

Better Places Stronger Communities General Information Sheet

What does the transfer mean for me?

AnglicareSA Housing is a leading not-for profit community housing provider. We already manage a large number of homes and have a high level of satisfaction amongst our tenants.

We also provide a broad range of support programs including community care, family, youth and children's support.

We encourage your involvement and will be providing a range of opportunities for you to share your opinions and influence the management of your tenancy, including through a Tenant Reference Group.

Why is the management of some public housing properties being transferred to AnglicareSA Housing?

The South Australian Government is building a stronger social housing system to increase the supply of affordable housing longer term and create safe communities and healthy neighbourhoods. One way to do this is by developing stronger partnerships with community housing providers. While public housing continues to provide a good service, community housing providers have access to a range of tax and other benefits that public housing does not. Community housing providers will have more funds available for housing services because of these benefits.

What are the benefits of transferring property and tenancy management?

Over time the additional funds available to community housing providers will allow for a range of improved services to tenants, including:

- Property improvements - a major focus is to assess the condition of properties and identify properties for upgrade over time
- Affordable living initiatives - in the longer term, tenants may also be provided with cost saving items such as water and power saving devices
- In partnership with local government and other services, we will undertake activities to support the wider community, for example, development of green spaces, community gardens, community events and provision of training opportunities.

Who are AnglicareSA Housing?

AnglicareSA Housing, the housing services section of AnglicareSA, is a nationally accredited Tier 1 housing provider. This is the highest possible level of accreditation, which means we are recognised as providing quality, large scale community housing.

Will my lease conditions change?

No, all lease terms will remain the same. There will be no changes to your existing lease conditions. No leases will be terminated as a result of the transfer and we look forward to all tenancies continuing.

Will my rent change?

Your 'out of pocket' costs will not rise as a result of the transfer. Once tenancy management is transferred to AnglicareSA Housing you may become eligible for Commonwealth Rent Assistance (known as CRA). AnglicareSA Housing will invest funds sourced from the CRA back into properties and support services; we will discuss this with you when we meet with you over the next couple of months.

It's important to note that six monthly rent reviews will continue as normal. This may result in a rent increase in line with your standard lease conditions.

When will the transfer happen?

Transitioning management of the homes from Housing SA to AnglicareSA Housing took place officially on the 24th October 2015 at 12.01AM.

How will I be able to pay my rent?

You will be able to pay your rent at a branch of the ANZ Bank, electronically via CentrePay, Eftpos at the office [Debit cards only] or through a direct debit from your bank account.

Will tenants continue to be eligible for concessions?

Yes, these will be arranged automatically as part of the transfer.

When will tenants be billed for water? Eg. Quarterly, Half yearly?

Tenants are currently billed every 6 months, under AnglicareSA Housing this will reduce to every 3 months (quarterly). This is in line with feedback received from Tenants through HousingSA.

What will happen to credit that is in tenants Housing SA account?

Housing SA would have been in contact with you to discuss leading up to the 24th October. You may have any credit refunded to you, or with your consent, the credit can be transferred across to AnglicareSA Housing.

Who can tenants contact once properties are handed over if they are not happy with AnglicareSA?

TIAS (Tenants' Information and Advocacy Service) is an independent body which is available to all tenants with low incomes, which provides free and independent advice concerning any problems you may have with your landlord. (Please refer TIAS brochure for further information)

How will the transfer process work once handed over?

Before transfer, you will be receiving information and factsheets, together with contact phone numbers (both business hours and after hours). Once the transfer has taken place, you simply need to contact AnglicareSA Housing, and we shall arrange the repairs / maintenance work to be undertaken. Times taken to repair the work will depend on the severity and urgency of the problem, in line with AnglicareSA Housing Maintenance Guidelines.

What will happen to my transfer application after transfer date?

HousingSA will, at the time of transfer, will convert all existing, eligible transfer applications to normal applications for HousingSA housing. If a timely and appropriate transfer is not feasible, AnglicareSA Housing will assist a tenant to apply for Housing SA assistance via a new housing application and/or an application for private rental assistance (in line with Housing SA policy).

Same address transfers will continue under the same policy guidelines as with HousingSA.

Who will be doing outstanding maintenance?

At the transfer date AnglicareSA Housing will take over any maintenance going forward. Any maintenance booked in with HousingSA prior to transfer date will be completed by HousingSA.

Will disabled modifications still be available?

Yes, Please contact AnglicareSA Housing and we shall start the process with you. We will require a letter from your healthcare worker. The disability modifications available remain the same as if you were with Housing SA. Please refer to our Guidelines for full details.

How can you contact us?

AnglicareSA Housing has opened a Housing Service Centre in Elizabeth Grove Shopping Centre, 60 Fairfield Road, Elizabeth Grove.

Here you will be able to get further information about AnglicareSA Housing or make an appointment to speak with someone about a specific housing issue. You can obtain information about other valuable AnglicareSA programs and services such as community care, family, youth and children's support programs and financial advice.

To contact staff at the Housing Service Centre at Elizabeth Grove you can call 1800 25 2772 during Business Hours 9-5

***Maintenance Contact Numbers:- Business Hours 9-5 Weekdays 08 8209 6666
After hours 08 8209 5428***