

Welcome from the Senior Manager of Housing



Our Housing team celebrating the news.

A big hello to all of our tenants! The year has started well and we are happy to report that as a Tier One National Community Housing Provider (you can find out more information at www.nrsch.gov.au), we have just undertaken a review of all our practices and have received a big tick from the Housing Regulator with our annual compliance. For you as tenants this means we have great practices and provide a quality service. It is good news for all of us and a great acknowledgement of all our hard work and the great tenants we have.

Tenant Feedback

The Better Places, Stronger Communities (BPSC) team have been overwhelmed with positive feedback from tenants in their first few months. AnglicareSA Housing took over management of 479 properties at Elizabeth Grove and Elizabeth Vale in late October.

Since then the tenants have praised the team for their care, service and

responsiveness. I'd like to share some of the feedback with you:

Anne-Marie called and complimented the Elizabeth Grove BPSC staff both on their telephone manner and service provided. She advised that she feels very comfortable calling and feels very welcomed and supported by all staff.

Clive drove specifically to the Elizabeth Grove office to express how "very, very, very happy" he is with his dealings with AnglicareSA Housing staff thus far leading up to the transition date. He also wanted to express extreme satisfaction with his recent experience reporting maintenance, and our proactive response.

Two Christmas parties were organised with Elizabeth Grove and Elizabeth Vale tenants, following discussions at the first tenancy advisory group meeting about the lack of community celebrations in previous years. The parties were a

hit with tenants, with a number of people participating in the community question boards and a number of tenants contributing their time to help.

A lovely letter of thanks arrived complimenting AnglicareSA Housing staff regarding a recent event that was held, "Christmas in the Grove", from a local tenant.

They advised that it has been many years since local tenants have experienced anything like this in their area. A BBQ was held, Santa came with Christmas presents for the children and there were Christmas carols also.

The tenant has provided very positive feedback about how local tenants are feeling about AnglicareSA Housing managing their properties and providing them with access to other AnglicareSA services.

Until the next edition, happy housing!
Ben Moore



Christmas in the Grove

Meet the Maintenance Team



**Housing
Maintenance
Coordinator**

Hi my name's Rodger and I've been working with AnglicareSA Housing for 18 months. I've been involved in various property fields for 20 years, including maintenance, renovations and development. I enjoy all aspects – working with a good team, good contractors and maintaining our houses to a standard that AnglicareSA and tenants can be proud of.



**Administration
Maintenance Officer**

Hi my name's Elyse and I've been working with AnglicareSA Housing for almost a year now. I enjoy being able to assist our tenants to make maintenance as easy as possible.



**Senior Housing
Maintenance Officer**

Hi my name's Robert and I joined AnglicareSA Housing in March last year. I have 27 years experience in the housing industry. I enjoy working as part of the team and get satisfaction from being productive and improving our houses.



**Administration
Maintenance Officer**

Hi my name's Rebecca and I've been working with AnglicareSA since 2005 as a volunteer and now 10 years later I am looking forward to obtaining my long service leave. I enjoy the diversity within administration and providing excellent service to our clients.

Housing Maintenance Officer

Another member of our Maintenance Team is Tracey who joined AnglicareSA Housing nine years ago and has 27 years experience in housing. She enjoys seeing an AnglicareSA house made ready to become someone's new home.

MAINTENANCE NEWS ...

Smoke Alarm Checks



Because we care about you and your family's safety we have appointed Precise Electrical to check all smoke alarms in our properties.

The Smoke Alarm Checks will involve:

- Checking that the smoke alarm is compliant, in good working order and meets all Government regulations including the location and installation.
- Any missing, faulty, damaged or expired smoke alarms will be replaced.
- Should additional smoke alarms be required they will be installed.

You will be contacted over the next few months for entry by Precise. They will give you at least 48 hours notice. If you have any immediate concerns regarding the operation of your smoke alarm call our Maintenance department on **8209 6666**.

Keys



It's all so easy to lock yourself out – maybe even misplace or lose your keys! May we suggest you keep a spare key in a safe place, or with a trusted family member, as calling a locksmith out can prove costly.

What is a Routine Inspection?

AnglicareSA Housing care about the needs of our tenants and always endeavour to provide affordable accommodation that is suitable for individual tenant requirements as well as being well maintained.

The purpose of these inspections is to identify any maintenance issues at the property which you may or may not be aware of and to check that you have all the support needed to be able to maintain your home.

Our focus is on sustaining tenancies, so whilst visiting your property to conduct a routine inspection it also gives us an opportunity to keep in touch with you and to have a chat about other ASA services which may be of benefit to you.

We will provide you with information and can also refer you to other Support Services where appropriate if you so wish.



You will always receive a letter giving you 7-14 days notice of when we will be visiting your property to conduct an inspection and we provide you with a two hour arrival window.

Of course if you have any questions please call your Tenancy Officer.

DOMESTIC VIOLENCE PROTECTION FOR TENANTS – A CHANGE TO THE RESIDENTIAL TENANCIES ACT

AnglicareSA Housing is committed to the provision of social and affordable housing and supports tenants in maintaining a tenancy.

AnglicareSA believes violence in any form is unacceptable. We acknowledge that domestic violence is a major problem within our community and we are committed to ensuring the services we provide to people affected by domestic violence are respectful and acknowledge the impact of violence on individuals.

Domestic Violence is defined as “violence between immediate and extended family members, close relatives, de-factos, separated spouses” it includes physical, sexual, psychological, emotional, economic and social abuse.

On 10 December 2015 changes were made to the Residential Tenancies Act 1995 to provide domestic violence protection for tenants.

If you are a tenant or co-tenant on a Residential Tenancy Agreement and a victim of domestic violence, you can apply to the South Australian Civil and Administrative Tribunal (SACAT) for an order to:

- Terminate the tenancy
- Allow you to stay in the property without the perpetrator
- Leave the property and terminate your responsibility under the tenancy
- Stop a landlord from listing your details on a Residential Tenancy Database for damage caused by the perpetrator
- Determine how the bond will be refunded

By contacting Consumer and Business Services (CBS) tenancy advisory service on 131 882 you will be able to discuss options available to you. Your Tenancy Officer is also available to discuss confidentially any options should this occur.

There are three ways that an application can be lodged with SACAT for a Hearing; online at www.sacat.sa.gov.au, by telephone on **1800 723 767** or in person at 100 Pirie Street, Adelaide.

The Tribunal will need to see evidence of either an intervention order issued by a Court or that domestic abuse has occurred (such as a report from SA Police or a specialist domestic violence service provider).

Everyone has the right to feel safe and live in an environment free from violence. If at any time you have concerns for your safety or the safety of your children, please call 131 444 for police assistance or 000 in the case of an emergency.

AnglicareSA's Tenancy Officers are always there to support you in regards to your tenancy should you find yourself in a Domestic Violence situation or, are experiencing other issues you need assistance to work through.

Autumn Gardening Highlights



With autumn upon us it's time to fertilize lawns!

Use Golf Course Green 1 kilo to 10 square metres of lawn – fertilizer must always be watered in. If possible cut lawns weekly and deep water them fortnightly – this will get them looking the best they can.

It's also time to fertilise fruit trees, citrus trees and roses. Try Blood and Bone or Dynamic Lifter it will improve growth and quality.

Plant winter vegies now – i.e. cabbage, broccoli, cauliflower, sprouts, onions and lettuce etc. For a splash of colour try planting Pansies, Allysum, Primulas and Stocks – these look good in garden beds or pots.



Rhonda's Kitchen: Easy Lemon Tart

We are very fortunate to have a wonderful cook in our team at AnglicareSA Housing.

On many an occasion we are treated to culinary delights provided by Rhonda O'Callaghan, one of our Tenancy Officers. It is always a good day when Rhonda brings in a plate of goodies to share with us!

We have asked her to contribute to this edition of "The Buzz" by providing one of her favourite recipes. Please let us know how it goes!

Ingredients: 125g melted butter; 1 lemon (rind only); 4 eggs; 75g plain flour; 220g caster sugar; 250g cream; 180g milk; 2 lemons juiced

Preparation (method)

1. Grease 25cm pie/quiche/tart dish
2. Grate lemon rind into bowl
3. Add melted butter and all remaining ingredients, combine well
4. Pour mixture into prepared dish
5. Bake in moderate oven 45 minutes or until set and browned lightly.

When cool sprinkle with icing sugar. Serve hot or cold and enjoy!



Image for illustration purposes only

My Aged Care

As of July 2015 the Australian Government has implemented changes to help you navigate the aged care system. This will give you, the consumer, more choice, more control and easier access to a full range of aged care services.

My Aged Care is made up of a website and a contact centre, for more information please call **1800 200 422** or visit the website: www.myagedcare.gov.au



myagedcare

Mediation SA

Mediation SA provides conflict resolution services throughout South Australia, ideal for neighbourhood and community disputes. They have trained workers to help you fix problems between you and your neighbour.

It is a **FREE** service, only one person needs to make contact and they will not force you to face your neighbour. If you believe that you could benefit from this service please call **1300 850 650**.

Mediation SA
Conflict Resolution Services
Across South Australia

