

# AnglicareSA - your leading not-for profit community housing provider



## Management transfer extended for a further 20 years

In October 2015, AnglicareSA began the management of 479 homes in Elizabeth Grove and Elizabeth Vale on a three year contract.

We have been working as partners alongside our tenants to provide quality housing and housing pathways within vibrant and safe communities.

Working with our tenants and the broader community we aim to deliver:

- quality property management
- quality maintenance programs
- opportunities that support environmental outcomes and cost savings for tenants
- tenants involvement in decisions about their properties and their community

- opportunity and support for tenants to purchase their own home
- essential services and place-making activities that build a sense of pride and belonging by partnering with other support agencies

Since the management transfer, Housing's dedicated team have been in the local area delivering the shared vision of a vibrant and engaged community. We have coordinated more than 357 events, provided support services when tenants asked and listened to what tenants are looking for in their community.

We are committed to ensuring the best outcomes for all of our tenants and the local community.

## Building Relationships Within the Community

Since the management transfer in 2015 we have been busy in the community, building relationships with our tenants and other stakeholders.

A key initiative is the Community Leadership Group (CLG), which is a group of tenants who provide local leadership with an emphasis on fostering community relationships.

Below we showcase a number of achievements for 2018/19:



### Community Events

137 held



### People Engaged

2,361 people



### Services Expo

700 attendees  
50 service providers



### Cuppa Crew

243 attendees



### Ready Steady Cook

22 sessions  
212 attendees  
400+ meals prepared



### Christmas Celebration

300 attendees



### Community Leadership Group

9 meetings

## Affordable Living Initiative (ALI) Outcomes

With the ever increasing cost of living for our tenants, staff ran an education and rewards program on how to conserve energy, save money every week in the home and help the environment.

The four seminars were attended by 157 tenants, who each received roof insulation, ceiling fans, window tinting, door seals to external doors, LED light fittings and water saving shower heads. They also went into the draw to win one of three Solar Panel and Battery Storage systems to be installed in their home.

By the completion of the ALI program:

- 3 properties had solar panels and battery systems installed
- 502 ceiling fans fitted in 344 houses
- 294 windows were tinted in 129 houses
- 167 door seals were fitted to 105 houses
- 272 houses had insulation upgrades.
- In total we invested \$850K into our tenant's homes to help them lower their cost of living.



### Tenant Feedback

*"I am extremely happy with Anglicare Housing. I have recently had fans installed as part of the power saving initiative. We can't believe how lucky we are now that Anglicare Housing have taken over management of our property".*

## Elizabeth Grove/Vale Key Stats

Properties managed  
in Elizabeth Grove and  
Elizabeth Vale

**479**

Number of tenants

**918**

**89%** Tenant  
satisfaction  
rate overall

Spent on improvements and maintenance  
since October 2015

**\$5.142 million**

Spent on Affordable  
Living Initiatives

**\$850,312**

Occupancy rate

**99%**



Visits to local office  
2018/2019

**3002**

Urgent repairs  
completed within 24hrs

**99%**

August 2019