Pacific Link HOUSING

Pacific Link Post

Your tenant newsletter



Summer 2027 Issue

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Message from Our CEO

It's been great to see our new **Community Builder Grant Program** getting underway, with two tenants taking the lead in organising activities for others to enjoy. Vicki and Bruce have been sharing their skills through traditional weaving and mosaic workshops, giving fellow tenants the chance to learn something new and spend time together. We hope to see more ideas like these in the coming year.

We're also pleased to share our first **PLH Community Cookbook, A Taste of Home**, which you'll find included with this newsletter. Thank you to everyone who contributed a recipe. It's been lovely to see the different family favourites and food traditions that make up our tenant community, and we hope you enjoy trying some of the recipes.

A reminder that our **Education Support Program** is now open for 2027. If you or someone in your household is studying, I encourage you to have a look at the program and see how it might help with school or study costs. Applications close on 29 January.

Finally, from all of us at Pacific Link Housing, I wish you and your families a safe and happy festive season. We look forward to seeing you in the new year.

Ian Lynch - CEO

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Phone: 02 4324 7617 Email: info@pacificlink.org.au Hours: Monday to Friday 9am - 4pm

Pacific Link Housing's Tenant Support Programs

Along with our **Education Support Program** and **Community Builder Grants** featured in this newsletter, PLH offers a range of other programs to help tenants manage everyday costs, learn new skills and get involved in activities. Visit www.pacificlink.org.au/programs to find out more or give our office a call on 4324 7617.



Health & Wellbeing Program

Want to try a new activity or get back into something you enjoy? Eligible tenants can apply for up to $250 towards sports, fitness, creative or community activities, including fees, equipment and other related costs.

Better Backyard Program

Eligible tenants can access selected Husqvarna gardening and cleaning equipment through an interest-free loan, with a PLH subsidy to reduce the cost. Equipment includes mowers, trimmers, pressure washers and more.





Learner Driver Program

Learning to drive? Eligible tenants of any age with a learner's licence can access free driving lessons with a qualified instructor. The program helps you build driving skills and confidence as you work towards getting your Ps.

Tech Connect Subsidised Loans

Need a laptop, tablet or smartphone? Eligible tenants can apply for an interest-free loan for a device valued up to $1,000. PLH also contributes $250 towards the cost, reducing the amount you need to repay.



Water-Saving Tips from Our Green Team

PLH's Green Team is looking at ways to reduce our impact on the environment, both as an organisation and across our homes. With summer approaching, they've put together some simple tips to help you save water at home:

- **Keep showers shorter:** Even cutting one minute off your shower can save around 9 litres of water.
- **Turn off the tap:** Don't leave water running while brushing your teeth, shaving or washing dishes.
- **Make the most of your washing machine:** Wash full loads where possible and use the appropriate water level for smaller loads.
- **Reuse water where you can:** Collect water while waiting for the shower to warm up, or use water from rinsing vegetables on your plants.
- **Water plants wisely:** If you have a garden or pot plants, water early in the morning to reduce evaporation.



PLH Green Team

Noticed a leak? Please let us know!

If you notice a dripping tap, leaking toilet or another plumbing problem, report it to our Maintenance Team rather than waiting for your next inspection. Even a small leak can waste hundreds of litres of water over time.

- **Phone:** 4324 7617
- **Email:** maintenance@pacificlink.org.au

Garden Comp Winners

Our Garden Competition has once again shown how much our tenants enjoy their gardens, whether it's a colourful courtyard, a veggie patch or a collection of pots on the patio.

We received some lovely entries this year, along with stories about what these spaces mean. Some tenants enjoy growing their own food, while others find their gardens a relaxing place to unwind. Here are some comments shared with us:

> *"My garden is my therapy. There is nothing I enjoy more. The comments, compliments and appreciation I get from my neighbours, their carers and visitors are very motivating."*

> *"As the beach is my happy place, so too is my garden. It is my little sanctuary, a place where I can relax and enjoy the simple pleasures of being outdoors."*

> *"My garden is a little different. I'm not able to get to my garden as I once did, so I made it an artificial flower garden. Now it's full of colour and it's my special place through all seasons. I love my garden."*

> *"I have a butterfly garden on one side and vegetables and herbs on the other. My pink butterfly plant has been grown from seed, and this is the first flowering. I absolutely love my garden, with it being a wonderful haven to relax."*



Congratulations to our competition winners, who will each receive a Bunnings gift card. Great work!

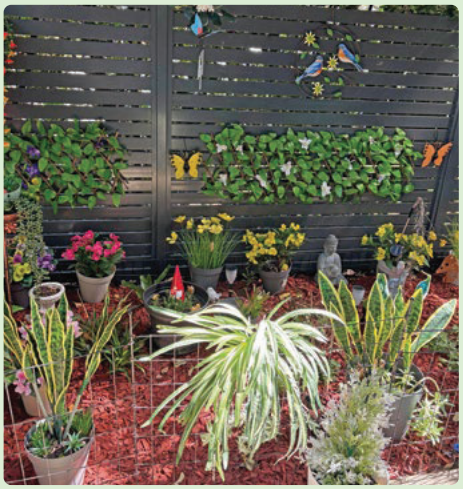
- Elizabeth G
- Marilyn J
- Rodney P
- Noeline S
- Alison B
- Julie W
- Yadja S











A Taste of Home: Our Community Cookbook

A big thank you to everyone who shared a recipe for our first PLH Community Cookbook, A Taste of Home, included with this newsletter!

The cookbook brings together recipes from tenants, PLH staff and some of our community partners, with everything from family favourites and everyday meals to traditional dishes and homemade treats. Some contributors also shared a little about their recipes and why they enjoy making them.

It's been lovely putting the cookbook together and discovering the different foods and traditions enjoyed across our PLH community. We hope you'll enjoy trying some of the recipes and perhaps find a new favourite!



Receiving Notices by Email

PLH has recently introduced a new system for sending notices and other tenancy information.

If you've agreed to receive notices by email (known as Electronic Service of Notice or ESN) on your Residential Tenancy Agreement, **these are now being sent by email rather than post**. This could include:

- Property inspection notices
- Rent statements
- Subsidy review information
- Breach notices
- Other tenancy correspondence

Please check your email inbox regularly, including your junk or spam folder, so you don't miss important information.

If you haven't agreed to receive notices by email, you'll continue to receive them by post.



Not sure how you've chosen to receive notices, or want to change your preference? Contact your Housing Officer or call our office on 4324 7617.

Tenant Ideas Bring Community Builder Grants to Life

PLH Program

It's great to see tenants taking up the opportunity to bring their ideas to life through **PLH's new Community Builder Grant Program**!


Mosaic Workshop

Two tenants, Vicki and Bruce, have organised workshops throughout November, giving other tenants the chance to learn new skills and enjoy time together. Vicki is sharing **traditional weaving** techniques, including working with natural fibres and creating patterns, while Bruce is running **mosaic** workshops where participants can learn to design and create their own pieces.

These are the first activities supported through the program, and we'd love to see more tenant ideas.

Have an idea of your own? Community Builder Grants offer up to $2,000 towards approved activities, with help from our team to organise and promote them. It could be a social gathering, workshop, gardening group or something completely different.

Visit www.pacificlink.org.au/community-builder or call us on **4324 7617** to let us know your idea.


Traditional Weaving Workshop

Don't miss upcoming activities! Make sure you're signed up to receive our tenant emails so you hear about new workshops, events and other opportunities. Contact programs@pacificlink.org.au to join our email list.

Do you have an idea for the Tenant Newsletter? Let us know at programs@pacificlink.org.au

Free Mental Health Support When You Need It

Medicare Mental Health provides free, confidential mental health and wellbeing support for anyone in Australia.

If you're feeling stressed, overwhelmed or not quite yourself, or you're concerned about someone you care about, there are several ways to get support.

Online: Find reliable mental health information, resources and services that suit your needs.

By phone: Speak with a trained professional who can help you find mental health support in your area.

In person: Visit a **Medicare Mental Health Centre** for free, confidential support. No appointment, referral or diagnosis is needed. Check online or call to find a centre near you.



Find Support

>> **Website:** www.medicarementalhealth.gov.au

>> **Phone:** 1800 595 212
Monday to Friday, 8.30am to 5.00pm
(excluding public holidays)

Finding Support This Festive Season

The festive season can be a happy time, but it can also bring extra expenses and stress. If you're finding things difficult, there are organisations that can help with food hampers, free meals, Christmas gifts and other practical support. Support services across most regions:

- **Vinnies** - 13 18 12
- **Salvos** - 13 72 58
- **Lifeline** - 13 11 14 (24-hour support line)

You can also find local support services and community centres near you at www.pacificlink.org.au/support

Christmas and New Year Closure

Pacific Link Housing's office will be closed for the holiday break. Our closure dates are:

- **Closing**: 12pm, Thursday 24 December 2026
- **Reopening**: 9am, Monday 4 January 2027

Useful contacts during closure:

- Storm or Flood Damage: SES 132 500
- Power Failure: Ausgrid 13 13 88
- Pacific Link Housing's After Hours Emergency Repairs: 0409 341 457



Christmas Giveaway is Back!

Following the lovely response to last year's Christmas Giveaway, we're pleased to be bringing it back for 2026! With support from generous local businesses and organisations, we'll be giving away a range of prizes to PLH tenant households throughout December.

Every tenant household is automatically entered into the draw, so there's nothing you need to do. If you're one of our lucky winners, we'll contact you directly to arrange delivery of your prize. We're also planning to provide Christmas gifts to households with young children, made possible by donations from our local supporters.



Tenant Survey Results

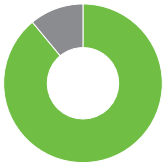
A big thank you to those who took part in our 2026 Tenant Survey. We appreciate you taking the time to share your experiences and tell us what matters to you. The survey is conducted by the Community Housing Industry Association NSW every two years. We're pleased to share that **overall tenant satisfaction increased by 4%**, with improvements in areas including communication, repairs and maintenance.

While we're happy with these results, we know there's always room to improve. We'll continue using your feedback to guide our services and address areas where we can do better.

Remember, your **feedback is always welcome**, not just during the Tenant Survey. Feel free to reach out anytime via phone, email, post, or online at www.pacificlink.org.au/feedback with your suggestions and thoughts.

COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

Here are some of the results and anonymous comments from the 386 tenants who responded:



89%
Satisfied with the services provided by PLH.



90%
Said their quality of life had improved or stayed the same since becoming a tenant.



86%
Satisfied with the condition of their home.

> *I finally had safety, security, hope and a place to call home. Pacific Link gave me a foundation to start moving forward with my life.*

> *Having a safe and affordable home has given me and my children stability and security during a very challenging period. It has given us comfort and the ability to focus on rebuilding our future.*

> *This property gave me the independence and security to continue my recovery journey. I am now nearly 17 years clean and sober.*

> *Since I first applied for housing and was contacted by Pacific Link, my life improved for the better. My health also improved as a result of having a stable place to live.*

PLH's Education Support Program Now Open

PLH Program

Our Education Support Program is now open for Round 1 of 2027, helping tenants of all ages with study and school-related costs. Whether you're studying yourself or supporting a child through school, the program can help cover expenses that make learning more affordable.

You can apply for help with:

- **Technology**: Computers, laptops, software and printers
- **Education fees**: Course fees and private tutoring
- **Study materials**: Textbooks, workbooks and stationery
- **Specialised equipment**: Items needed for art, music, photography or other courses
- **Other education costs**: Considered on a case-by-case basis

Applications close **Friday 29 January 2027**

Visit www.pacificlink.org.au/education-support or call us at 4324 7617 if you have any questions or need help applying online.

Through the program, Kelley received laptops for her two children to support their learning at home.

"The Education Support Program has been amazing for my kids. It's opened up more opportunities for them to learn and keep up with their schoolwork. We feel really blessed that they were chosen to be a part of this program."



Are you receiving Tenant Email Updates? If not, let us know at programs@pacificlink.org.au