

# Frequently Asked Questions

## **Who is AnglicareSA Housing?**

AnglicareSA Housing is the housing services section of AnglicareSA, and 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.

We already manage a large number of homes and have a high level of satisfaction (over 90%) as indicated from our tenant survey ratings.

We also provide a broad range of support programs including community care, family, youth and children's support. If you wish, we can assist you to become active members of your local community and develop connections within your community.

We encourage your involvement and will be providing a range of opportunities for you to share your opinions, including through joining a Tenant's Advisory Group.

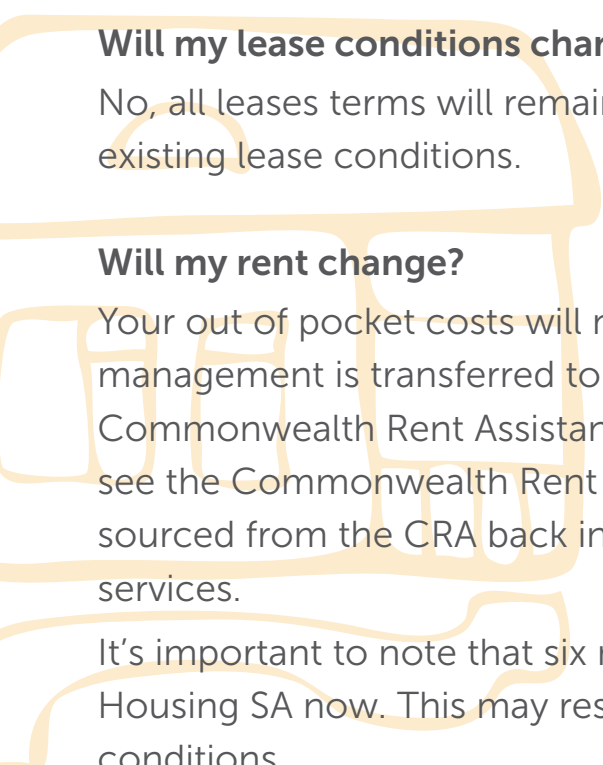
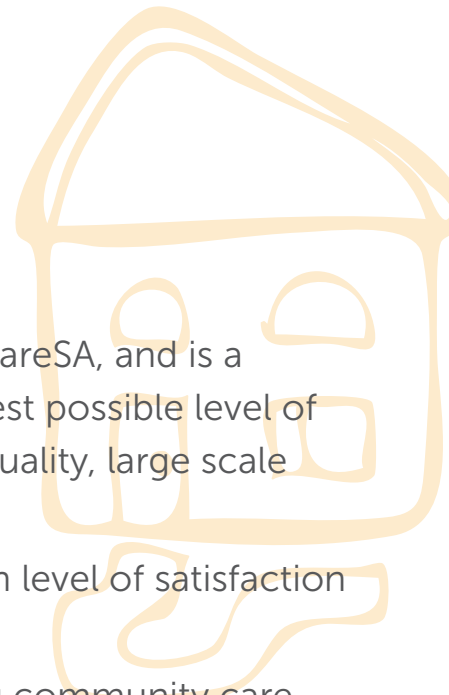
## **Will my lease conditions change?**

No, all leases terms will remain the same. There will be no changes to your existing lease conditions.

## **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 you may become eligible for Commonwealth Rent Assistance (known as CRA). For more information please see the Commonwealth Rent Assistance fact sheet. AnglicareSA will invest funds sourced from the CRA back into the local community, properties and support services.

It's important to note that six monthly rent reviews will continue as it does with Housing SA now. This may result in a rent increase in line with your existing lease conditions.



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## **When will the transfer happen?**

We are currently transferring management of your home from South Australian Housing Trust to AnglicareSA. This transfer will take place on Saturday 23 September 2017.

## **How will the transfer happen?**

During the transition period, South Australian Housing Trust will remain your point of contact for any maintenance or other tenancy issues.

During this time, we will be seeking information from tenants to begin the necessary administrative transfer processes.

## **How will I be able to pay my rent after the transfer?**

You will be able to pay your rent at any branch of the ANZ Bank, electronically via CentrePay or through a direct debit from your bank account.

## **How can you contact us?**

AnglicareSA will open a local Housing Service Centre at 10-14 Regency Road, Kilkenny, in early September. You will be able to visit for further information about AnglicareSA Housing or make an appointment to speak with someone about a specific housing issue.

You can also learn more about AnglicareSA Housing and other valuable AnglicareSA programs and services such as community care, family, youth and children's support programs and financial advice at our local office, online at [www.anglicaresa.com.au](http://www.anglicaresa.com.au) or by contacting us on 8209 6660.

Please feel free to contact Kevin South, Tenancy Services Coordinator, on 08 8209 6660 should you have any queries.

