

A message from the Senior Manager, Housing

The past six months have just flown by and we have been busy working hard on finding new opportunities for the organisation and for ways we can serve you better.

One way to help us achieve this is creating a Tenant Focus Group. The idea of this group is to seek feedback directly from our tenants and to give our tenants a direct voice to management. We will seek feedback directly from you so we can develop our services, you can help to coordinate the newsletter and articles published inside and help to arrange social outings, or whatever the group decides.

How do I join the Tenant Focus Group?

This is a great opportunity for you to meet other members of your community, to use skills you already have or perhaps to learn new skills.

If you think you may be interested in participating in this group and would like to have a voice in your community please let your Tenancy Officer know or call our housing office on **8209 6660** to register your interest.

Australian Housing Institute award wins for AnglicareSA Housing

AnglicareSA's Bowden Rent-To-Buy Scheme has won the Australian Housing Institute's *Leading Housing Development* award.

The Bowden Rent-to-Buy Scheme is a partnership between AnglicareSA Housing and Oryx Property, providing a unique opportunity for people on low incomes to break out of the rental cycle and own their own home.

The innovative model provides 10 tenants with the option to purchase a high quality, two-bedroom apartment in a desirable inner urban community in 2021 at 2014 prices.

In the meantime, they pay a reduced rent to assist in saving to purchase the property. AnglicareSA Housing pays all building outgoing costs including body corporate fees, management, maintenance,

council and SA Water base rates. Well done to the AnglicareSA Housing team!

We also received a Highly Commended in the *Leading Innovation* category: **Sustaining Complex Tenancies**. The recognition in this category was based on AnglicareSA Housing's willingness to go beyond the legal tenancy framework in supporting tenants to maintain their tenancy and provide them with access to a range of other AnglicareSA services.

Another milestone to celebrate is the transfer of a further 737 houses from Renewal SA under the Renewing our Streets and Suburbs project, to be managed by us as a result of our Tier 1 accreditation. This latest parcel of houses is located in the western suburbs and we now have the opportunity to work with and improve the standard of housing for these tenants as we did those in the Better Places Stronger Communities transfer just two years ago.

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Award winning Bowden Apartments

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Earlier this year AnglicareSA revisited our Strategic Directions – one of the key elements to come out of this was our **Customer First Principles** and following is our pledge to you our Customers – in AnglicareSA our services are all about our customers – this means that our customers are at the centre of all that we do. We deliver improved wellbeing and respectful customer experience.

Our work with customers is guided by our Customer First Principles:



We involve you

- We listen to you
- We make you feel welcome
- You are in charge of your planning
- We work with you.



We deliver for you

- We do what we say we will do
- We are honest and up front
- We strive to deliver relevant services
- We make sure you feel safe and secure
- We ask you for feedback
- If you tell us you are not happy, we do something about it.



We care about you

- We know that feeling cared about is important to you
- We value and respect you in everything we do
- We support you to connect with your community
- We support you in doing things that are important to you.



We help you navigate your way

- We spend time getting to know you and your needs expectations and preferences
- We inform you about your options and opportunities
- We make sure you know who will be assisting you
- We work hard to keep this as simple as possible.



We stand up for you

- We help you to know and understand your rights
- We speak up for you and ensure your voice is heard
- We assist you to develop a support system so that someone is there for you when you need it.

Ben Moore, Senior Manager, Housing

Tenancy News

Meet our Intensive Tenancy Support Officer



We welcome to the housing team Vicki Tsimouris in the newly created role of 'Intensive

Tenancy Support Officer' at our Elizabeth Grove site.

An Intensive Support Officer addresses issues that have placed a person's tenancy at risk, this may include such things as squalor, hoarding, poor property condition or rent arrears. Vicki's primary role is to work alongside tenants and empower them to make the necessary changes to sustain their tenancy and remain housed.

Vicki is creative with her support, taking into account people's individual needs giving them the tools to move forward. This may include linking them into other internal services such as counselling services, financial counselling, PHAMS and encouraging clients to attend community programs they are interested in.

Vicki is thoroughly enjoying her role and working with a diverse group of individuals.

Water Charging

As you may be aware the cost of water is forever increasing. Although it is the industry standard to pass on all water costs including the water supply charges, AnglicareSA Housing have chosen not to pass on the supply charge

to you as we continue to strive to provide the best service and most affordable housing to our tenants.

Are you going away?

If you are planning on taking that well deserved holiday, or maybe you have to spend some time in hospital; please contact your Tenancy Officer to advise of the dates that you will be away. You would be surprised at the number of calls that we receive from concerned neighbours and support providers when they haven't seen you for a while. By providing this information to your Tenancy Officer we know that you are safe and should we receive any concerned calls we can thank the caller and reassure them that you are okay.

Maintenance



How to prevent mice

With the onset of winter rats and mice seek shelter where it's warmer.

Mice need food, water and shelter to survive. Remove these three things and they will be less likely to stay.

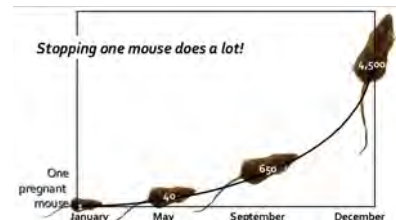
How to help keep your home mouse-proof:

- Keep food, food scraps and pet food in tightly sealed containers
- Don't leave crumbs and other food around
- Dispose of rubbish and put out for collection each week by the council
- If you have any water leaks contact AnglicareSA maintenance immediately on 8209 6666

You can use a trap to kill them. Spring-loaded mousetraps should be baited with peanut butter and placed in areas where there is obvious mouse traffic.

Traps should be checked daily. Dead mice should be immediately removed and disposed of – place the mouse in a plastic bag and place in outside rubbish bin and wash hands thoroughly.

Re-bait the trap and continue as above until no mice have been caught for at least 2 weeks.



Community News

NDIS

NDIS is the National Disability Insurance Scheme. The NDIS is a new way of providing individualised support for people with a disability, their families and carers.

The NDIS will provide all Australians with a permanent and significant disability, aged under 65 years of age, with the reasonable and necessary supports they need to live an ordinary life.

We can support families, adults and young people with a disability or mental illness to navigate the

NDIS process and support them to achieve their goals. AnglicareSA has employed an NDIS Customer Advocate (NCA) who can assist families to understand NDIS and how it will affect each person's individual situation.

For further information please phone 1800 953 001.

AnglicareSA Home Care Services

With years of experience supporting the needs of our ageing population, AnglicareSA has a wide range of services

and care choices available. We can provide short or long term care or one-off support.

Services include (but are not limited to): house cleaning, laundry, changing bed linen, ironing, putting out rubbish bins, shopping, meal preparation, accompanied shopping, friendly visiting, undertaking social activities and outings, assistance with showering and getting dressed, transport, home maintenance and modifications and nursing services.

AnglicareSA Home Care offers:

- Flexible service provided by experienced, friendly, local staff
- Non-biased advice, information and support regarding service options
- Information on other relevant local services.

Who can access Home Care services?

- People aged 65 and older living at home
- Aboriginal and Torres Strait Islander peoples aged 50 and older living at home

To find out more about how we can support you and meet your needs, please contact our Aged Care Customer Service Officer on 1800 317 009.

Rhonda's Kitchen: Vegetable Soup

Ingredients:

2 tablespoons olive oil
2 cups chopped onions
1 cup thinly sliced celery
2 teaspoons Italian seasoning
Pinch of salt and pepper
3 cups chicken or beef stock
1 can diced tomatoes
1 tablespoon tomato paste
8 cups mixed fresh or frozen vegetables (such as carrots, corn, beans, peas, potatoes, zucchini – if fresh chop into even sized pieces)

Method:

- Heat oil in a large saucepan over medium heat.
- Add onions, Italian seasoning, salt and pepper.
- Cook stirring frequently until onions are translucent 5 to 8 minutes.
- Add broth, tinned tomatoes, tomato paste and three cups of stock, bring to boil
- Add vegetables return to boil and then simmer for 20 to 25 minutes until vegetables are cooked.

Enjoy with fresh bread or crunchy rolls.



Fruit Trees and Roses

It's time for the planting of fruit trees, roses and grape vines – the good news is they're cheaper to buy at the moment as you can buy them open rooted (they have not been put into pots).

Prune roses early to end of July – prune stone fruits end of July and lightly prune citrus end of August to early September.

Spray fruit trees and roses with copper oxy chloride and white oil to prevent fungus, shot hole and curl leaf.

Winter Planting

You can now plant; cabbages, cauliflowers, onions, lettuce and other leafy vegetables such as spinach. Plant strawberries and rhubarb crowns.

For a touch of colour try planting; Pansies, Primulas, Lobelia or Polyanthus.

Lawns are easy this time of year – you can give them one last feed with Munns Golf Course Green – 1kg per 10 square metres. If you have a problem with oxalis weed (three corner jacks) spray with bindi killer.