

Waterloo Connect

Community
update
October 2024



Waterloo Renewal update

Homes NSW has selected the Stockland group as the preferred partner to lead the renewal of Waterloo South. The Stockland group consists of Stockland, community housing providers Link Wentworth Housing and City West Housing, and Aboriginal community housing provider Birribee Housing.

Homes NSW is working with the Stockland group to establish a clear approach for the renewal program over the next 10-15 years, including how the area will be redeveloped and management of the new social and affordable housing.

Our goal is to work together with you, the Stockland group and the broader community to deliver great outcomes for the people of Waterloo.

Stay tuned for more updates in the New Year.

What does this mean for you?

We acknowledge that relocations in Waterloo South were initially planned for mid-2024, however there are still further steps in the process before relocations can begin. For this reason, the notification letters are likely to be sent to impacted tenants in Waterloo South by early 2025, with more information on relocations.

Tenants will be given at least 6 months' notice before needing to move. This means that Waterloo South tenants will not have to move straight away when they receive their notification letter unless they choose to.

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

Important information for you:

Tenants are NOT being asked to move yet. You do not need to do anything right now.

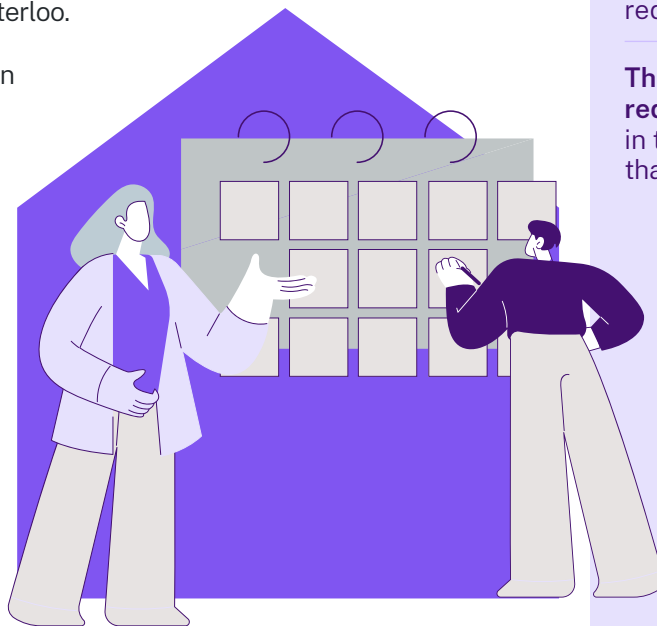
When relocations start, **tenants will be relocated in stages**, which means not all tenants in Waterloo South will move at the same time.

You will be given **at least 6 months' written notice** before needing to move.

All tenants will be supported by a dedicated Homes NSW Relocation Officer who will find a suitable home that meets your individual housing needs – **if you wish to stay in the Waterloo area, you will be able to do that.**

All tenants have the **right to return to the Waterloo estate** once the redevelopment is complete.

The high-rise buildings will not be redeveloped now. For tenants living in the high-rise buildings, 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 www.nsw.gov.au/homes-nsw/waterloo. 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 пройдите по ссылке: www.nsw.gov.au/homes-nsw/waterloo. 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www.nsw.gov.au/homes-nsw/waterloo。你也可以前往Waterloo Connect 办事处、Waterloo房屋署办事处或OzHarvest食品发放站拿取本新闻简报。

Word on the street

Metro services have arrived at Waterloo

Waterloo welcomed the first Metro service on 19 August. Waterloo residents can now catch Metro services to the new stations through the city's north and under the CBD, including Martin Place, Gadigal and Barangaroo. Waterloo station already sees an average of 4,880 passengers daily. Local residents are delighted by how fast and easy it is now to get to the City and further north. They also love the Indigenous inspired public art at Waterloo station.

Here are the expected travel times from Waterloo station:

- Barangaroo in 8 minutes
- Martin Place in 6 minutes
- Sydenham in 5 minutes
- Chatswood in 17 minutes
- Victoria Cross in the city's north in 11 minutes.

If you came to the station Community Open Day, you would have seen glimpses of Waterloo history through stories from local residents Neil, Velma and Inara. To read more about the history of Waterloo, visit the [Waterloo Human Services Plan](#) website.

Waterloo Connect – a touchpoint for the Waterloo 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 contact the team on 9384 4134 or via email WaterlooConnect@homes.nsw.gov.au.

Photos credits: Left: Leanna at Waterloo Metro Station. Right: smoking ceremony on Open Day.



Out and about with the Homes NSW Waterloo Connect team

You may have seen the Waterloo Connect team in the community at a range of activities across the Waterloo estate. The regular BBQs and Clean up events continued outside the Dobell garage and at various places in Waterloo South. The recent Snack and Chat pop ups in the high-rise buildings have been a great opportunity to connect with a variety of tenants.

We were happy to see some new and familiar faces at the events last month. We thank all tenant representatives and peer educators for their support.

What have we heard?

"It's a relief that we don't have to move this year."

— Waterloo South resident

"The [Minister's] letter was very clear. We don't need to worry about moving for now."

— Waterloo South resident

"It's wonderful I don't have to think about moving for 10 years!"

— Marton building resident

Photos credits: Top right: Bruce from Homes NSW and Navin from Counterpoint at the Banks Building pop up. Bottom right: Homes NSW staff getting reading for the Waterloo Community BBQ.



Living in harmony with our neighbours

Homes NSW wants to help all tenants to live in peace and harmony.

Antisocial or illegal behaviours put the safety of others at risk and have a negative impact on the local community. Homes NSW is committed to sustaining tenancies and will work with other organisations to support tenants.

Homes NSW will investigate reported allegations of antisocial behaviour to determine if a breach of the residential tenancy agreement has occurred. Our team will also facilitate early intervention and referral to support services as needed.

To report antisocial behaviour, you are encouraged to visit, call, or write to the Waterloo Housing Office. It is important to include specific information such as:

- Dates and times

- What happened
- Where it happened
- Who was involved
- Details of any witnesses
- If the Police were contacted (event number).

Waterloo Housing Office

A: 232 Pitt Street, Waterloo

P: 9384 4166

E: T101@dcj.nsw.gov.au

This information will allow Homes NSW to investigate your complaint and take appropriate action if needed in line with the [DCJ Antisocial Behaviour Management Policy](#).

Farewell to Stern Pharmacy

It is with great sadness that we bid farewell to George, Silvia and Julie and thank them for their care, dedication and service to the Waterloo community.

Photo credit: Patty (on the right) and Kim (on the left), two long term tenants in Waterloo.



Upcoming survey work

Over the next few months, you may see contractors around the Waterloo estate who will be undertaking survey work, investigating the in-ground services in the streets and footpaths and inspecting the trees in the area. This work will help inform the next stage of design for the Waterloo South Renewal project.

The work is expected to take around 6 weeks and will be carefully managed to ensure you experience minimal disruption.

The contractors may be seen between **7.30am – 5.30pm on weekdays** and **7.30am – 3.30pm on Saturdays**. No work will be performed on Sundays or public holidays.

Rumours corner



Rumour:
Some residents have received a letter about their relocation.

Response:
Homes NSW did NOT deliver any relocation notification letters to any tenants from the Waterloo estate. Tenants do not need to move now and notification letters are likely to be sent to tenants in the first stage of relocations by the beginning of 2025.

Rumour:
The area of Waterloo South opposite the Metro station will be redeveloped first.

Response:
Waterloo South covers about 65% of the Waterloo estate and is the first step of the renewal. Waterloo South includes the walk-up apartments and will be redeveloped in stages over the next 10 to 15 years. More information about which area of Waterloo South will be redeveloped first will be available by early 2025.

Rumour:
As part of the Waterloo Renewal Project, tenants will not have a choice about where they are relocated to and will be moved to Dubbo or Wagga Wagga.

Response:
Waterloo South tenants will be supported by a Homes NSW Relocation Officer during the relocation process. Homes NSW staff will find tenants a suitable home that meets their individual housing needs in the local area or another area of choice. If tenants wish to stay in the Waterloo area, they will be able to do that.

Community corner

“Why we love our pets” project

We understand that pets play a vital role in our lives, and we adore them for a variety of reasons. They are loyal companions, supporters and cast no judgement.

With the support of the City of Sydney, *Elle Brind* from Counterpoint and *Shane Brown* from Sydney Local Health District (SLHD) teamed up to launch the project “Why we love our pets,” at the recent Surry Hills Pets Day. Redfern and Waterloo social housing residents volunteered to be photographed with their pets and share short stories about why their pets are so loved.

Twenty volunteers and their pets will have an extra special portrait taken by Hugh Stewart, a well-known Redfern portrait photographer.

Visit Counterpoint (67 Raglan Street) or the Waterloo Connect office to complete a registration form to have your photo taken with your pet. For more information, please call Elle on 9698 9569.



Photo credit: Susan, a Waterloo resident with her staffy, Austin.

Join the Waterloo Connect team for some November Bingo fun.

Come along and enjoy quality bingo games, morning tea, and a chance to win some great prizes.

Keep an eye out for posters with all the details.



OzHarvest Market Waterloo Turns 4!

We're thrilled to celebrate the 4th birthday of Waterloo's OzHarvest Market.

Over these incredible years, OzHarvest has provided a whopping 1.9 million kilos of food to 318,061 people. OzHarvest would like to thank everyone for being part of their journey as they continue to nourish our vibrant community.

Photo credit: Zuzana, OzHarvest market manager with a customer.



Activities and events

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

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.

Waterloo Neighbourhood Advisory Board (NAB) Co-ordination Meetings

When? Tuesday 3 December, 2.15pm – 4.00pm

Details: Waterloo NAB Co-ordination is an opportunity for tenant representatives to discuss local issues with community stakeholders.

Interested in joining the NAB as an observer or a representative, or simply want to learn more – contact Mission Australia (see details below).

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 on the Waterloo estate.

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 fun filled art session to explore the hidden artist in you, have a cuppa, light refreshments, and chat with your neighbours or Mission Australia.

Have questions about these activities?

Please contact Mission Australia's Tenant Participation and Community Engagement (TPCE) Facilitator on 0491 147 620 or email SharmaRo@missionaustralia.com.au