



LIVING

ECHOREALTY DOING PROPERTY DIFFERENTLY



Review our service

Did you know you're able to review our service online? We encourage you all to take a minute to give us a review or a shoutout to your favourite employee! We'd really appreciate it.

From Bonnie

"We are so lucky and grateful for EchoRealty! It's not only about the excellent affordable program and the wonderful facilities, but also the splendid team members. We would like to thank my property manager Kelly and her colleague Francesco from the bottom of our hearts! During our stay, Kelly and Francesco were so professional, kind and warm-hearted! They respond to our requests quickly and patiently! They are so thoughtful to our little family which really made our stay smooth and enjoyable. With these great team members, I believe EchoRealty is the best and I truly hope it continues to thrive. I strongly recommend EchoRealty to people who are in need!"

From San

"I've been a tenant of Natasha's at EchoRealty for about two years and have had a really good experience. Natasha has been extremely responsive when addressing concerns and resolving issues promptly. She is professional and always friendly and helpful. Natasha has kept me informed about maintenance, repairs, and important updates. She has made my tenancy seamless and stress-free. I highly recommend Natasha at EchoRealty to anyone seeking a reliable property manager."



Discover our Affordable Housing in Willoughby

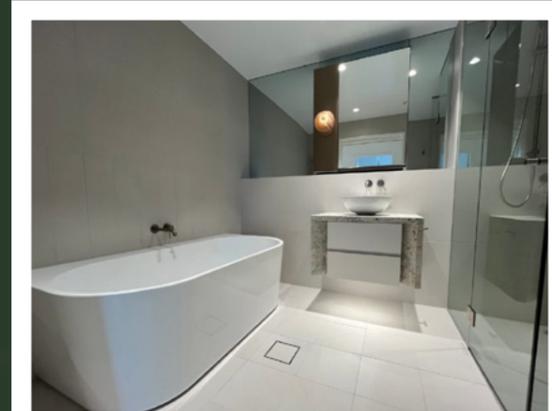
Exclusively for workers and/or residents of Willoughby LGA, our new affordable housing complex - in partnership with Willoughby Council, offers high-quality living in a prime location. Built by Mirvac, these apartments exude luxury while combining thoughtful design with modern convenience.

Each apartment features spacious bedrooms, stylish kitchens with stone benchtops and premium appliances, and sleek bathrooms with ample storage. Timber-floored living areas, private balconies, ducted air-conditioning, and internal laundries ensure comfort and practicality.

Close to key workplaces, local amenities, and public transport, the apartments are ideal for essential workers in sectors like healthcare, education, emergency services, and retail.

This development reflects our commitment to supporting key workers by providing affordable, high-quality housing in the heart of the community. It's more than a place to live—it's a space where you can thrive while staying connected to the vibrant Willoughby lifestyle.

If you're interested in living in Willoughby, please contact us on **1800 693 246** for more information or visit echorealty.com.au/Willoughby



Getting to know EchoRealty

#MEETECHO gives you, our resident, a better insight into who we are as your support team. In this edition, we interview EchoRealty's Property Manager, Crystal Inglese.

Q: How long have you been with EchoRealty?

A: I started with EchoRealty in December 2023.

Q: What were you doing before you came to EchoRealty?

A: I began my real estate career in 2020, transitioning from roles in the pet industry as a dog trainer and customer service, along with working as journalist and content creator. Before joining EchoRealty, I worked with Century21 in South-West Sydney, starting in reception and administration. During that time, I completed my licensing course, progressed to Property Manager, and ultimately became Senior Property Manager, overseeing a large Metro Sydney portfolio.

Q: What made you want to become a Property Manager?

A: Growing up in a single-father household and living in rental properties across South-West Sydney, I experienced firsthand the impact of effective and ineffective property management. This unique perspective revealed a gap in

fostering genuine, respectful relationships between tenants and landlords. That insight inspired me to become a Property Manager committed to bridging that gap—building trust, clear communication, and meaningful connections that benefit everyone involved.

Q: What is a typical day for you?

A: In Property Management, no two days are alike. From handling admin tasks to tackling unique challenges, the variety keeps the role exciting. The balance of in-office work and on-the-road responsibilities keeps my mind active and ensures every day is dynamic and engaging.

Q: What is your favourite thing about working for EchoRealty?

A: What I love most about EchoRealty is the genuinely supportive and welcoming team environment. It's a refreshing change from previous workplaces, with everyone working together and offering consistent encouragement to help you excel and exceed expectations.

Q: What inspires you?

A: Like most people, a lot of things inspire me – my husband, my dog, my family, my friends, and other people within the real estate industry just to name a few. However, the ultimate inspiration is truly my younger self. It's the little Crystal who would sit up every night reading books and magazines about different careers while imagining what her adult life would be like. My largest goal in life is to become the kind of person my younger self would have looked up to and inspired to be like.



Crystal Inglese
EchoRealty Property Manager

Energy saving tips this summer

With summer and its warm, sunny days, here are some simple things you can do to go green and see energy cheaper bills this season:



Switch to LED Lighting

Cut energy use by up to 75% by replacing halogen bulbs with LEDs. Use dim lighting for relaxation and brighter settings for tasks like reading.



Cool with Pedestal Fans

Fans are an eco-friendly alternative to air conditioning. They provide comfort at a fraction of the energy cost.



Block Summer Heat with Curtains

Close blinds or curtains during the day to reduce heat. Use white curtains to reflect sunlight or darker ones to absorb heat at night.



Wash Clothes in Cold Water

Modern detergents work effectively in cold water, helping you save energy by skipping the hot wash cycle.



Line-Dry Laundry

Skip the dryer and hang clothes outside to save up to \$100 annually while reducing wear and tear.



Optimise Fridge Temperatures

Set your fridge to 3°C and freezer to -18°C for energy efficiency and food safety. Avoid setting lower temperatures to reduce your energy waste.



Use Energy-Efficient Appliances

For smaller meals, opt for a toaster oven or microwave instead of a full-size oven.



Use Power Boards

Standby power can add 3% to your energy bill. Use a power board with a switch to turn off multiple devices at once.



Create a Cross-Breeze

Cool your home naturally by opening windows on opposite sides to create airflow. Close them once it heats up to retain cooler air.



Annual Report 2023–2024

The Evolve Housing Group Annual Report for the 2023–2024 financial year is available for download from our website, or a free hard copy can be obtained from our head office in Parramatta. We are particularly proud of the year that was and would love for you to download a copy for yourself.

[▶ DOWNLOAD YOUR COPY](#)

Merry Christmas and Happy Holidays



Our office will close at 1pm on Friday, 20th December 2024, and reopen on Tuesday, 7th January 2025.

During this time emails and online forms will not be monitored. Thank you for your understanding, and we look forward to assisting you in the new year!

Christmas can be a difficult time for many people, both financially and emotionally. There is a wide range of support services available if you find that you need support or help.

ASK IZZY

Ask Izzy provides information on a variety of services that include accommodation, food, domestic violence, drugs and alcohol and more.

KIDS HELPLINE

Ph: 1800 551 800

Kids Helpline is a free, confidential 24/7 online or phone counselling service for ages 5 to 25.

SALVATION ARMY

Financial Counselling

Ph: 1800 722 363

Food hamper and gift assistance

LIFELINE

Ph: 13 11 14

Txt: 0477 131 114

Lifeline provides access to 24-hour crisis support and suicide prevention services.

BEYOND BLUE

Ph: 1300 224 636

Beyond Blue offers free telephone and online counselling services open 24/7 for everyone.

ST VINCENT DE PAUL

Ph: 13 18 12

Manage your tenancy through our Tenant Portal

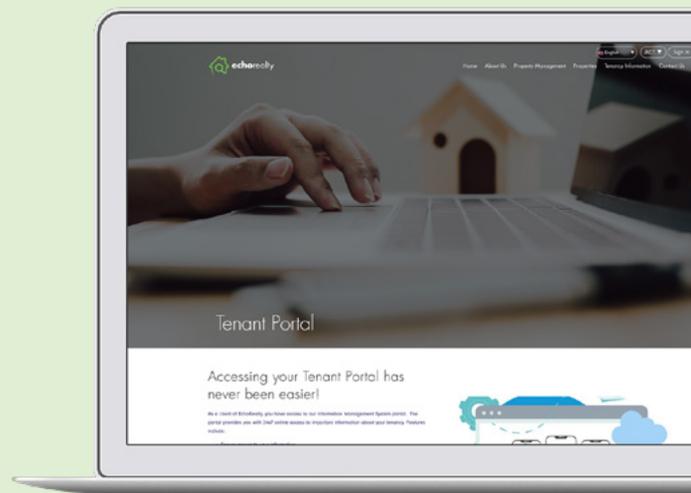
The EchoRealty Tenant Portal gives you 24/7 access to everything you need to manage your tenancy.

► [GO TO TENANT PORTAL](#)

For urgent repairs call our 24/7 contact centre:

NSW: 1800 693 246 / **VIC:** 1800 324 684 / **ACT:** 1800 324 622

► [CLICK HERE FOR MORE INFORMATION](#)



Acknowledgment to Country

EchoRealty acknowledges the Traditional Custodians of the land where we deliver our housing services. We acknowledge and pay our respects to all Elders past, present and future. We welcome all First Nations Peoples to our services, as we walk together towards reconciliation.