

# Waterloo Community Update



December 2023

## Waterloo South Renewal update

We are getting closer to appointing the delivery partner for the Waterloo South Renewal. The delivery partner (also known as consortium) consists of a group of organisations including a developer and one or more community housing providers. The process to choose a delivery partner is quite extensive and generally takes about 18 months for a project of this size. The following 2 consortiums have moved to the final stage of the process:

- Stockland Development Pty Ltd/Link Wentworth Housing Limited/City West Housing Pty Limited/Birribee Housing Limited
- Lendlease Development Pty Limited/St George Community Housing Limited

The successful group is expected to be announced mid-2024.

## Relocations: what you need to know

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

Relocations will happen in small stages over at least 8 years to minimise community impact. 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 the relocations team**, to understand your individual housing needs and find a suitable property for you.
- 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 you will move for at least 5 to 10 years.

## Drop by and say hello!

The Waterloo Connect office at Shop 2, 95 Wellington Street (opposite OzHarvest) has been re-opened.

Our team is onsite on **Tuesdays and Wednesdays between 10 am and 4 pm** to help share information and answer questions about the redevelopment. You can also reach the team on 9384 4134 or via email at [WaterlooConnect@dcj.nsw.gov.au](mailto:WaterlooConnect@dcj.nsw.gov.au)

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



This newsletter is available in Russian and Simplified Chinese online and in print. To view the website, scan the QR code or visit <https://bit.ly/3q110Eg>. You can get a print copy from Security or at the Oz Harvest pick up station.

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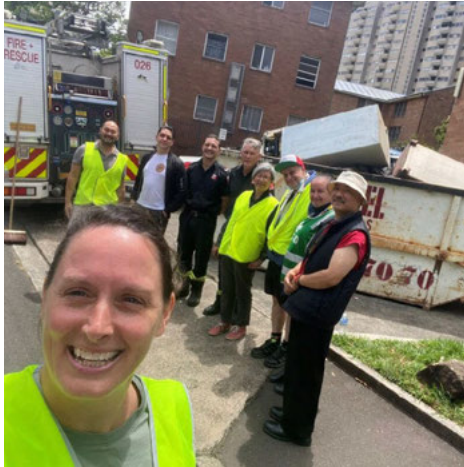
## Word on the street

### Waterloo spring clean

We recently held two spring clean activities in Waterloo South to help tenants declutter and get rid of unwanted household items.

In partnership with Counterpoint, NSW Health, DCJ, Fire & Rescue NSW and assisted by community champions and professional removalists, the skip bins were filled within a couple of hours.

The spring clean activities offered tenants the opportunity to declutter, socialise with neighbours, enjoy some lunch as well as get their smoke alarms tested by Fire & Rescue NSW. We look forward to holding more spring clean days next year.



You told us:

“This decluttering project is very well resourced. It’s a huge success. I get to speak to neighbours; it helps break isolation. I even got rid of a few things myself. Once people feel safe, they will be more willing to declutter next time.”

“It’s a great success. The skip was full so fast. It’s good having the fire brigade here. I helped a few people by carrying things out for them.”



**Rumour:** Some tenants have been relocated to new housing in Pitt Street, Redfern.

**Response: No tenants have been relocated due to the Waterloo South renewal project.** Please talk to your Client Service Officer if you have questions about your transfer application.

**Rumour:** Tenants should apply now to be considered for the new social housing being built at the Waterloo Metro Quarter.

**Response: This is not true.** When it comes to the relocations process, tenants do not need to do anything until the relocations team makes contact with tenants who are being relocated. The relocations team will then work with these tenants to understand their individual housing needs, find them a suitable home and provide support throughout the process.

**Rumour:** Tenants living next to the Waterloo Metro Quarter will be the last ones to be relocated.

**Response: We do not know yet who will be relocated first.** Waterloo South will be redeveloped in small stages over the next 15 years. More information about relocations will be available in 2024 once the delivery partner is appointed.

## Do you know a student who could benefit from a \$1000 scholarship?

DCJ Youth Development Scholarships are available to help pay for school expenses.

The scholarships are open to:

- students who live in social housing, or out-of-home care
- NSW students in years 10, 11 or 12.

Find out more by visiting [dcjnsw.info/scholarships](https://dcjnsw.info/scholarships)

## Update from the Department of Communities and Justice

The Department of Communities and Justice (DCJ) has Housing Practice Standards, which are designed to help us deliver our DCJ Values of Service, Trust, Accountability, Integrity, and Respect.

These Standards clearly set out the expectations we have of how staff will do their job and what you as our clients should expect, when interacting with DCJ staff.

The six standards are:

1. Respectful service, we put people at the centre of everything we do
2. Culture is ever present
3. Language impacts on practice
4. Continual learning and critique leads to improved practice

5. Trusting relationships create positive change
6. Integrity and accountability are essential in every aspect of our work

It is very important to DCJ that clients are aware of the Standards that underpin our practice and what you can expect when interacting with us. You can read more about them here <http://bitly.ws/xDsZ> or talk to staff at your local Housing Office. We hope that our staff will be treated respectfully as they strive to meet the DCJ Values and that we can work together with you, to improve how our services are delivered and to ensure safety for both clients and staff.

Local office enquiries should be escalated to the DCJ Team Leader if no update or outcome has been provided within the following timeframes:

- Transfers: after 28 days of all documents being submitted
- Antisocial behaviour complaints: after 14 days of report being lodged
- Other tenancy related matters: after 14 days of being lodged

**This can be done by contacting the Waterloo office on 9384 4166 and asking to speak to the Team Leader.**

## Waterloo Metro update

The Waterloo Metro Quarter being developed by John Holland and Mirvac will be a true mixed-use precinct combining residential apartments, social housing, affordable housing, student accommodation, retail, commercial offices, a vibrant ground plane, community facilities and public open spaces.

This new precinct will be a 'place to gather and grow' that embraces the diverse physical, social and cultural environment, and provides inclusive spaces that benefit everyone who visits.

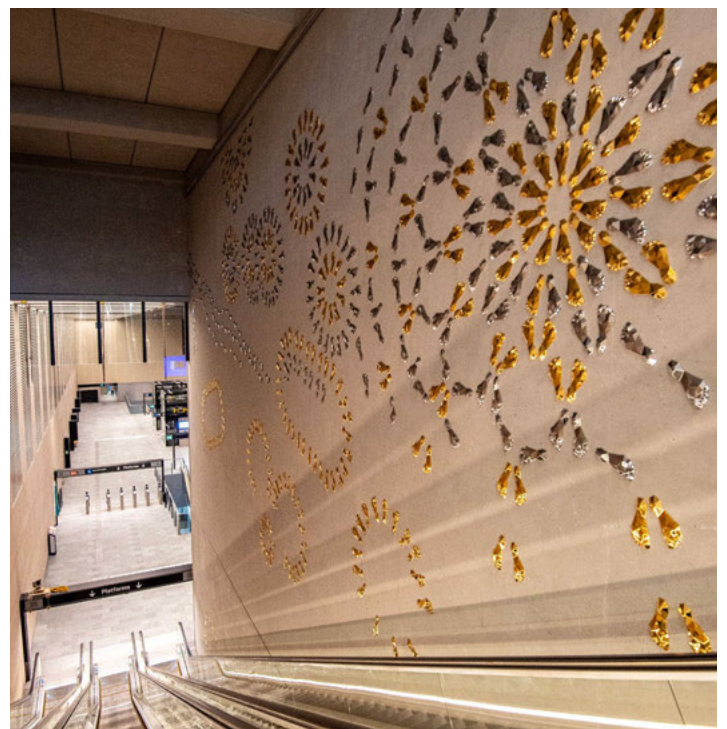
Construction commenced on the basement, social housing, and student accommodation in February 2023. The social housing units are due for completion at the end of 2024.

Over 1500 people attended the Station Open Day and were impressed by what they saw. Two of the three public artworks by Nicole Monks have been installed within the station which involved community engagement with 75 Aboriginal community members to make the footprints.

Testing of the Metro system between Chatswood and Sydenham is well underway with services expected to commence mid-2024.

Full construction activity will continue right up to 22 December. Testing and commissioning activities within the station will continue over the holidays.

If you have any questions about the Waterloo integrated station development or Waterloo Metro Quarter, please contact Leanna Fuller on 1800 171 386 or email [waterloometro@transport.nsw.gov.au](mailto:waterloometro@transport.nsw.gov.au)



# Community corner

## Holiday operating hours

### Counterpoint Community Services

Counterpoint will be closed from Thursday 14 December and will reopen on Monday 8 January 2024 at reduced capacity.

Please call 9698 9569 or email [info@counterpointcs.org.au](mailto:info@counterpointcs.org.au) for more information.

### OzHarvest Market

The Market will be open as normal until Saturday 23 December.

Over the holidays, the Market will be open on Friday 29 December and Saturday 30 December.

The Market will re-open as normal on Wednesday 3 January 2024.

### Mission Australia

The last outreach at Waterloo Neighbourhood Centre for this year will be on Thursday 21 December.

Tenant Participation and Community Engagement Program (TPCE) will have a shutdown period from Friday 22 December 2023 to Monday 1 January 2024. Community outreaches will resume after Monday 15 January 2024.

Tracy Gerges, Team Leader will be on call for TPCE services from Tuesday 2 January for any tenants who need support during the down time until Monday 15 January 2024.

Tracy can be contacted on 0491 148 198 or email [GergesT@missionaustralia.com.au](mailto:GergesT@missionaustralia.com.au)

### Waterloo Connect

The office will be closed from Thursday 21 December and reopen on Tuesday 16 January 2024.

We will respond to voicemail messages and emails upon our return.

### Waterloo DCJ office

The Housing office on Pitt Street will be *closed* between **25 December 2023 and 5 January 2024**.

If you need to visit a local Housing office in person over the Christmas and New Year period, please come to the Strawberry Hills office, located on the ground floor at **219-241 Cleveland Street** (entrance on Chalmers Street). You can also contact us on 9384 4166.

## Keeping Waterloo's streets clean

DCJ is working closely with LAHC and the City of Sydney on a waste management and rodent control plan. In addition, DCJ, in partnership with other agencies, will be arranging for waste disposing education events for tenants in 2024.

In the meantime, here are a few things you can do to keep Waterloo's streets clean and clutter free and reduce pests:

- Wrap your rubbish and place inside bins and garbage chutes
- Do not overfill bins or place rubbish outside bins or chutes
- Close bin lids
- Do not place oversized bags, boxes, or items in garbage chutes
- Don't feed the birds, as leftover food attracts rodents.

Report dumped rubbish to 1800 422 322 on LAHC property or for private land, contact the City of Sydney online: <https://online.cityofsydney.nsw.gov.au/ReportIssue/IllegalDumping>

## How to recycle this holiday season

The holiday season can bring lots of happiness, gatherings, and increased waste. Here are a few tips on what can and cannot be recycled, and how to help us keep things out of landfill.

- Carefully unwrap your gifts. You can save the paper and reuse it for future gifts.
- Wrapping paper made from 100% paper can be recycled, even if it has sticky tape attached.
- Metallic wrapping paper or paper with glitter or foil detail can't be recycled.
- Aluminium disposable food and baking trays can be recycled– just remove any food and oil and scrunch them into a ball shape, like regular foil.
- Styrofoam or polystyrene can't be recycled.
- Plastic Christmas trees may be reusable but are often made of materials that can't be recycled.
- Electronics, including Christmas lights, contain toxic materials and don't belong in the bin.
- Always try to use rechargeable batteries. Used batteries can be dropped for recycling at some local supermarkets.

Sometimes you just don't want, or need, what's been given to you. *Donate, sell, or re-gift*. If you're re-gifting, just remember who gave you the present. You don't want to be caught returning it to them – that could be awkward.