

Dear Residents

The recent health crisis has certainly been a testing time and has seen us having to contend with challenges never experienced before. The time has been particularly challenging with social distancing and lockdown measures prohibiting us from enjoying our regular social interactions. I have missed visiting BHC properties- chatting and connecting with residents, and I look forward to the time when we can have this freedom again.

As we are still required to be physically distant from each other, I recently recorded a message to you all, filmed in my home. The recording is on the BHC website (<https://bhcl.com.au/>), and if you are unable to view the recording, I have summarised the key messages in this message.

Responding to the challenges

Firstly, thank you all for your combined efforts in responding to the safety measures and changes that have been implemented in our properties during this time. Your safety and that of the BHC team has been our utmost priority and we have been heartened by the way everyone has worked together to look out for each other, support each other and follow the required health directives.

Being distance from our loved ones, particularly our family and friends and other supports has been a challenge for many of us. On top of this, many of our residents have been impacted financially due to job loss or reduction in hours due to the pressures in our economy. We know this has meant that many people have been finding this period challenging, possibly feeling more isolated than usual or anxious about what the future holds.

It is reassuring to see that as restrictions now start to ease, so we can begin to reconnect with our loved ones, and some services and businesses are recommencing. Of course, this does not mean that life has returned to normal yet, but we are moving in the right direction; and you are not alone if you still feel concerned about isolation or changes to your circumstances.

ResidentConnect

The ResidentConnect service has been set up to connect you with any additional supports or assistance you may need, whether that is linking in with the government's financial assistance or finding local supports for wellbeing and health. To receive assistance from this team, I encourage you to speak with your Housing Manager or contact our ResidentConnect team through the head office phone number. This service remains available to assist all of our tenants and I strongly encourage you to reach out if there is anything at all we can help you with.

The BHC team and Head Office

The BHC team will continue to work remotely and our Head Office will remain closed for the short term. It is important to us that during this time, we continue to offer a high level of service to you, despite this change to our working arrangement. I hope that you feel that is happening and please let us know if there is anything we can be doing to assist you. And I want to reinforce to you that whilst you may not have seen your housing manager as often at your property, your housing managers and the BHC team are still available to you- so please keep in touch with us by telephone

or email. With restrictions starting to ease, your housing managers will be increasing the time spent at your properties.

Communicating with you

The COVID-19 health crisis has reinforced to us how important it is to be able for us to be able to communicate in a timely matter with you. One of the most effective methods of keeping you up to date has been the BHC Facebook page. I encourage you to follow BHC on Facebook and use this resource as a way of staying connected to not only BHC but information that may interest you. If you are currently facing challenges with digital technologies or need assistance to get online or get connected, please let us know. We are looking at platforms and avenues to assist residents with this.

More safe and secure housing

Finally, this period has demonstrated, now more than ever the role that safe and stable secure housing provides and how important it is that everyone has a place to call home. This is one of our priorities and we will continue to work with our sector partners and all levels of government to increase the availability of affordable housing for people in housing need.

In closing, please stay connected with us and reach out to your Housing Manager or the ResidentConnect team if you require additional supports, or contact us on email at feedback@bhcl.com.au with any suggestions about other things we can do to assist you during this time.

I wish you all ongoing health and safety during this time and thank you all again for all your efforts in looking after each other so we can all come through this stronger and more united on the other side.