

AnglicareSA is a leading not-for-profit providing sustainable housing with a focus on those most vulnerable in our community

Management transfer

In October 2015, AnglicareSA began the management of **479 dwellings in Elizabeth Grove/Elizabeth Vale**.

The Elizabeth Grove/Elizabeth Vale management transfer is based on the principles of **property, people and place**. This means working as partners alongside our tenants and seeking 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 and maintenance programs to **improve housing stock**
- promote opportunities that support **environmental outcomes** and cost **savings for tenants**
- **involve our tenants** in decisions about their properties and their community
- work with other support agencies in **providing essential services**
- support **place-making activities** that build a sense of pride and belonging.

Since the Elizabeth Grove/Elizabeth Vale management transfer, AnglicareSA Housing's dedicated team have been amongst the local community delivering the shared vision of a vibrant and engaged community. We have coordinated more than **70 events**, provided support services where tenants desire, 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.

Tenant Events

Haslam Estate clean-up

This year we held **successful clean-up days** within the Haslam Estate in March and June. AnglicareSA provided skips, garbage bags, lawn mowers, whipper snippers, rakes, brooms, gloves and refreshments for tenants that were involved.

It was great to see so many people using the bins and coming together to **support each other** to move larger items.

We were really lucky to have the support of some **key community members** and the AnglicareSA team to help make the clean-up a success.

Approximately **65 tenants participated** in the clean-up over the two days and in total we were able to **remove 76 cubic metres** of rubbish in skips, including mattresses, tyres, lounges, fridges and televisions.

Initiatives like the clean-up days, garden makeovers, repairs to lighting and the creation of the Haslam Projects Group are helping make the estate a great place to live.

At the end of a long day, a tenant advised he would "have to eat his words and he was amazed and so impressed with the day and response from the community".



ALI Workshops

We held two **Affordable Living Initiative (ALI) Workshops** with more than **100 tenants attending** and receiving excellent advice on saving money around their homes.

Guest speakers shared information about **energy saving** appliances and fittings, how to **negotiate better deals** with energy providers and provided **finance tips** to assist in reducing any outstanding debt with energy providers.

Attendees were provided a choice of free energy and water saving devices such as ceiling fans, window tinting and door seals, and were offered free home energy audits. The work has been carried out by the ASAH maintenance team and YESS energy with tenants already enjoying the benefits.

Everyone who attended the sessions has been entered into the draw to win one of three solar systems and battery packs for their property. This will be drawn on 5 December, 2017 at the Community Christmas Celebration.



Key Stats

897 tenants

479 Properties managed in Elizabeth Grove and Elizabeth Vale

5000 plus visits to local office

\$1.91 million spent on improvements and maintenance since October 2015

\$381,000 spent on Affordable Living Initiatives

91% Tenant Satisfaction Rate overall

96% Tenant Satisfaction Rate Urgent repairs completed

99% Occupancy rate

71 community events

1178 people engaged in 2016/2017

Tenant Feedback

“Extremely happy with the customer service and professionalism of both the plumber and electrician.”

“A big change in the community since AnglicareSA took over the housing. People are connecting to each other and it's making a real difference.”

“Highly impressed with the AnglicareSA Housing's friendly and helpful staff on the phone and the speed of which problems were assessed and rectified.”

“People are starting to take pride in themselves and their community again.”