Both should be provided by independent NGOs to ensure tenants have access to impartial and confidential advice and supports, as well as access to information to, protect their rights and interests.
- Funding levels of such programmes should be reviewed as they currently are under invested in, and are too short term in focus. For examples one programme to cover 4500 units in Redfern Waterloo, is funded less than the single wages of one Government community development worker who has responsibility for 650 units in a neighbouring suburb.
- Establishment of statutory community plans in each suburb with equality of involvement from both the public and across sectors would be welcomed.
- Place making and place management should be equally invested in.
- The implementation of the Waterloo Neighbourhood security project should be improved and rolled out

People

- We would also highlight that you cannot tackle our social housing challenge in isolation without exploring related issues of welfare provision, education, and employment, causes of crime, rehabilitation and strategies which reduce poverty.
- The example of 'Supporting People' models and 'Single Shared Assessment' in Scotland could be explored as good models for adaption. Tenancy support is vital in helping people sustain their tenancies and it is important that landlords offer vulnerable tenants help, not only when there are rent arrears, but for any support needs which could put the tenancy at risk.
- We have clients who are so vulnerable and frightened to speak to various Government Departments they ask us to attend meetings with them; a service which we cannot provide under current funding streams, despite the high demand.
- We would argue that Social housing providers should also be trained not only on property management but on issues of basic welfare assessment and support provision. Too often we have witnessed tenant's being treated like children, been spoken down to or even been told to just be grateful that they have a house. This is symptom of the tenant being viewed as client rather than customer and poor staff training.
- The Factory is also concerned about the anecdotal evidence we have witnessed regarding the demographic shifts within Public housing. In recent times within Redfern/ Waterloo we have witnessed properties that becoming vacant as those aging in place 'pass away' being replaced by younger tenants with high and complex needs, often from chaotic lifestyle backgrounds, whilst support for such tenants are being reduced.
- We also believe the government could do more to assist in building public support for new public housing supply, reducing NIMBYISM and the demonising of public housing tenants which go on within the media, which often fuelled by those seeking political capital from the disadvantaged.
- Recent Minister public announcement on tough policies on Social housing has not helped the current demonising of public housing tenants.
- We would seek to challenge the academic belief that the current social mix of public housing in Redfern Waterloo is too highly dense. In our experience Public housing tenants have a greater sense of Community and social support networks than in neighbourhood purely consisting of private stock/tenure. To reduce the stock within Redfern and Waterloo as per the proposal of Built Environment plan 2 drafts, will put those support networks at risks.
- There also seem to be a disproportionate amount of money invested into information and referral and not enough investment into services that actually delivers cases management. This often results on clients being passed from pillar to post, being assessed and re-assessed, with no actual outcomes. There are specific services for specific clients, which leaves gaps in service provision and there should be provision of more generic, no prescriptive based community services.

People Continued

- One the challenges with social disadvantage are the current over prescriptiveness of human services, particularly for those funded NGOs. For examples our Community Centre core funding is not to be a community centre for all ages, but funds received from Family and Community Services which prioritises work for families and children. Whilst there is clear argument for this priority, there is a large amount of single people of all ages, with and without children that require same if not higher level of support in addressing their complex needs. The prescriptive nature of the funding, which does not even cover core costs, which invariably result in people not receiving the service they require and deserve.
- The coordination of Human Services assessment should be carried out on all new tenants of public and social housing and reviewed regularly. This should be single assessment where information is shared between other service providers both to lead Government and Non-Government services.
- The reduction on Client Service Officer regular visits to tenants, to all tenants, has had a negative effect on tenancy management. This is made worse by the high turnover of CSOs, which result in staff not knowing their tenants, their portfolios and has negative effect on the relationship between the landlord and the Tenant body. The same is true of the team leaders and management structure within current Housing NSW system.
- Homelessness prevention should be another key area with ways to stop people becoming homeless in the first place, for example, reducing evictions, improving housing assistance payments and providing support to keep people in their homes - should continue to be a priority.
- The bureaucratic nature of housing application process and form filling, is not only daunting for clients, it extremely time consuming for both housing staff and service providers who have to provide assistance to clients in completing this paper work.
- It is alleged by many of our clients that complaints made by tenants are not investigated thoroughly, and that many reports made directly to Housing offices are often ignored and “fobbed off”. Recent example of this in two separate anti-social behaviour cases, one client’s was told there nothing HNSW could do because the offender was “mad” and untouchable and in another case a police officer said “there nothing we can do about him because he is “Aboriginal” both statements if true are prejudice, unhelpful and wrong on many levels, but these claims by our clients are not uncommon.
- Squatters in building hallways, fire exists, and laundry rooms who urinate and defecate there is another frequent complaint.
- Safety audits which highlight positive and often simple suggestions by residents and professional safety experts that completed by community often take far too long to receive proactive and swift response; therefore they are out date before even this first recommendation is implemented.
- We believe the spilt of HNSW and Assets teams has allowed for the shifting of responsibility and blame culture ensuing which in turn causes greater frustrations for both the government staff and Resident’s.
- Many perceive the continued rebranding of HNSW service name and restructuring in recent years has been costly and wasteful expenditure.

Policy

Social Mix

- We would urge caution against the strategy that seeks to increasing density to improve social mix, only to end up diluting or hiding the current poverty levels within a community rather than address them. It has the potential to also cause division in community by streets, which is currently anecdotally evident within the Redfern Waterloo Area through its current gentrification.
- We have seen claims by the recent newcomers that Redfern is cleaned up and no longer has issues, whilst the public housing tenants in the middle of Redfern still face the same challenges and high level of social disadvantage, actual crime and fear of. Then behind this 'estate' you have another part of the community calling for their part of the suburb to be renamed.
- There is no significant data from other similar developments within the NSW State or other countries to evidence that social mix has proven to work
- The Redfern Waterloo strategy of arguing for the partition 60/40 Ratio of the proposed Social Mix is a big concern to us, as the ratio appears inequitable. We consider, that if the plan truly and responsibly contemplates this attempt to create social mix, then we would support the idea that no single tenure type should be greater than 50%. We also feel the ratio should be based on the population of the entire area, not just the Housing NSW current operational areas.

Allocations

- We also believe that the current allocation policy that making public housing, housing of the last resort make the current model of housing unsustainable. By making it difficult for people to work whilst living in public housing, or even obtain public housing, makes our current system asset rich and cash poor. We believe that that by allowing a greater mix within our current public stock, HNSW and other providers, could through a social enterprise model of being providers of affordable housing generate income from renting out stock, therefore subsidising those most in need.
- The Factory welcomes the publication of current expected waiting times for specific suburbs, but is concerned about the lack of availability of other data. Data on suburbs turnover rates, current occupants, and breakdown of those on the waiting lists is hard to access.
- In relation to appropriate current public housing, there are number of challenges within the current stock. For example we have seen seniors being placed in high rises, which whilst they have lifts, are notorious for being unreliable or breaking down. Should major incident happen in one these high rises it would be extremely difficult for emergency services to evacuate.
- In addition we have seen people placed in High rises who are known for having suicidal tenancies, which is a ludicrous allocation policy.

Policy Continued

Allocations Continued

- This appears to be symptomatic of the cultural of secrecy within Public housing providers in NSW, where transparency and public access to reports and studies, are withheld from the public, or only summary findings released.
- This lack of transparency makes it challenging for NGO providers to plan responses to need effectively, it makes it difficult to positively contribute to current housing management policies and plans, and creates mistrust between and with the relationship between tenants and the landlord, thus having negative affect on tenant participation practice.
- (Full list of requested documents withheld from the Redfern/Waterloo community can be provided on request)
- Social housing providers should have allocations policies in place that assist people regardless of circumstances including rent arrears. We have had prospective tenants/ homeless clients not being able to access help or get on the waiting list because of past rent arrears. This often happens to people who have served time in custody, and as result the cycle of disadvantage and homelessness and criminal lifestyle continues.

Neighbour disputes

- We are also concerned about the time it takes for housing providers to deal with Anti-Social behaviour. Whilst we don't support blanket eviction /zero tolerance policies, a relocation and support service would be more appropriate. The time for positive action appears to take years in some cases. Excluding people from social housing will not change their conduct.
- On neighbour disputes the practice of placing the onus on the neighbours to monitor and prove their neighbours anti-social behaviour is unjust, unhelpful and is again example of providers dissolving their responsibility on to tenants to investigate. Providers of accommodation have duty to ensure "reasonable peace, comfort or privacy of the tenant" the act does not say that the tenant must prove this is not being provided

Rent / Tenure

- We would also argue that there is real difficulty with HNSW charging full market rent in old stock comparable to new or refurbished private stock, to those who are working, when their stock is not maintained to a high standard. This provides a real disincentive for those trying to seek work.

Policies continued

Rent/Tenure

- For both public and private tenant we would argue that great attention need to be given to security of tenure and that the current provision of short term leases not only has an effect on individual tenants but the community cohesion at large. The current power of termination and eviction of current providers place many tenants at greater risk of homelessness, insecurity, affect their ability to build social networks, and leaves them open to both emotional and economical abuse by unscrupulous landlords.
- Common tenancy term of six months is not adequate enough given the volume of and the shifting demographics of tenants who rent privately. Short term leases not only leave people insecure , and leave the vulnerable to abuse but also has effect on communities ability to develop and become social cohesive.
- The new 'probationary or short term tenancy' for all new social tenants is not only unnecessary, but erodes tenants' rights" and the policy should be abandoned.
- We strongly opposes the under-occupation penalty or 'bedroom tax' and the blunt and unfair way it targets vulnerable tenants who are already living below the poverty line, they should not be punished by Government's poor stock management of the past.

Stock transfer

- Whilst some stock transfer to community housing providers is welcome, we would oppose wholesale transfers. Consumers should have choices in providers but wholesale transfer dissolve the government of responsibility and often the theories that the clients would be better off, are never delivered. We would encourage seeing the lessons learned in the UK models where whole stock transfers took place.

Standards

- The Factory is concerned about the alleged reports from tenants about Housing Providers ignoring orders from the CTT process.. Review of the system need to be carried out to strengthen this system.
- We also would argue for the call of Standards to be placed on providers in relation to their Tenancy advice and support work. We would suggest that the UK model of Home Point standards is good example of ensuring quality support service provision, which applies to both Government and Non- Government agencies. This would not only give public assurance of their accreditation to be in a position to provide information advice advocacy and referral but would go long way in raising the standard of service provided whilst increasing the capacity of the provider.
- Access to quality temporary accommodation for those that find themselves homeless should also be addressed by this enquiry as often people are placed in the most inappropriate accommodation which seeks to add to challenge of breaking the homeless cycle.

Standards Continued

- Another lesson that NSW should explore is Scotland's implementation of a Scottish Housing Quality Standard and Social Housing Charter for all providers both in terms of property, maintenance standard, tenant participation and support service standards. This would improve accountability and set out minimum standards that all landlords would have to meet. Failure to meet those standards should also be met with compliance and infringement penalties to ensure compliance.

Affordable housing

- The Factory is also concerned about the current definition of affordable housing within the Sydney LGA, and believes that the current bench mark is adding the ever expanding gap between the low income earners and those reliant on welfare.
- The provision of new public housing stock and affordable housing is overdue, but it should not be delivered at the expense of reducing current stock levels or standard of housing in the existing area

Case stories

These are examples of de-identified cases notes as examples of typical story that presented to us by local residents seeking assistance.

- A mother and daughter living in a dense high rise area who have made reports of harassment and abuse from other tenants. Have followed proper procedures with Housing NSW for transfer, including support letters and police reports regarding each different occasion they have experienced harassment. Have been approved for transfer for the last year; however the harassment the family are experiencing has increased. The family have now been looking at trying to access the private rental market due to their safety being severely compromised. Housing NSW have not provided alternatives for the family, and they are forced to continue living in fear due to the harassment they continue to experience from other tenants.
- A single mother with three children under the age of 5 who require a transfer due to domestic violence. The family have been approved for transfer for the last 2 years, due to the domestic violence the mother experienced with her former partner. The mother expressed that the ex-partner was aware of their address and on numerous times had attempted to break into the home via the balcony. The mother reported broken locks on windows and the balcony door to ensure the families safety, as a result of Housing NSW policy she was notified that Housing NSW would not be able to assist her and to cover the costs herself, this family is receiving a low income and are unable to cover the costs of this, and as a result the home is not secured. The family also live on the third floor of an apartment block with only stair access and no lifts, meaning the mother is forced to carry the pram for her children up three flights of stairs. This is not an isolated case, many mothers are forced to carry prams and other items for their children up stairs due to the poor access of Housing stock, and the unavailability of suitable properties, meaning that many families are living in accommodation which is unsuitable in many ways. This family in question are still awaiting transfer.

- A single mother with 3 children experienced a severe maintenance issue within their home after their bathroom had a leak. The leak caused most of the home to flood, and no contractors were sent out to the home in an appropriate time frame even though the tenant contacted the maintenance hotline to report the leak. The leak was seen to the next day, and repaired, however the home was flooded and the carpet throughout the home sodden with water. The tenant reported this too, however it took 4 days for Housing NSW to organise a plumber to attend the home to carry out extraction of the water from the carpet in the tenants' home. Once the extraction was complete the tenant's carpet was still wet and she reported this to Housing. As a result of the carpet being left sodden for such a long time the tenant's home was filled with mould and a musty smell which made living their impossible. The tenant has now been forced to live with family and friends as the home is not safe or habitable. This highlights the issue of emergency maintenance issues not being completed within the time frames that they should, meaning that homes are ruined to the point that they are uninhabitable.
- An elderly single woman living in a high rise apartment who has reported on numerous occasions to Housing NSW about another tenant who is causing a nuisance to not only herself but other tenants within the building. Housing NSW have been notified that the tenant is having loud parties throughout the night, playing loud music, screaming profanities and singing throughout the night, having unauthorised additional occupants within the property, and spitting and ashing cigarettes over the balcony. Housing NSW are not taking appropriate action against tenants who are causing a nuisance to other tenants, with the problem not being appropriately addressed when first reported.
- A single woman living alone in Housing, afraid to liaise with Housing officials alone as with previous experiences has received poor and at times hostile treatment from Housing officials, for example leaving inappropriate voicemails on the tenants mobile, and also laughing at some of the concerns the tenant raised. As a result of this poor service the tenant felt unable to liaise with Housing officials alone and requested a support worker to assist her when dealing with Housing, and also with Housing contractors in regards to maintenance issues. Due to lack of appropriate supports this tenant was not able to locate an appropriate support worker and has since disengaged with our service, meaning she is further isolated.
- A single man who has been homeless since September 2012 was denied priority Housing as he had not demonstrated well enough his needs. This man was living in his car and has no access to clean water or amenities such as a shower or washing machine. This man suffers from arthritis and asthma and living out of his car exasperates his health, as a result of his living circumstances this man also suffers from depression and anxiety. After liaising with Housing for around a year this client was denied priority Housing and told to attempt the private rental market or to modify his locational needs to areas away from his support networks.
- A single man with Schizophrenia was living in a property with 7 broken windows and no electricity for over a year, until a neighbour brought him to the centre for assistance.

- A mother of two children with autism had severe maintenance issues within her home, for example major holes in the walls, floors and ceilings & mould caused by leaks, etc. The family were moved into an interim home whilst their permanent home was repaired, they were assured that the interim property was clean, safe and habitable. After 2 days of living within the interim home the family began to suffer from severe itching, and their body broke out in large red marks much similar to welts. The mother took the family to the doctor who stated that the welts were bites from some kind of insect, either a flea or bed bug. The mother reported this to Housing and showed them the red marks on her and her families' body. Housing NSW assured the mother that they would move her to a second interim property whilst they fumigated the first. This occurred and the family returned back to the first interim property after 2 weeks. Upon returning to the first interim property it was clear that the bug problem was still present as within a day the red bites were back and so was the itching. The mother reported this to Housing and they stated they had fumigated the property appropriately, and that they would look into re-fumigating. Before this took place the family were able to move back into their permanent home as repairs had been finished. A removalist was organised to take the furniture from the interim property to the permanent for the family. The removalists began moving the furniture from the truck into the permanent home, and began experiencing severe itching and could see bugs crawling on the furniture. The removalists left the furniture in the backyard of the property and advised the mother/ tenant not to take it inside the home as the home would be infected with the bugs. Since this time the furniture remains in the backyard and the mother has been unable to use it or bring it inside the house as Housing NSW have not organised for it to be re-fumigated, or for compensation to be granted to the mother to acquire new furniture, as this furniture was ruined by no fault of the tenant.

Abstract notes below are from our community development worker, recorded from a recent public consultation in Redfern which highlights some of our current residents' concerns are probably typical of the type of issues raised:

During the Open Day frustrations were high among the tenants that turned out, who were clearly angry and in some case overtly aggressive. As a result it was very difficult to get tenants to focus on anything other than maintenance and safety issues, despite several attempts to call the room to order and focus on the task at hand. It transpired that tenants thought the meeting was going to be a similar format to the Lord Mayor meetings and they came out in force to vent their resentment on issues they perceived to have been facing Morehead Street over a substantial period. Below I have listed the concerns that tenants wanted to be addressed by the NAB, and for service workers to feedback to their agencies.

A lot of these are not new issues, we have been talking about them for many years, however in the 5 years I have been a community worker in Redfern & Waterloo I have never experienced tenants (including many new faces, not just the usual suspects) being so tangibly irate. It was near impossible to get them to focus on meeting the tenants reps and supporting agencies or achievements that NAB has had which was the original purpose of the day.

This behaviour at the Open Day has not been in isolation, the Factory team has been experiencing similar displays of frustration and aggression in our Waterloo clients and community groups since the start of the year.

Community concerns noted:

Alcohol Free Zones

- Signs at Redfern St and Morehead St are confusing; sign indicates the "zone" is Redfern St, tenants concerned it isn't clear the Poet's Corner shop area is included.
- Sign at Poet's Corner is obscured by the tree, tenants have asked for it to be relocated to outside the shops or a more visible spot.
- The front of the Gilmore building is a hotspot for all night drinking; tenants are being kept up throughout the night

Safety in buildings

- Concerns raised over squatters staying in buildings, and sleeping in stairwells
- Tenants would like to know the SOP's of the security contracts
- Known drug dealers in the McKell building, and the high rises
- Tenants would welcome the concierge project to be rolled out to Redfern
- Needles thrown in the laundry machines and left in bays
- People being stood over
- Lifts breaking down all the time

Cleaning

- Many areas are poorly maintained, rubbish bays are attracting pests
- Rubbish in stairwells left for days
- Urine in lifts and corridors
- Graffiti on the shutters at the Poet's Corner shops

Allocations

- Many tenants were very concerned about people with known mental illnesses being put in high rise buildings. Many have witnessed a number of suicides over the years and this is affecting the whole communities' mental health. Tenants would like to see people with mental health issues allocated ground floor flats.
- Tenants are frustrated that drug users and ex-offenders are put into buildings where there are known dealers and criminal activity

Other issues

- Tenants would like timeframe for the installation of the needle bins
- Concerns about big dogs off leads
- Tenants would like more police presence at night

Suggested Background reading

Below is reference online material for your perusal. We would also encourage you to explore the REDWatch Website for as it has well documented history of social housing and local resident concerns within the Redfern and Waterloo Area.

www.Redwatch.org.au

Community Safety

Redfern community safety audit completed in 2010 and only stage 1 of recommendations have been complete. <http://www.redwatch.org.au/issues/public-housing/safety/111111hsw/view>

Article on Fear of Crime in social housing

<http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=4&ved=0CEEQFjAD&url=http%3A%2F%2Ffinnersydneyvoice.org.au%2Fpub%2Fconfronting-fear-of-crime%2F&ei=UNwLU9zWKuvMiAevn4DQDw&usg=AFQjCNHUFNH8ZyorxjN9YoFrLLnzLnYkHA>

Scotland's Social Housing Charter Model-<http://housingcharter.scotland.gov.uk/>

Scotland Case management – single shared assessment -

<http://www.scotland.gov.uk/Resource/Doc/1095/0014719.pdf>

Preliminary Master Plan not to be made Public – examples of lack of transparency -

<http://www.redwatch.org.au/issues/public-housing/redevelopment/hsw/120309redw>

<http://www.redwatch.org.au/issues/public-housing/redevelopment/redwatch/inforeq>

Housing NSW Baseline Study – Redfern Waterloo

<http://www.redwatch.org.au/RWA/bep2/hswbls/view>